



ACT Government

Department of Justice and Community Safety

PERSONAL INFORMATION DIGEST 2010

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ACT CORRECTIVE SERVICES

Address:

Levels Grd-2, 197 London Circuit,
Eclipse House
Canberra City ACT 2601

GPO Box 158
CANBERRA ACT 2601

Eight (8) classes of personal information are held by this agency.

SENTENCE ADMINISTRATION SECTION

1. Secretariat and board meeting files

The purpose of these records is to provide information for the Sentence Administration Board to make decisions about Parole and Periodic Detention as required under the Crimes (Sentence Administration) Act 2005 and to store all papers required for Board business, including records of Board meeting minutes and agendas.

Content may include some or all of the following: name, address, date of birth, occupation, gender, marital status and names and status of partners or relatives.

Sensitive content may include: physical or mental health, disabilities, sexual life, racial or ethnic origin, criminal convictions, religious affiliations, financial information, relationship details, names of victims, reports related to the effect of the crime on victims, offence details, criminal history, statements of facts, Judges sentencing comments, prison discipline record, warrants or other Court documents and social history, release and management of offender on Periodic Detention, Community Based Orders.

The personal information on these records relates to prisoners, parolees and licensees, Periodic Detainees, those on Community Based Orders and victims for Board purposes.

The following agency staff have access to this personal information: Manager of the Sentence Administration Section, Secretariat of the ACT Sentence Administration Board, the Board and SAS staff. In the case of victim's records, the only officers with access are: the Victim Liaison Officer, Manager, Sentence Administration Section (SAS) and SAS staff on an as required basis.

The records are created and retained as per the approved ACT Corrective Services Thesaurus and Disposal Schedule.

Some of this information is disclosed to: Office of the Director of Public Prosecutions, NSW Corrective Services and other such services interstate, ACT Corrective Services, the Federal Attorney-General's Department, parole boards from other jurisdictions, the Australian Federal Police, state police forces and victims of crime, according to statutory obligations, Courts.

The records are stored on a computer database and both paper and electronic files.

Individuals can obtain information regarding access to their personal information through Freedom of Information.

Location: Central Registry, Fyshwick; Sentence Administration Board Secretariat, Alexander Maconochie Centre, Locked Bag 7775, Canberra BC.

2. *Sentence administration files*

The purpose of these records is to hold information related to the calculation and verification of each offender's sentence.

Content may include some or all of the following: name, address, date of birth, occupation, gender, marital status and names and status of partners or relatives.

Sensitive content may include: physical or mental health, disabilities, sexual life, racial or ethnic origin, criminal convictions, religious affiliations, financial information, relationship details, names of victims, offence details, criminal history, statements of facts, Judges sentencing comments, prison discipline record, warrants or other Court documents and social history, release and management of offender on Periodic Detention, Community Based Orders.

The personal information on these records relates to prisoners, parolees and licensees, Periodic Detainees, those on Community Based Orders and victims.

The following agency staff have access to this personal information: All SAS staff.

The records are created and retained as per the approved ACT Corrective Services Thesaurus and Disposal Schedule.

Some of this information is disclosed to: Office of the Director of Public Prosecutions, NSW Corrective Services and other such services interstate, ACT Corrective Services, the Federal Attorney-General's Department, parole boards from other jurisdictions, the Australian Federal Police, state police forces and victims of crime, according to statutory obligations, Courts.

Individuals can obtain information regarding access to their personal information through Freedom of Information.

Location: Central Registry, Fyshwick; Sentence Administration Board Secretariat, Alexander Maconochie Centre, Locked Bag 7775, Canberra BC.

3. *Victims files*

The purpose of these records is to hold information related to the interaction with victims in regard to fulfilling statutory obligations.

Content includes: name, address, relationship to offender if any, requests for information to and from the victim, submissions from the victim, information provided to victim about the offender.

Sensitive content may include: relationship details, names of victims, offence details.

The personal information on these records relates to prisoners and victims.

The following agency staff have access to this personal information: Victim Liaison Officer, Manager, Sentence Administration Section (SAS) and SAS staff on an as required basis.

The records are retained as per the approved ACT Corrective Services Disposal Schedule.

Some of this information is disclosed to: Registered victims due to statutory requirements regarding the offender Crimes (Sentence Administration) Act 2005, may be shared under s136 of the Crimes (Sentencing) Act 2005 between other criminal justice agencies.

The records are stored on a computer database and paper media.

Individuals can obtain information regarding access to their personal information through Freedom of Information.

Location: Central Registry, Fyshwick; Victims Liaison Officer ,Level 2, Eclipse House, 197 London Circuit, Canberra ACT 2601.

4. *In confidence files*

The purpose of these records is to assist in the appointment and administration of Board member's terms of appointment to the Board.

The personal information on these records relates to Board members.

Content may include: name, address, phone numbers, date of birth, gender, occupation, next of kin, family background, aboriginality, work history, tax file numbers and bank details.

Sensitive content may include: as above.

The following agency staff have access to this personal information: Manager of the Sentence Administration Section, Secretariat of the ACT Sentence Administration Board and Sentence Administration Section staff.

The records are created and retained as per the approved ACT Corrective Services Thesaurus and Disposal Schedule.

Some of this information is disclosed to: ACT Corrective Services and the Minister. The records are stored on a computer database and both paper and electronic files.

Location: Central Registry, Fyshwick; Sentence Administration Board Secretariat, Alexander Maconochie Centre, Locked Bag 7775, Canberra BC.

ACT COMMUNITY CORRECTIONS

5. Client in confidence files

The purpose of these records is to assist in the individual case management of offenders subject to correctional assessment and/or intervention.

The personal information on these records relates to adult offenders (over the age of 18 years) who are being assessed by ACT Corrective Services, or are placed on probation, bail, parole or licence, community service orders, have a pre sentence report requested, are in custody, or are required to complete a program.

Content may include: name, address, phone numbers, date of birth, gender, occupation, next of kin, family background, aboriginality, details of the Court order, and psychological and other assessments.

Sensitive content may include: physical or mental health, disabilities, sexual life, racial or ethnic origin, criminal convictions, criminal intelligence, statement of facts relating to one or more offences, prison reports, transcripts of court proceedings, case planning and case management notes, certificates of program attendance, criminogenic risk/need assessment, religious beliefs, financial information, relationship details and childhood background, eg victim of incest, other abuse or neglect, schooling matters, etc.

The following agency staff have access to this personal information: Executive Director of ACT Corrective Services, Community Corrections Senior Manager, Probation and Parole Unit Manager, Probation and Parole Team Leaders, Probation and Parole officers, Monitoring/Compliance officers, Program coordinators, Community Service officers and the systems administrator. The systems administrator has access to statistical data and case notes, personal information, offence and sentence information.

The records are created and retained as per the approved ACT Corrective Services Thesaurus and Disposal Schedule.

Information from the file may be given in appropriate circumstances to the courts, psychologists, solicitors, or other relevant agencies with the offender's consent. However, if there is a serious or imminent risk of harm to others or the offender themselves, then the information will be passed to the appropriate agency for action without the offender's consent. Agencies may also request information on the file as per their legislation i.e. Care and Protection Services.

The records are stored on a computer database and paper media.

Individuals can obtain information regarding access to their personal information by contacting the Executive Director ACT Corrective Services, ph: (02) 6207 0888.

Location: ACT Community Corrections, Ground floor, Eclipse House, 197 London Circuit, Canberra ACT 2601.

OFFENDER INTERVENTION PROGRAMS

6. Client in confidence

The purpose of these records is to assist in the assessment and monitoring of persons participating in educational/therapeutic programs.

The personal information contained in these records relate to juvenile and adult persons participating in programs who are clients of ACT Corrective Services, Youth Justice Services or Care and Protection Services.

Content may include: physical or mental health, disabilities, sexual life, racial or ethnic origin, criminal convictions, criminal intelligence, statement of facts relating to one or more offences, prison reports, transcripts of court proceedings, case planning and case management notes, program attendance records, criminogenic risk/need assessment, religious beliefs, relationship details and childhood background eg Victim of incest, other abuse or neglect, schooling matters etc; psychometric tests and pre-sentence reports

The following agency staff have access to this personal information: Executive Director of ACT Corrective Services, Director of Children, Youth and family Support, Director Youth Justice, Offender Intervention Programs Manager, Senior Manager Community Corrections and Program Co-ordinators/facilitators.

