

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Departmental Staff Misconduct

Question reference number: HS 145

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 1

Question:

- a) How many unauthorised access to client files have occurred for each of the DHS agencies for the year 2013-14?
- b) Provide details of what action resulted from each of the instance of unauthorised access?

Answer:

- a) There were 268 identified instances of potential unauthorised access in 2013-14 resulting from the department's enhanced detection programmes.
- b) Of the 268 instances, 126 resulted in formal investigation under the APS Code of Conduct. A further 142 matters resulted in formal warnings being issued to current or former employees, or being dealt with informally through counselling or training.

Of the 121 investigations finalised in the 2013-14 financial year:

- 119 investigations determined breaches of the APS Code of Conduct to have occurred;
- sanctions were imposed in 94 matters, including nine employees who had their employment terminated;
- 18 employees resigned, eight prior to having their employment terminated; and
- seven investigations related to the actions of former employees where no sanction is possible.