

**Senate Finance and Public Administration Legislation Committee  
—Additional Estimates Hearing—February 2017**

**Answers to Questions on Notice**

**Parliamentary departments, Department of Parliamentary Services**

Topic: **Incident of 25 June 2016**

Question: **38**

Written **Senator Bernardi**

**Date set by the committee for the return of answer: 13 April 2017**

1. In relation to the 25 June 2016 incident I asked about during the 27 February 2017 hearing:
  - a. Were all the incident reports passed on to HR? On what dates did HR receive each of the reports?
  - b. On what date did the supervisor notify the Department that they were going to retire?
  - c. On what date did the supervisor retire?
  - d. Did the supervisor receive a redundancy payment? (Mr Cooper was not sure about this during the hearing)
  - e. Will anyone within DPS be undertaking a review of the incident and DPS managers' handling of the complaint, in addition to the review already commissioned by the Secretary into Mr Cooper's decision?
2. Please provide a comprehensive timeline regarding the incident, including – but not limited to – when each DPS manager was informed of the incident, on which dates the managers contacted the person who made the complaint, when managers' decisions were handed down, along with any other relevant details.

**Answer**

1.
  - a. Yes, all incident reports were passed on to HR. The reports were received by HR on 28 July 2016.
  - b. The supervisor formally requested consideration of a voluntary redundancy (VR) on 15 June 2016. This was supported by the Acting First Assistant Secretary, Building and Security Division (A/g FAS BSD) on 21 June 2016, and approved by the Secretary on 28 June 2016. The supervisor formally accepted the offer of VR on 29 June 2016.
  - c. The supervisor retired from the Department on 29 July 2016.
  - d. Yes, the supervisor received a redundancy payment.
  - e. HR considered the actions of relevant managers and, with Mr Cooper's agreement, delivered two education sessions with Security Branch management, including all team leaders, in September 2016. These sessions informed the management group of the need to strictly follow the DPS Internal Complaint Management Procedure, and reinforced the need to seek early advice from HR to manage such processes.

2.

Saturday 25 June 2016	<ul style="list-style-type: none"><li>• Incident between the Complainant and Supervisor.</li><li>• Complainant submitted an incident report to the Manager, Security Services (Manager)</li></ul>
Sunday 26 June 2016	<ul style="list-style-type: none"><li>• Supervisor apologised to Complainant.</li></ul>
Monday 27 June 2016	<ul style="list-style-type: none"><li>• Assistant Director discussed incident with Supervisor who explained he had apologised to Complainant.</li></ul>

Wednesday 29 June 2016	<ul style="list-style-type: none"> <li>• Manager emailed Complainant advising the complaint had been raised with the Assistant Director, and had been addressed appropriately.</li> <li>• Complainant responded asking what steps had been taken to address the complaint.</li> </ul>
Thursday 30 June 2016	<ul style="list-style-type: none"> <li>• Complainant met with Director and raised concerns over how the matter was being dealt with. Director asked Complainant if he wished to lodge a claim of bullying and harassment and the Complainant advised he wanted 'the issue as it stood dealt with'.</li> </ul>
Friday 1 July 2016	<ul style="list-style-type: none"> <li>• Report received from Witness to incident.</li> <li>• Manager replied to Complainant's email of 29 June 2016 indicating that the matter had been raised with the Supervisor, and that they understood the Supervisor had apologised. In this reply, the Manager also acknowledged Complainant's request for the Witness to submit a report and advised that they were in the process of gathering that information, which would then be provided to the Director.</li> </ul>
Monday 18 July 2016	<ul style="list-style-type: none"> <li>• Follow up discussion between Assistant Director and Supervisor.</li> </ul>
Wednesday 20 July 2016	<ul style="list-style-type: none"> <li>• Complainant emailed Manager seeking update on incident.</li> </ul>
Wednesday 27 July 2016	<ul style="list-style-type: none"> <li>• Assistant Director met with Complainant</li> </ul>
Thursday 28 July 2016	<ul style="list-style-type: none"> <li>• Complainant and Director met. Director reviewed the actions taken to date and advised that he considered the matter closed. Director offered to refer matter to HR if not satisfied, to which the Complainant agreed.</li> <li>• Incident referred to HR by Security Branch.</li> </ul>
Friday 5 August 2016	<ul style="list-style-type: none"> <li>• Meeting between Complainant and HR.</li> </ul>
Thursday 8 September 2016	<ul style="list-style-type: none"> <li>• HR met with the Acting First Assistant Secretary, Building and Security Division (A/g FAS BSD).</li> </ul>
Tuesday 13 September 2016	<ul style="list-style-type: none"> <li>• HR emailed Complainant to provide outcome of the meeting with the A/g FAS BSD.</li> </ul>
Friday 23 September 2016	<ul style="list-style-type: none"> <li>• Email from Complainant to HR, cc A/g FAS BSD, raising an allegation that PSS Officers failed to inform HR of the original complaint in a timely fashion in order for another PSS Officer to obtain a benefit.</li> </ul>
Monday 28 November 2016	<ul style="list-style-type: none"> <li>• Follow up email from Complainant to HR in relation to the email of 23 September 2016.</li> </ul>
Friday 16 December 2016	<ul style="list-style-type: none"> <li>• Email from A/g FAS BSD to Complainant in response to his email of 23 September 2016. In this email the A/g FAS BSD apologised for his delay in responding and indicated that he was of the view that the allegation was unfounded.</li> </ul>
Monday 16 January 2017	<ul style="list-style-type: none"> <li>• Email from Complainant to A/g FAS BSD.</li> </ul>
Thursday 19 January 2017	<ul style="list-style-type: none"> <li>• Email from A/g FAS BSD to Complainant.</li> </ul>
Friday 3 February 2017	<ul style="list-style-type: none"> <li>• Email from Complainant to Acting Assistant Secretary, Security (A/g AS, Security).</li> </ul>
Friday 10 February 2017	<ul style="list-style-type: none"> <li>• Email from A/g FAS BSD to Complainant (cc A/g AS, Security and Assistant Secretary, People and Governance Branch (AS, PGB)) indicating that the AS, PGB will consider next steps to review the A/g FAS BSD's decision.</li> </ul>

Friday 17 February 2017	<ul style="list-style-type: none"> <li>Email from AS, PGB to Complainant (cc A/g FAS BSD, A/g AS, Security and Director, HR) indicating that the Chief Operating Officer (COO) had been appointed to conduct a review of action under s33 of the <i>Parliamentary Service Act 1999</i>.</li> </ul>
Saturday 18 February 2017	<ul style="list-style-type: none"> <li>Email from Complainant to Secretary.</li> </ul>
Tuesday 21 February 2017	<ul style="list-style-type: none"> <li>Secretary responded to Complainant affirming advice of 17 February 2017 that he has appointed the COO to conduct a review of action.</li> </ul>
Thursday 9 March 2017	<ul style="list-style-type: none"> <li>Email from COO with results of review.</li> </ul>