The records are retained as per the approved ACT Corrective Services Disposal Schedule.

Information from the file may be given in appropriate circumstances to the courts, psychologists, solicitors, or other relevant agencies with the participants consent. However, if there is a serious or imminent risk of harm to others or the offender themselves, then the information will be passed to the appropriate agency for action without the offender's consent.

Location: Offender Intervention Programs, Level 1 Ground Floor, Eclipse House, 197 London Circuit, Canberra ACT 2601.

BELCONNEN REMAND CENTRE & SYMONSTON TEMPORARY REMAND CENTRE

7. Detainee dossier

By April 2009, the last prisoners had been moved from Belconnen Remand and Symonston Temporary Remand Centres and all files were being transferred to the Alexander Maconochie Centre at Hume or to the ACT Central Records Registry in Fyshwick. Detainee Dossiers are no longer created and all prisoner files are now created using Client in confidence files provided by ACT Record Services

The purpose of these records is to record all information regarding a detainee's remand details. The record also contains requests made and correspondence details.

Content may include: name, address, date of birth, aboriginality, occupation and gender.

Sensitive content may include: physical or mental health, disabilities, sexual life, racial or ethnic origin, criminal convictions, criminal intelligence, religious beliefs, financial information (including debts), relationship details, employment history, and distinguishing marks.

The personal information on these records relates to detainees and prisoners.

The following agency staff have access to this personal information which is stored on archival or stored files: the Superintendent and Deputy Superintendent, all custodial staff, the the case manager, indigenous liaison officer, manager of the Periodic Detention Centre and senior staff, Only medical staff have access to medical files containing detainees' physical or mental status. Medical emergencies may over ride that restriction.

The records are created and retained as per the approved ACT Corrective Services Thesaurus and Disposal Schedule.

Some of this information is disclosed to: the Australian Federal Police by way of a court warrant or subpoena.

The records are stored on a computer database and paper media.

Individuals can obtain information regarding access to their personal information by contacting the Executive Director ACT Corrective Services, ph: (02) 6207 0888.

Location: No longer valid – facilities now decommissioned. Refer below for current arrangements.

ALEXANDER MACONCHIE CENTRE (AMC)

8. Prisoner information management file

The purpose of these records is to record all information regarding sentenced and unsentenced prisoner's housed at the AMC. The record also contains requests made and correspondence details.

Content may include: name, address, date of birth, aboriginality, occupation and gender.

Sensitive content may include: physical or mental health, disabilities, sexual life, racial or ethnic origin, criminal convictions, criminal intelligence, religious beliefs, financial information (including debts), relationship details, employment history, and distinguishing marks.

The personal information on these records relates to sentenced and unsentenced prisoners.

The following agency staff have access to this personal information on archival or stored files: the Superintendent and Deputy Superintendent, all custodial staff, The case manager, Indigenous Liaison Officer, manager of the Periodic Detention Centre and senior staff on archival or stored files. Only medical staff have access to medical files containing detainees' physical or mental status. Medical emergencies may override that restriction.

The records are created and retained as per the approved ACT Corrective Services Thesaurus and Disposal Schedule.

Some of this information is disclosed to: the Australian Federal Police by way of a court warrant or subpoena.

The records are stored on a computer database and paper media.

Individuals can obtain information regarding access to their personal information by contacting the Executive Director ACT Corrective Services, ph: (02) 6207 0888.

Location: Alexander Maconochie Centre, Monaro Hwy, Hume.

PERIODIC DETENTION CENTRE

9. Prisoner information management files

The purpose of these records is to record all information regarding a detainee's sentence details and compliance with that sentence and to ensure the detainee is adequately cared for and informed.

Dossier content may include: offence and sentence details, name, address, date of birth, occupation, gender, photograph and finger prints.

Sensitive content may include: aboriginality, physical or mental health, disabilities, physical description including distinguishing marks, next of kin contact details, sexual life, racial or ethnic origin, criminal convictions, criminal intelligence, religious beliefs, financial information (including debts), employment history.

The personal information on these records relates to Periodic Detention detainees.

The following agency staff have access to the records: the Superintendent and Deputy Superintendent, and all Periodic Detention Centre staff. The systems administrator only has access to statistical data. Only medical staff have access to medical files containing detainees' physical or mental status. Medical emergencies may override that restriction.

The records are created and retained as per the approved ACT Corrective Services Thesaurus and Disposal Schedule with the exception of hard copy photograph and hard copy finger prints which are destroyed on the completion of the sentence.

Some of this information may be disclosed to: Australian Federal Police, the Office of the Director of Public Prosecutions, ACT Courts, and any appointed representative of the detainee.

The records are stored on a computer database and paper media.

Individuals can obtain information regarding access to their personal information by contacting the Executive Director of ACT Corrective Services, ph: (02) 6207 0888. Facility location: Periodic Detention Centre, Mugga Lane, Symonston ACT 2609.

COURT TRANSPORT UNIT

10. Prisoner information management file

The purpose of these records is to record all information regarding a detainee's remand details. The record also contains requests made and correspondence details.

Content may include: name, address, date of birth, cultural background, occupation and gender.

Sensitive content may include: physical or mental health, disabilities, sexual life, racial or ethnic origin, criminal convictions, criminal intelligence, religious beliefs, financial information (including debts), relationship details, employment history, and distinguishing marks.

The personal information on these records relates to Remanded Persons and Sentenced Prisoners.

These records accompany the person to correctional facilities in the ACT. They are accessible by all ACT Custodial Officers, Youth Justice Officers, members of the Australian Federal Police and ACT Ambulance Officers (in cases of an emergency). The records are created and retained as per the approved ACT Corrective Services Thesaurus and Disposal Schedule.

Individuals can obtain information regarding access to their personal information by contacting the Executive Director of ACT Corrective Services, ph: (02) 6207 0888.

Facility location: Court Transport Unit, Magistrates Court, Knowles Place, Canberra City ACT 2600.

11. Lodgement documents

The purpose of these records is to provide necessary details to NSW regarding the ACT prisoner being delivered to them for incarceration.

Content may include: name, address, date of birth, cultural background, MIN if previously incarcerated in NSW, occupation and gender.

Sensitive content may include: Special needs, alerts (suicidal, interpreter required, transgender, methadone, physical or mental health, prisoner at risk).

These records accompany the person to the correctional facility in NSW. They are accessible by all ACT Custodial Officers, ACT Ambulance Officers (in cases of an emergency) and NSW Correctional Officers (at relevant Correctional Facilities.)

12. Detainee property documentation

The purpose of this documentation is to maintain an accurate record of all property accompanying the detainee to and from the AFP Watch-house, Alexander Maconochie Centre, and Bimberi and Youth Detention Centre.

In the event of a detainee obtaining bail whilst attending court, these records remain at the Court Transport Unit, ACT Magistrate's Court, Canberra City.

Individuals can obtain information regarding access to their personal information by contacting the Executive Director of ACT Corrective Services, ph: (02) 6207 0888.

All documentation is created and retained according to the approved ACT Records Thesaurus and Disposal Schedule.

Facility location: Court Transport Unit, Magistrates Court, Knowles Place, Canberra City ACT 2600.

POLICY UNIT

13. In confidence files

The nature of the records: In Confidence and Unclassified Files containing incidental information required to respond to Ministerial requests, Issues raised by the Privacy Commissioner, etc. Content may include: name, address, phone numbers, date of birth, gender, occupation, next of kin, family background, indigenous identification, details of Court judgments and orders, psychological and other assessments, matters relating to work activities or behaviour, matters relating to prisoner activities or behaviour, other matters occurring in or relating to the operation of correctional centres.

The purpose for which kept: to assist officers from the Policy unit to respond to ongoing inquiries from the Minister, members of the Legislative Assembly, public office holders, management and staff of ACTCS, prisoners, and members of the public; and for the purpose of making ongoing policy decisions.

The classes of individuals about whom records are kept: Incidental information concerning ACT prisoners (adult offenders, over the age of 18 years), members of Corrective Services and ancillary staff, and visitors to ACT correctional centres.

The period for which kept: records are kept and disposed of as per the approved ACT Corrective Services Disposal Schedule.

