

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Unauthorised Access

**Question reference number:** HS 54

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 24 January 2014

**Number of pages:** 1

#### **Question:**

How many unauthorised access to client files have occurred for each of the DHS agencies for the year 2012-13? Provide details of what action resulted from each instance of unauthorised access.

#### **Answer:**

Since the integration of the various agencies into one department from 1 July 2011, data is aggregated rather than held against the former master program agencies. Therefore, to isolate data on each master program would require an unreasonable diversion of resources.

In the financial year 2012-13 there were 233 instances identified of potential unauthorised access to customer information by employees across the department. Ninety-six of these instances resulted in formal investigations under the APS Code of Conduct. A further 88 matters resulted in formal warnings being issued to current employees, with the remainder relating to former employees or being dealt with informally.

There were 82 investigations finalised in 2012-13 involving unauthorised access that resulted in a finding that there had been a breach of the APS Code of Conduct, noting that some of these matters had commenced in the previous year. Of the 82 investigations finalised:

- sanctions were imposed in 69 matters, including seven employees who had their employment terminated;
- 12 employees resigned prior to having their employment terminated; and
- one employee resigned during the course of the investigation.