

Senate Community Affairs Legislation Committee

ADDITIONAL BUDGET ESTIMATES - 14 FEBRUARY 2013 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Protective Security Policy and Framework

Question reference number: HS 70

Senator: Boyce

Type of question: Written

Date set by the committee for the return of answer: 5 April 2013

Number of pages: 1

Question:

Provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements and details of any department/agency specific policies and procedures.

Answer:

The Department of Human Services is well placed to meet its obligations under the Protective Security Policy Framework (PSPF). A work schedule is in place to ensure compliance with the mandatory requirements by the first due reporting date in August 2013.

On 1 August 2012, the new Information Security Classification System was implemented in the Department. An e-learning module was developed for staff to assist them to familiarise themselves with the new system. This implementation also required ICT changes to incorporate the new classification markings.

The Department continues to develop and revise security policies and procedures for implementation by 1 August 2013.

The Department has a number of strategies and security measures in place to manage security risks in order to protect its people, information and assets. These strategies and measures are based on the assessment of security risks and the business requirements at individual sites and encompass a number of elements, some of which include:

- the Corporate Security Team's input into the design of all new and refurbished service centres;
- customer aggression training for employees involved in face to face service;
- Restricted Servicing Arrangements for customers that are physically aggressive or demonstrate continued unreasonable behaviour;
- electronic security measures such as duress alarms, CCTV and passive infrared detectors;
- the engagement of static security guard services, if required; and
- regular security audits.