The persons entitled to access to personal information and conditions of access: Executive Director of ACT Corrective Services, Deputy Executive Director of ACT Corrective Services, Senior Manager, Manager and Unit Managers of Business Policy and Coordination, and Policy Officers. The condition under which they have access is their need to know for the purpose of performing their lawful function.

The steps to be taken by persons wishing to obtain access to personal information: persons wishing access to personal information must make application under the Freedom of Information Act or Privacy Act or some other relevant Act to the Executive Director ACT Corrective Services, ph: (02) 6207 0888. Location: Policy Unit, Level 2Floor, Eclipse House, 197 London Circuit, Canberra ACT 2601.

OPERATIONS SUPPORT UNIT

14. Discipline files

Discipline files contain details of possible breaches by Agency employees.

Content may include: name, details of incident, nature of charge or details of misconduct and penalty imposed if applicable.

Sensitive content may include: details of work performance and discipline proceedings and outcomes and evidence provided by other staff.

Access is limited to the Operations Support Unit Team leader, ACTCS Executive Officers and ACTCS Senior Managers.

Some information may be disclosed to law enforcement bodies such as the Australian Federal Police in the event of a suspected fraudulent or criminal activity.

Files are kept in accordance with Australian Standard AS 4390 - 1996, Records Management and as per the approved ACT Corrective Services Disposal Schedule. Records are stored in paper form on files.

Individuals can obtain information regarding access to their personal information by contacting the Executive Director ACT Corrective Services, ph: (02) 6207 0888.

Location: Operations Support Unit, Level 2, Eclipse House, 197 London Circuit, Canberra ACT 2601.

GOVERNANCE UNIT

15. In confidence files

The nature of the records: In Confidence and Unclassified Files containing incidental information required to respond to Ministerial requests, Issues raised by the Ombudsman, etc. Content may include: name, address, phone numbers, date of birth, gender, occupation, next of kin, family background, indigenous identification, details

of Court judgments and orders, psychological and other assessments, matters relating to work activities or behaviour, matters relating to prisoner activities or behaviour, other matters occurring in or relating to the operation of correctional centres.

The purpose for which kept: to assist officers from the Governance unit to respond to ongoing inquiries from the Minister, members of the Legislative Assembly, public office holders, management and staff of ACTCS, prisoners, and members of the public; and for the purpose of making ongoing decisions pertinent to the operations of the Service.

The classes of individuals about whom records are kept: Incidental information concerning ACT prisoners (adult offenders, over the age of 18 years), members of Corrective Services and ancillary staff, and visitors to ACT correctional centres.

The period for which kept: records are kept and disposed of as per the approved ACT Corrective Services Disposal Schedule.

The persons entitled to access to personal information and conditions of access: Executive Director of ACT Corrective Services, Deputy Executive Director of ACT Corrective Services, Senior Manager, Manager and Unit Managers of Business Policy and Coordination, and Governance Officers. The condition under which they have access is their need to know for the purpose of performing their lawful function.

The steps to be taken by persons wishing to obtain access to personal information: persons wishing access to personal information must make application under the Freedom of Information Act or Privacy Act or some other relevant Act to the Executive Director ACT Corrective Services, ph: (02) 6207 0888.
Location: Governance Unit, Level 2, Eclipse House, 197 London Circuit, Canberra ACT 2601.

ACT ELECTORAL COMMISSION

Address:

Ground Floor, North Building
London Circuit, Civic Square
Canberra City ACT 2601

GPO Box 272
Civic Square
Canberra ACT 2608

Twenty (20) classes of personal information are held by this agency.

1. Electoral rolls for Legislative Assembly elections

The purpose of these records is to record and maintain a roll of electors of the Territory consisting of separate rolls of the electors of each electorate in accordance with section 57 of the Electoral Act 1992. Source documents are held by the Australian Electoral Commission.

Content may include: title, name, address, sex, date of birth, any former surname, any previous address, postal address, and any such further particulars, if any, as are prescribed.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: all staff.

The records are kept indefinitely.

The information is disclosed to: prescribed authorities (if any) and the Supreme Court.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

2. Printed and electronic electoral roll extracts

The purpose of these records is to provide an official printed roll available to the public for inspection under the Electoral Act 1992.

Content may include: name and address.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: all staff.

The records are updated periodically and out-of-date information is destroyed.

The information is disclosed to: Members of the Legislative Assembly and political parties under sections 61 and 62 of the Electoral Act 1992, and to the public (this record is freely and publicly available).

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

3. *Certified lists of electors*

The purpose of these records is to compile a version of the electoral roll used in elections for the purposes of the Electoral Act 1992 and the Referendum (Machinery Provisions) Act 1994.

Content may include: name, address, and an indication of whether or not an elector voted at the last election or referendum.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: all staff involved in an election or referendum, including election casuals.

The records are kept for a minimum of four years.

Name and address information is disclosed to candidates under section 121 of the Electoral Act 1992.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, , Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

4. *Register of declaration voters*

The purpose of these records is to register declaration voters under section 140 of the Electoral Act 1992. Source documents are held by the Australian Electoral Commission (AEC).

Content may include: name and address.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: all staff.

The records are kept by the AEC for up to two years after reference ceases.

This information is not disclosed to other persons or organisations by the ACT Electoral Commission, however, it is available to the public through the AEC. The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

5. *Special category enrolment information*

The purpose of these records is to annotate the electoral roll with information regarding itinerant, Antarctic, and eligible overseas electors. Source documents identifying the elector are also recorded, and are held by the Australian Electoral Commission (AEC).

Content may include: name, address, date of birth and details of special enrolment requirements. Sensitive material may include: address of silent electors.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: all staff in respect of all information except addresses of silent electors which are held by the AEC and are not disclosed to any ACT Electoral Commission staff.

The records are kept by the AEC for up to one year after reference ceases.

The information is not disclosed to other persons or organisations.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

6. *Political party membership lists*

The purpose of these records is to record the membership of political parties to support applications for and retention of party registration under the Electoral Act 1992.

Content may include: name, address, political affiliation and phone number.

The personal information on these records relates to members of political parties.

The following agency staff have access to this personal information: staff dealing with the Register of Political Parties.

The records are held only for the period required to verify membership of a particular party.

This information is not disclosed to other persons or organisations.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

7. *Appointment of reporting agent forms*

The purpose of these records is to record agents appointed by candidates and parties to take responsibility for electoral claims and returns under the Electoral Act 1992.

Content may include: name, address, telephone number, political affiliation, age and signature.

The personal information on these records relates to candidates, registered officers of political parties and agents.

The following agency staff have access to this personal information: staff dealing with funding and disclosure.

The records are kept for a minimum of 4 years.

Name, address and political affiliation information of reporting agents is publicly available.

The records are stored on paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

8. *Application forms for party registration*

The purpose of these records is to record applications by political parties for registration under the Electoral Act 1992.

Content may include: name, address, political affiliation, phone number, and signature of the secretary and registered officer.

The personal information on these records relates to members of political parties.

The following agency staff have access to this personal information: staff dealing with the Register of Political Parties.

The records are kept indefinitely.

Some of this information is disclosed to: the public.

The records are stored on paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

9. *Redistribution suggestions and comments*

The purpose of these records is to record public suggestions and comments submitted in the course of redistribution of boundaries under the Electoral Act 1992.

Content may include: name, address and opinion. The personal information on these records relates to individuals making submissions to redistribution committees.

The following agency staff have access to this personal information: staff involved in redistribution.

The records are kept indefinitely.

Some of this information is disclosed to: the public (documents are publicly available).

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

10. Ministerial and general correspondence

The purpose of these records is to record ministerial and general correspondence relating to activities of the ACT Electoral Commission, generally held on registry files.

Content may include: name, address and details of correspondence.

The personal information on these records relates to any person initiating or mentioned in ministerial or general correspondence.

The following agency staff have access to this personal information: generally all staff, but some files are confidential and restricted to registry staff and staff directly concerned with dealing with such matters only.

The records are kept indefinitely.

Apart from the Minister, some of the Minister's staff and some departmental staff directly concerned with dealing with such matters, the information is not usually disclosed to other persons or organisations.

The records stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

11. Record of the issue of declaration voting papers

The purpose of these records is to make them available for public inspection. Content may include: name and date of issue.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: staff dealing with vote counting. The records are kept for a minimum of 4 years.

This information may be publicly disclosed during election periods to scrutineers and some information is made available to the general public. The records are also made available for public inspection for a period of 40 days beginning on the third day after polling day. It is not publicly disclosed at other times.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

12. Declaration voting papers

The purpose of these records is to keep declaration voting papers between elections.

Content may include: name, address, date of birth and signature.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: staff dealing with vote counting.

The records are kept for a minimum of 4 years.

This information may be publicly disclosed during election periods to scrutineers and some information is made available to the general public. It is not publicly disclosed at other times.

The records are stored on computer and paper media. Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

13. Annual and election financial disclosure returns

The purpose of these records is to record details of donations and expenditures submitted by candidates, political parties, MLAs, associated entities and others under the Electoral Act 1992.

Content may include: name, address, business, financial and political dealings.

The personal information on these records relates to candidates, members of political parties, MLAs, associated entities and third parties.

The following agency staff have access to this personal information: staff dealing with funding and disclosure.

The records are kept indefinitely.

The information is freely and publicly available.

The records relate to: the annual returns of political parties, Members of the Legislative Assembly, associated entities and the election returns of political parties, third party groups, broadcasters and publishers, and candidates and are stored on paper media and on computer files eg. The internet.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

14. Non-voter records

The purpose of these records is to maintain information on those persons who have either not voted at an ACT election or referendum, or appeared to have not voted.

Content may include: name, address, telephone number, date of birth, correspondence dealing with reason for not voting, and information on action taken in each matter. The personal information on these records relates to electors.

The following agency staff have access to this personal information: staff dealing with non-voter procedures.

The records are kept indefinitely.

This personal information is disclosed to the ACT Magistrates Court and to the Director of Public Prosecutions if an elector is prosecuted for not voting.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

15. Multiple voter records

The purpose of these records is to maintain a register of those persons who have either voted more than once at an election or referendum, or appear to have voted more than once.

Content may include: name, address, telephone number, date of birth, correspondence concerning reason for multiple voting, and information on action taken in each matter.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: staff dealing with multiple voter procedures.

The records are kept indefinitely.

This information is disclosed to the ACT Magistrates Court and the Director of Public Prosecutions if an elector is prosecuted for multiple voting.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

16. *Election staffing register*

The purpose of these records is to maintain a register of staff for election work.

Content may include: name, address, telephone number, date of birth, employment history and/or qualifications, and position allocated if applicable.

The personal information on these records relates to persons who apply to the Electoral Commission for inclusion on the register.

The following agency staff have access to this personal information: staff dealing with election staffing.

The records are kept indefinitely.

This information is disclosed to the Australian Electoral Commission if permission is given by individuals.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

17. *Returns by officers in charge of polling places*

The purpose of these records is, in part, to report on the performance of those persons who were employed in polling places on election day.

Content may include: name, position allocated and comment on their performance by the officer in charge of the polling place.

The personal information on these records relates to election staff.

The following agency staff have access to this personal information: all staff.

The records are kept indefinitely.

This information is not publicly disclosed.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

18. *Returns by polling area managers*

The purpose of these records is, in part, to report on the performance of persons who were employed as officers in charge of polling places on election day.

Content may include: name, polling place and comment on performance by the polling place area manager responsible for that polling place.

The personal information on these records relates to officers in charge of polling places.

The following agency staff have access to this personal information: staff dealing with election staffing.

The records are kept indefinitely.

This information is not publicly disclosed.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

19. *Candidates in ACT Legislative Assembly elections*

The purpose of these records is to keep a record of all candidates in an election for the purposes of facilitating a countback should a current MLA die or resign.

Content may include: name, address, date of birth, phone number and email address. The personal information on these records relates to candidates.

The following agency staff have access to this personal information: all staff.

The records are kept by the ACT Electoral Commission for the life of a parliament. This information is public information.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

20. *Database of ACT schools and community organisations*

The purpose of these records is to record the names of school principals and the contact officers of community organisations.

Content may include: name, address, and phone number.

The following agency staff have access to this personal information: all staff.

The records are kept indefinitely and updated as required.

This information is not disclosed to other persons or organisations.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

21. *Electoral rolls for non-Parliamentary elections*

The purpose of these records is to have a roll of electors of the organisation for which the Commission is conducting an election.

Content may include: title, name and address.

The personal information on these records relates to electors.

The following agency staff have access to this personal information: staff running the election for the agency.

The records are kept for the period of the election.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Freedom of Information Officer at the ACT Electoral Commission, ph: 6205 0224.

Location: ACT Electoral Commission, Ground Floor, North Building, London Circuit, Civic Square, Canberra City ACT 2601.

ACT EMERGENCY SERVICES AGENCY

Address:
123 Carruthers Street
Curtin ACT 2605

PO Box 104
Curtin ACT 2605

There are 7 classes of personal information held by this agency, including one class of personnel records.

ACT FIRE BRIGADE

The purpose of these records is to document activities and functions relating to the operations of the ACT Fire Brigade (ACTFB) and the Community Fire Units (CFU's).

Content may include:

- Building Approval Files
- Australian Incident Reporting (Australasian Fire and Emergency Services Authority Council)
- Fire Investigation Records
- Hazard Inspection Reports
- Community Fire Units (CFU's)

Sensitive content may include:

- Personal information in regard to names and addresses of persons involved in fires and other emergencies;
- Information in regard to owner/occupiers of buildings and other structures as defined in the Building Code of Australia;
- Information in regard to details of Hazard Inspections conducted by the ACTFB; and
- Information relating to the insurance status of persons involved with fire.

The personal information on these records relates to:

- Names and addresses of persons involved in fire and other emergencies;
- Information in regard to details of persons issued with Hazard Inspection Notices;
- Personal information such as names, addresses, email addresses and/or telephone numbers;
- Numbers and other training details in regard to members of the CFU's;

The following agency staff have access to this information:

- Chief Officer ACTFB, Deputy Chief Officer ACTFB, Superintendents, District Officers and Station Officers;
- Officers and staff in the Fire Safety Section;
- Fire Investigator Coordinator; and
- CFU Coordinator.

The records are kept as follows.

- Building information is kept on hard copy files in the Fire Safety Section;
- Fire investigation information is kept on hard copy files and stored in a secure safe located in the Fire Safety Section and also on a database operated by the Fire Investigation Coordinator;
- Information relating to CFU members is kept by the CFU Coordinator on an electronic database at the Training Complex;

The personal information contained in these records may be disclosed as follows:

- Information relating to fires and incidents can be obtained by written request to the Chief Officer ACTFB. This information is provided at a fee for service;
- Information relating to fires and other incidents is provided to the Coroner as part of an MOU between the ACTFB and Coroner's Office.(Request must be approved by Chief Officer ACTFB);
- Information relating to buildings/structures is provided by staff in the Fire Safety Section to Building Certifiers on request;

Individuals can obtain information regarding access to personal information in this class of records by contacting:

- Information relating to fires and other incidents can only be requested by written request to the Chief Officer ACTFB;
- Information relating to buildings/structures/hazard inspections can be obtained through the Fire Safety Section.

The records are kept on:

- Database and hard copy files are kept in the Fire Safety/Fire Investigation Section;
- The records relate to an unknown number of incident reports. CFU records relate to 795 CFU members and are kept by the CFU Coordinator on database.

OPERATIONS SUPPORT

1. Personnel Records (1)

See Appendix 1 for a generic description of Personnel Records.

2. Personnel Records (2)

The nature and purpose of records is to arrange for the recall of staff to duty as required, including the notification of senior officers and key personnel; internal and external.

To achieve prompt response (of these personnel) their address, home and personal mobile telephone numbers are stored in hardcopy and/or electronically.

The classes of people about whom the records are kept:

- Professional Staff: Firefighters and Ambulance;
- Senior Officers of the Emergency Services Agency;
- Key Administration staff;
- Volunteer staff – Bush Firefighters; and
- Territory Emergency Services staff.

External Key personnel:

- Emergency Management Committee Members;
- Hospital response medical teams;
- Dangerous Goods Inspectors;
- Electricity, Gas & Water Operators;
- Interstate like Agencies key personnel;
- Other Government Departments Key personnel; and
- Members of the Legislative Assembly.

Clients (defined as those using the services of the organisation):

- Fire victims;
- Rescue victims;
- Medical casualties (including patient transfers);
- Storm damage victims;
- Bushfire victims;
- Hazardous material spillage exposure victims; and
- Evacuated and displaced persons.

The periods for which records are kept are determined by the duration of employment or while the person hold a key position within their service. Service refers to ACT Fire Brigade, ACT Ambulance Service, ACT Rural Fire Service, ACT State Emergency Services and Corporate Administration.

The contact details for staff are regularly checked and updated. The employee, as per instructions issued by the ESA, update staff details upon notification.

Response details are stored electronically for a period of seven years.

Who is entitled to have access to personal information in the records?

- The Communications Centre staff can access personal information from the records when required for operational reasons.
- The databases and hardcopy information does not leave the Communications Centre. There is no external access to the databases.

Steps taken by people wishing to obtain access to records:

The Communication Centre is maintained as a secure area with swipe card reader access and limited to Communications Centre Operators and key Senior Officers of the ESA response agencies.

Key senior personnel are defined as:

- District Officers to the Chief Officer for the ACT Fire Brigade;
- Senior Portfolio Managers to the Chief Officer of the ACT Ambulance Service;
- Managers to the Chief Officer of the Rural Fire Service; and
- Managers to the Chief Officer of the ACT State Emergency services.

3. *Computer Aided Dispatch Records*

The purpose of these records is to:

Record all relevant information in relation to an emergency incident. The reports compiled about each fire related incident are finalised by the Officer in Charge of a Station. The information can be entered at the station but cannot be printed or downloaded.

Content may include:

- Name and phone number of caller;
- Location address;
- Details of incident;
- Key holder name/address/telephone number for specific location;
- Medical history of patient;
- Name and contact details of Emergency Service Personnel;
- Name and contact details for alarm subscribers; and
- Name and contact details for various locations/organisations

Sensitive content may include information relating to an individual's:

- racial or ethnic origin;
- mental or physical health;
- disabilities;
- sexual life;
- criminal convictions;
- criminal intelligence;
- religious affiliations;

- relationship details; and
- phone numbers and address.

The personal information on these records relates to:

- Individuals that have had Emergency Service personnel requested to attend either the individual's location or a third party has requested attendance at that location.

The following Emergency Service Agency staff have access to this information:

- Any staff member with a CAD login and password (strictly limited and controlled numbers);
- A Communications Centre Operator can access the personal contact details to inform them of an incident or request their attendance, however these details are only maintained for those who have an operational responsibility;
- The ACT Coroners Office and the Australian Federal Police have access to the information collected about any incident attended by the response agencies of the ESA.
- Requests for copies of incident data/reports may be supplied to Insurance Companies, Solicitors and lawyers and those with a particular interest in an emergency event by submitting a request under the Freedom Of Information Act. The personal details contained within the reports, which do not have a bearing on the report details, will be blacked or blanked out before issuing; and
- Senior Officers of the response agencies may access incident reports to evaluate staff/organisational performance and monitor the standard of the information being included into the reporting process.

The records are kept indefinitely.

The records are kept on secure computer servers at the address above. There is also very limited remote access to the limited databases on the CAD computer network.

The personal information contained in these records may be disclosed to:

- Emergency Service personnel responding to the location that the records relate to;
- Any organisation/individual as required by law;

Individuals can obtain information regarding access to personal information in this class of records by contacting:

- Communications Coordination Staff, Emergency Services Agency or individual Service staff for information relating directly to work with a specific service;

Public access to the records may only be achieved through the terms and conditions of

- The *Freedom of Information Act 1989*;
- The members of the Territory Emergency Management Committee may also request access.

The records relate to an undetermined number of individuals and are kept on the Vision CAD system electronically and in paper form.

4. Telephone & voice recordings

The purpose of these records is to:

- Record electronically all real time voice transmissions into and out of the Communications Centre.

Content may include:

- All telephone calls into and out of the Communications Centre on any telephone line; and
- All radio transmissions into and out of the Communications Centre.

Sensitive content may include:

- Personal telephone calls; and
- Medical history information

The personal information on these records relates to:

- All calls from any person into the Emergency Services Agency Communications Centre.

The following agency staff have access to this information:

- Commissioner of the ESA;
- Chief Officers of the ACT Fire Brigade, ACT Ambulance Service, ACT Rural Fire Service and ACT State Emergency Service;
- Authorised Communications Coordination staff;
- Authorised Communications Coordination staff with access to the telephone and Radio Recording systems and archive tapes;
- Police Officers in the performance of their duties; and
- The ACT Coroner.

The records are kept:

- In accordance with relevant legislation relating to electronic recording of telephony and radio devices; and
- For a period of 7 years (currently under review).

The records are kept on:

- Computer DAT tapes locked in secure storage.

The personal information contained in these records may be disclosed to:

- Individual authorised Service personnel;
- Outside agencies/personnel as required by law.

Individuals can obtain information regarding access to personal information in this class of records by contacting:

- All requests to monitor the digital recording system must be in writing and identify the exact incident, specific time frames and the identification of those involved before the recording is made available. Contact the Communications Coordinator, Emergency Services Agency, PO Box 104 Curtin ACT 2605.
- Public access to the records may only be achieved through the terms and conditions of the Freedom of Information Act 1989.

The records relate to an undetermined number of individuals and are kept on electronic media.

ACT AMBULANCE SERVICE

5. Ambulance case sheets

The purpose of these records is to record details of patients transported by ambulance.

Information is also used for administrative and statistical purposes.

Content may include:

- name, address, date of birth and gender.

Sensitive content may include:

- medical history;
- physical and mental health and disabilities; and
- relationship details.

The personal information on these records relates to patients to whom treatment is provided. The following agency staff have access to this personal information:

- ambulance officers;
- administrative staff; and
- medical staff at receiving hospitals.

The records are kept permanently. This may be amended in compliance with the *Records Management Act*.

The personal information contained within these records may be disclosed:

- to courts or Police agencies under subpoena, search warrant or exemption applied under the *Health Records (Privacy & Access) Act 1997*;
- Patients may also obtain their own record via application to the ACT Emergency Services Agency.

- Records will only be released to a 3rd party with the written consent of the patient to who the record relates.
- Individuals can obtain information regarding access to their personal information by contacting the Executive Administrative Assistant, Ambulance Administration,
Ph 6207 9980. Location: ACT Ambulance Service, 123 Carruthers Street, Curtin.

The records relate to an estimated 210,000 individuals and are kept on paper and computer media.

6. *Ambulance Complaints Data Base*

The purpose of these records is to record details of incidents leading to complaints as well as details of the complainant. Information is used to identify and record incidents which have led to complaints. Information is also used for administrative and statistical purposes. Note: Complaints also include recognition, notes of gratitude and thank you letters.

Content may include:

- name, address and telephone number;
- type of incident; and
- location of incident.

Sensitive content may include:

- medical history and disabilities.

The personal information on these records relates to complainants and staff and may also include patients and other affected parties.

The following agency staff have access to this personal information:

- Chief Officer & Deputy Chief Officer ACT Ambulance Service; and
- members of the ACT Ambulance Service Management Team.

The records are kept electronically for up to 12 months and are then archived electronically.

The records are kept on paper and electronic media.

The personal information contained within these records may be disclosed to:

- courts or Police agencies under subpoena, search warrant or exemption applied under the *Health Records (Privacy & Access) Act 1997*.
- Patients may also obtain their own record via application to the ACT Emergency Services Agency.

- Records will only be released to a 3rd party with the written consent of the patient to who the record relates.
- Individuals can obtain information regarding access to their personal information by contacting the Executive Administrative assistant, Ambulance Administration, Ph 6207 9980. Location: ACT Ambulance Service, 123 Carruthers Street Curtin.

The records relate to an estimated 150 individuals and are kept on paper and computer media.

ACT RURAL FIRE SERVICE

7. Farm firewise program

The purpose of these records is to record details of the bushfire management plans of all rural landholders across the ACT in a consistent and accessible way.

Information is also used for emergency response and strategic planning of the ACTRFS and broader Emergency Services Agency.

Content may include:

- name, address, date of birth and gender;
- bushfire plans (prevention, preparedness, response and recovery aspects)

Sensitive content may include:

- the business details of the property;
- profile of the family (children, parents and other residents);
- health information to facilitate evacuation or recovery efforts
- maps of the entire property and assets etc.
- locations/storage of high value assets such as chemicals and farming equipment
- environmental and heritage assets / significant areas

The following agency staff have access to this personal information:

- All ACT Rural Fire Service Staff;
- ESA Risk Unit

The records are kept permanently. This may be amended in compliance with the *Records Management Act*.

The personal information contained within these records may be disclosed:

- to courts or Police agencies under subpoena, search warrant or exemption;
- records will only be released to a 3rd party with the written consent of the landholder whom the record relates;
- Individuals can obtain information regarding access to their personal information by contacting the Rural Liaison Officer, ACT Rural Fire Service, Ph 6207 8609.

The records relate to 87 rural landholders and are kept on paper and computer media.

ESA TRAINING

The purpose of records held by ESA Training is to document activities and functions relating to the operation of the ESA Registered Training Organisation in accordance with Australian Quality Training Framework standards. Information about attendance at non accredited training programs is also held by ESA Training

Information is stored electronically and in hard copy format. The web hosted VETtrak system is used to maintain assessment/qualification record information for students, as well as general training attendance information. The ACT Fire Brigade, ACT RFS and ACTSES also use VETtrak as their main repository for personal information for volunteers.

Content may include:

- Name and address details
- Telephone and email contact addresses
- Date of birth
- Next of kin contact details
- Training record information

Sensitive content may include:

As above

The personal information on these records relates to:

- Personal and contact details for volunteers and some staff members

The following agency staff have access to this information:

Hard copy files: ESA Training staff

VETtrak;

As per VETtrak governance document, permissions are established to allow limited access on a service basis:

- ESA Training Staff (entire database)
- ACT Fire Brigade training staff and District Officers (ACTFB data only)
- ACT Ambulance Service training staff (ACTAS data only)
- ACT SES Training Staff/Volunteer Manager – ACT SES data only.
- ACT SES Unit Training Officers (Volunteers - own unit only)
- ACT RFS Training Staff/Volunteer Manager – ACT RFS data only
- ACT RFS Brigade Training Officers (Volunteers – own brigade only)
- Parks, Conservation and Lands training staff – PCL data only

The records are kept as follows:

- Hard copy files kept in lockable filing cabinets

The personal information contained in these records may be disclosed as follows:

- Own records can be requested by individuals at any time

- Information required in an audit of the Registered Training Organisation by the ACT Accreditation Council
- Used by the services to contact volunteers/arrange deployments

The records are kept on:

- VETtrak electronic web hosted qualifications management system
- Hard copy Staff-in-confidence files

Individuals can obtain information regarding access to personal information in this class of records by contacting:

- ESA Training
- Service training officers

ACT LAW COURTS AND TRIBUNAL

Address:
Knowles Place
Canberra City ACT 2601

GPO Box 370
Canberra City ACT 2601

ACT LAW COURTS & TRIBUNAL holds 16 classes of personal information, including one class of personnel records.

ADMINISTRATION

1. Personnel records

See Appendix 1 for a generic description of Personnel Records.

ACT CIVIL AND ADMINISTRATIVE TRIBUNAL

2. Records of applications under credit legislation

The purpose of these records is to detail matters concerning credit users and credit providers in matters arising under the Credit Act 1985 and the Consumer Credit (Administration) Act 1996 and the Consumer Credit Code 1996 over which the ACAT adjudicates.

Content may include: name, address, date of birth, occupation and gender.

Sensitive content may include: Credit history details and financial affairs of credit users and credit providers.

The personal information on these records relates to litigants before the Tribunal.

The following agency staff have access to this information: Presidential Members, Senior Members, Members Registrars and Deputy Registrars.

The records are kept permanently.

The records are kept on paper and electronic media.

The personal information contained in these records may be disclosed to: ACT Commissioner for Fair Trading, interested parties, members of the Tribunal and persons seeking transcripts of proceedings.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

3. *Records of applications concerning guardianship and management of property*

The purpose of these records is to detail matters concerning proposed guardianship and management orders under the Guardianship and Management of Property Act 1991.

Content may include: name, address, date of birth, gender, medical reports and written reports from various agencies.

Sensitive content may include: medical and other written reports from agencies and individuals.

The personal information on these records relates to the proposed represented person. It will inevitably include sensitive information relating to the person's disability, medical status, and other personal information. A further purpose of these records is to maintain application details and decisions made under the Act.

The following agency staff have access to this information: Presidential Members, Senior Members, Members, Registrars, Deputy Registrars, the Community Advocate and the Public Trustee.

The records are kept permanently.

The records are kept on paper and electronic media.

The personal information contained in these records may be disclosed to: interested parties as above, as well as family members, proposed guardians and managers.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

4. *Records of applications concerning mental health*

The purpose of these records is to detail matters concerning applications with respect to people the subject of proposed mental health treatment orders or community care orders pursuant to the Mental Health (Treatment and Care) Act 1994.

Content may include: name, address, date of birth, gender, medical reports and written reports from various agencies.

Sensitive content may include: medical and other written reports from agencies and individuals.

The personal information on these records relates to the person subject to the application. It will inevitably include sensitive information relating to the person's disability, mental health status, medical status, and other personal information.

The following agency staff have access to this information: Presidential Members, Senior Members, Members, Registrars, Deputy Registrars, Director of Mental Health Services or his/her delegate and the Community Advocate.

The records are kept permanently.

The records are kept on paper and electronic media.

The personal information contained in these records may be disclosed to: interested parties as above, as well as family members, proposed case managers. Proceedings are held in private unless the person subject to the application to the proceeding requests an open hearing or the Tribunal orders otherwise.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

5. *Records concerning discrimination applications*

The purpose of these records is to detail matters concerning referrals from the Discrimination Commissioner or the complainant with respect to complaints of discrimination pursuant to the Discrimination Act 1991.

Content may include: name, address, date of birth, gender, various reports from respondents, and affidavits from parties/witnesses involved in the complaint.

Sensitive content may include: complaints, medical and other written reports from agencies and individuals.

The personal information on these records relates to the complainant and sometimes the respondent.

The following agency staff have access to this information: Presidential Members, Senior Members, Members, Registrars, Deputy Registrars, and Discrimination Commissioner.

The records are kept permanently.

The records are kept on electronic and paper media.

The personal information contained in these records may be disclosed to: parties involved in complaint. Procedure of the Tribunal is, subject to the Discrimination Act 1991, and to any regulations or any other Act, within the discretion of the Tribunal. Hearings are held in public, unless otherwise directed by the Tribunal. The Tribunal

may, either on application or of its own motion, direct that a hearing or part of a hearing take place in private and give directions as to who may be present.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

6. *Administrative appeals records*

The purpose of these records is to detail matters concerning applications for reviews of decisions made by ACT Government departments and agencies.

Content may include: name, address, date of birth, gender, various reports from applicants, and affidavits from parties/witnesses involved in the review application.

Sensitive content may include: medical and other written reports from agencies and individuals, court records.

The personal information on these records may relate to the application for review.

The following agency staff have access to this information: Presidential Members, Senior Members, Members, Registrars and Deputy Registrars.

The records are kept permanently.

The records are kept on paper and electronic media.

The personal information contained in these records may be disclosed to: outside agencies such as PALM and the Registrar General's Office.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

7. *Records concerning residential tenancies applications*

The purpose of these records is to detail matters concerning applications arising under the Residential Tenancies Act 1997.

Content may include: name, address, date of birth, occupation, financial details and gender.

Sensitive content may include: name, address, date of birth, occupation, financial details and gender.

The personal information on these records relates to applicants and respondents to matters before the Tribunal. Hearings are held in public, unless otherwise directed by the Tribunal.

The following agency staff have access to this information: Presidential Members, Senior Members, Members, Registrars, Deputy Registrars, the Community Advocate and the Public Trustee.

The records are kept permanently.

The records are kept on electronic and paper media.

The personal information contained in these records may be disclosed to: ACT Housing Commission and the Office of Rental Bonds.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

8. *Records concerning legal practitioners disciplinary matters*

The purpose of these records is to detail matters concerning applications in respect of disciplinary proceedings against legal practitioners under the Legal Profession Act 2006.

Content may include: name, address, date of birth, date of admission, occupation, financial details and gender

Sensitive content may include: criminal allegations or findings, financial matters.

The personal information on these records relates to applicants and respondents to matters before the Tribunal.

The following agency staff have access to this information: Presidential Members, Senior Members, Members, Registrars and Deputy Registrars.

The records are kept permanently.

The records are kept on electronic and paper media.

The personal information contained in these records may be disclosed to: ACT Law Society.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

9. *Records concerning complaints against utilities under Parts 11 & 12 of the Utilities Act 2000*

The purpose of these records is to process complaints under Parts 11 & 12 of the Utilities Act 2000.

Content may include name, address, telephone number/s, date of birth, occupation, gender, income, expenditure, personal financial details and utility customer/account details, copies of personal correspondence.

Sensitive content may include silent telephone number/s, details of personal circumstances.

The personal information on these records relates to complaints under Parts 11 & 12 of the Utilities Act 2000.

The following agency staff have access to this information: the Registrar and other officers of the registry.

The records are kept for a minimum of 5 years from the last action date.

The records are kept on paper and electronically.

The personal information contained in these records may be disclosed to Council members, the relevant utility.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

10. *Records relating to appeals of licensing decisions under the Agents Act 2003.*

The purpose of these records is to assist the ACAT to determine applications under the Agents Act 2003.

Content may include name, address, telephone number/s, date of birth, occupation, gender, copies of personal and business related correspondence and records.

Sensitive content may include silent telephone number/s, details of personal circumstances.

The personal information on these records relates to applications to the ACAT.

The following agency staff have access to this information: the Registrar and other officers of the registry.

The records are kept for a minimum of 5 years from the last action date.

The records are kept on paper and electronically.

The personal information contained in these records may be disclosed to Tribunal members and applicants/respondents.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registrar, ACAT, ph: 62071740 or writing to the Registrar of the ACAT at GPO Box 370, Canberra City, 2601.

Location: 1 Moore Street, Canberra City ACT 2601.

LAW COURTS

11. Administration files

The purpose of these records is to administer the operations and finances of the ACT Law Courts & Tribunal. Most records are now retained by Shared Services.

Content may include: names, addresses, telephone numbers and gender.

Sensitive content may include: n/a. The personal information on these records relates to employees and members of the general public.

The following agency staff have access to this information: Courts Administrator, Registry Manager, Registrars and Administrative staff.

The records are kept permanently.

The records are kept on electronic and paper media.

The personal information contained in these records is not usually disclosed to other persons or organisations.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Registry Manager on (02) 62071319.

12. Freedom of Information requests

The purpose of these records is to record the processing of requests for documents under the *Freedom of Information Act 1989*.

Content may include: name, address, date of birth, gender and details regarding particular complaints or matters.

Sensitive content may include: physical or mental health, disabilities, work history, financial details, relationship details and other information considered relevant by the applicant to the application or which may be contained in documents requested by the applicant.

The personal information on these records relates to Freedom of Information applicants and people named in the documents requested.

The following agency staff have access to this information: staff involved in processing the applications.

The records are kept between two and ten years or permanently, depending upon the request. The information contained in the records is not usually disclosed to other persons or organisations except where required by law.

The records are kept on paper medium.

The personal information contained in these records is not usually disclosed to other persons or organisations except where required by law.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Court Administrator on (02) 62071054.

13. Complaint files

The purpose of these records is to record details of complaints, relevant investigations and, where necessary, any agency action.

Content may include: name, address, age, gender and other information considered relevant by the complainant.

Sensitive content may include: physical or mental health, disabilities, racial or ethnic origin, work or life history, financial and relationship details and any other information considered relevant by the complainant.

The personal information on these records may relate to parties to proceedings, legal representatives of the parties, officers of the court and members of the general public.

The following agency staff have access to this information: Courts Administrator, Registrars, Registry Manager and other court staff who receive and investigate the complaint.

The records are kept permanently, and are not usually disclosed to other persons or organisations.

The records are kept on paper and electronic media.

The personal information contained in these records is not usually disclosed to other persons or organisations.

Individuals can obtain information regarding access to personal information in this class of records by contacting Court Administrator on (02) 62071054.

ACT SUPREME COURT

14. Court files

The purpose of these records is to provide the Court with information to allow it to make judgments as required by the *Supreme Court Act 1933* and the *Court Procedure Rules 2006* and other relevant legislation.

Content may include: names, address, date of birth, occupation and gender of parties named in proceedings in the Supreme Court.

Sensitive content may include: debts, medical records, physical or mental health, disabilities, criminal convictions and records/history, financial information, relationship details, names of victims of crime.

The personal information on these records relates to any party and some witnesses in proceedings in the Supreme Court.

The following agency staff have access to this information: All staff of the Supreme Court Registry and Judges personal staff.

The records are kept permanently.

The records are kept on electronic and paper media.

Any person may inspect registry files pursuant to the relevant *Court Procedures Rules 2006*. However a person who is not a party to a matter will require leave of the Court to inspect certain documents, as provided for in the Rules.

Individuals can obtain information regarding access to personal information in this class of records by applying in person at the Registry or by mail to The Registrar, GPO Box 1548 Canberra City ACT 2601.

ACT MAGISTRATES COURT

15. Court files

The purpose of these records is to provide the Court with information to allow it to make judgments as required by the *Magistrates Court Act 1930* and the *Court Procedure Rules 2006* and other relevant legislation.

Content may include: address, date of birth, occupation and gender of parties named in proceedings in the Magistrates Court.

Sensitive content may include: debts, medical records, physical or mental health, disabilities, criminal convictions and records/history, financial information, relationship details, names of victims of crime.

The personal information on these records relates to any party and some witnesses in proceedings in the Magistrates Court.

The following agency staff have access to this information: All staff of the Court Registry, Magistrate's personal staff Magistrates, Courts Administrator, Registrar, Deputy Registrars, Adult Corrective Services, Director of Public Prosecutions, Police, Supreme Court, Sentence Administration Board and Solicitors involved in the case.

The records are kept permanently.

The records are kept on electronic and paper media.

Any person may inspect registry files pursuant to the relevant *Court Procedures Rules 2006*. However a person who is not a party to a matter will require leave of the Court to inspect certain documents, as provided for in the Rules.

Individuals can obtain information regarding access to personal information in this class of records by applying in person at the Registry or by mail to The Registrar, GPO Box 370 Canberra City ACT 2601.

16. Court records – Childrens Court

The purpose of these records is to detail matters concerning criminal and traffic proceedings against juveniles and Care proceedings under the *Children and Young People Act 1999* and the *Children and Young People Act 2008*.

Content may include: name, address, date of birth, gender, occupation, financial information, medical and psychiatric/psychological report and written reports from various agencies.

Sensitive content may include: name, address, date of birth, gender, occupation, financial information, medical and psychiatric/psychological report and written reports from various agencies.

The personal information on these records relates to children and families of children (close and extended) involved in matters before the Court.

The following agency staff have access to this information: Magistrates, Courts Administrator, Registrar, Deputy Registrars and registry staff.

The records are kept permanently.

The records are kept on electronic and paper media.

All case files are kept permanently.

Childrens Court proceedings are held in closed court, Family Law and Maintenance proceedings are open to the public. Some Childrens Court information may be disclosed to parties directly concerned with the proceedings, Youth Justice, Family Services, the Community Advocate and victims. Information regarding Family Law and Maintenance proceedings may be disclosed to the parties and the Child Support Agency.

Individuals can obtain information regarding access to their personal information by contacting the Deputy Registrar of the Childrens Court, Ph: 62071746.

17. Court files - Coroners Court

The purpose of these records is to detail information in relation to the manner and cause of a death reported to the coroner under s 13 of the *Coroners Act 1997* and the cause and origin of a fire reported to the coroner under s 18 of the *Coroners Act 1997*.

Content may include: name, address, date of birth, gender of the deceased; name and address of next-of-kin and witnesses who have provided information to the coroner.

Sensitive content may include: racial/ethnic origin, religious affiliations, medical reports, including autopsy reports; reports from other agencies and individuals (hospital records, GP records, mental health records).

The personal information on these records relates to the deceased, next of kin, witnesses.

The following agency staff have access to this information: Chief Coroner, Coroners, Courts Administrator, Registrar, Deputy Registrar and Coroners Court staff.

The records are kept permanently.

The records are kept on electronic and paper media.

The personal information contained in these records may be disclosed to: to the Next-of-Kin of the deceased; parties granted leave to appear at an Inquest; other outside agencies including Registrar-General's Office, Australian Transport Safety Bureau, Australian Bureau of Statistics.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Deputy Registrar, Coroners Court, telephone: 62071754.

ACT PARLIAMENTARY COUNSEL'S OFFICE

Address:

Level 3, 12 Moore Street
Canberra ACT 2601

GPO Box 158
Canberra ACT 2601

Sensitive contents of these records will differ according to the subject matter of the enquiry and may include, for example, sex, marital status, political conviction, employer etc.

8 classes of personal information are held by this agency, including 1 class of personnel records.

1. Personnel records

See Appendix 1 for a generic description of Personnel Records.

2. General enquiries

The purpose of these records is to maintain an information database of enquiries made by the public and the answers given by the office. The types of records kept are email enquiries.

The contents of these records may include, for example, name, address, phone number and email address. These records may relate to the person making the enquiry and persons named in the enquiry.

Staff of the office who reply to the enquiries have access to the information.

The records are kept in accordance with the Territory Administrative Records Disposal Schedule under the Territory Records Act 2002.

The records are stored on paper and electronic media.

The personal information contained in these records is not normally disclosed to other people or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting the office's Senior Manager, ph: 6205 3798.

Location: Level 3, 12 Moore Street Canberra ACT 2601.

3. Position files

The purpose of these records is to maintain information about the history and current status of positions within the office. The records contain copies of the following forms: acting appointments, temporary transfers, short-term employment, part-time

employment, leave without pay and resignation information.

The contents of these records may include, for example, name, address, phone number, position number, AGS number.

Sensitive contents of these records may include financial information.

Personal information on these records relate to past and current employees who hold or have held the position. The office's Executive Officer and the Department's People & Workplace Strategy Unit have access to the information.

The records are kept in accordance with the Territory Administrative Records Disposal Schedule under the Territory Records Act 2002.

The records are stored on paper and electronic media.

The personal information contained in these records is given to the Department's People & Workplace Strategy Unit and not disclosed to other people or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting PCO's Senior Manager, ph: 6205 3798.

Location: PCO, Level 3, 12 Moore Street Canberra ACT 2601 and People & Workplace Strategy Unit, Level 2, 12 Moore Street Canberra ACT 2601.

4. *Cabinet Liaison Officer delegations*

The purpose of these records is to maintain information about the Cabinet Liaison Officer's of other departments who have a delegation in relation to the Legislation Register.

The contents of these records include name, work phone number, position number.

Personal information on these records relate to past and current officers who have or had a delegation. Staff of the office who liaise with these officers have access to the information. The records are kept in accordance with the Territory Administrative Records Disposal Schedule under the Territory Records Act 2002.

The records are stored on paper and electronic media.

The personal information contained in these records is not normally disclosed to other people or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting PCO's Senior Manager, ph: 6205 3798.

Location: Level 3, 12 Moore Street Canberra ACT 2601.

5. Study assistance applications / information

The purpose of these records is to maintain information on staff members who have applied for study assistance.

The contents of these records include, for example, name, phone number, position number.

Sensitive contents of these records may include the level of financial assistance approved.

Personal information on these records relate to employees who have applied for study assistance.

The office's Executive Officer, administrative staff and the Department's People & Workplace Strategy Unit have access to the information.

The records are kept in accordance with the Territory Administrative Records Disposal Schedule under the Territory Records Act 2002.

The records are stored on paper and electronic media.

The personal information contained in these records is given to the Department's People & Workplace Strategy Unit and not disclosed to other people or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting PCO's Senior Manager, ph: 6205 3798.

Location: PCO, Level 3, 12 Moore Street Canberra ACT 2601 and People & Workplace Strategy Unit, Level 2, 12 Moore Street Canberra ACT 2601.

6. Employee costs

The purpose of these records is to maintain salary-costing data for budget monitoring.

The contents of these records include, for example, name, gross pay related data, superannuation. Sensitive contents of these records includes financial information.

Personal information on these records relate to all employees of the office.

The office's Executive Officer, administrative staff maintaining the office budget and the Department's Strategic Finance Unit have access to the information.

The records are kept in accordance with the Territory Administrative Records Disposal Schedule under the Territory Records Act 2002.

The records are stored on paper and electronic media.

The personal information contained in these records is given to the Department's Strategic Finance Unit and not disclosed to other people or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting PCO's Senior Manager, ph: 6205 3798.

Location: PCO, Level 3, 12 Moore Street Canberra ACT 2601 and Strategic Finance Unit, Level 9, 12 Moore Street Canberra ACT 2601.

7. *Accounts payable and suppliers*

The purpose of these records is to approve payments for goods and services provided to the office.

The contents of these records include, for example, name, address, ABN.

Sensitive contents of these records includes financial information. Personal information on these records relate to individuals and companies who provide goods and services to the office.

The office's cost centre administrator and the Department's Strategic Finance Unit have access to the information.

The records are kept in accordance with the Territory Administrative Records Disposal Schedule under the Territory Records Act 2002.

The records are stored on paper and electronic media.

The personal information contained in these records is given to the Department's Strategic Finance Unit and not disclosed to other people or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting PCO's Senior Manager, ph: 6205 3798.

Location: PCO, Level 3, 12 Moore Street Canberra ACT 2601 and Strategic Finance Unit, Level 9, 12 Moore Street Canberra ACT 2601.

8. *Fringe benefits*

The purpose of these records is to provide information to the Department's Strategic Finance Unit in relation to fringe benefits tax.

The contents of these records include, for example, name, address, AGS number, Tax File number.

Sensitive contents of these records includes financial information.

Personal information on these records relate to employees of the office employed at the Senior Executive level.

The office's Executive Officer and the Department's Strategic Finance Unit have access to the information.

The records are kept in accordance with the Territory Administrative Records Disposal Schedule under the Territory Records Act 2002.

The records are stored on paper and electronic media.

The personal information contained in these records is given to the Department's Strategic Finance Unit and not disclosed to other people or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting PCO's Senior Manager, ph: 6205 3798.

Location: PCO, Level 3, 12 Moore Street Canberra ACT 2601 and Strategic Finance Unit, Level 9, 12 Moore Street Canberra ACT 2601.

DIRECTOR OF PUBLIC PROSECUTIONS

Address:

Ground Floor, Reserve Bank Building
20-22 London Circuit
Canberra City ACT 2601

GPO Box 595
Canberra ACT 2601

Six (6) classes of personal information are held by this agency, including one class of personnel records.

1. Personnel records

See Appendix 1 for a generic description of Personnel Records.

2. Criminal assets

The purpose of these records is to carry out the Director of Public Prosecutions criminal assets functions under the Confiscation of Criminal Assets Act 2003 and the Director of Public Prosecutions Act 1990.

Contents may include: name, address, gender, date of birth, physical description, occupation and details of the litigation process.

Sensitive content may include: racial or ethnic origin, criminal convictions, criminal intelligence, tax file numbers, financial information (including debts), relationship details, known or suspected assets, liabilities, income, and expenditure.

The personal information on these records relates to persons alleged or suspected of having committed offences against Territory law and against whom civil remedies and forfeiture or pecuniary penalties are contemplated.

The following agency staff have access to this personal information: the Director, Assistant Directors, the prosecutor responsible for carriage of the matter, his or her supervisor and other staff, as the need arises.

The records are currently kept indefinitely.

Some of this information is disclosed to the Australian Federal Police, other law enforcement agencies, Department or agencies of the ACT Government, including the Department of Justice and Community Safety, counsel briefed to advise or appear on behalf of the DPP, and the Australian Crime Commission. The information may also be disclosed to a relevant Court, its officers, defence counsel and the general public where no order is made by the Court for the information not to be disclosed.

The records are stored on computer and paper media.

Individuals can obtain information regarding access to their personal information by contacting the Director, Office of Director of Public Prosecutions at the address below. Access may or may not be provided depending on questions of legal, professional, or public interest.

Location: Reserve Bank Building, 20-22 London Circuit, Canberra City 2601.

3. *Prosecutions, appeals and coronial matters*

The purpose of these records is to facilitate the prosecution of criminal offences and the conduct of Appeals in the Court of Appeal and the High Court, and to assist the coroner at Coronial Inquests.

Contents may include: name, address, date of birth, gender, and occupation.

Sensitive content may include: physical or mental health, disabilities, sexual preferences, racial or ethnic origin, criminal convictions, criminal intelligence, political beliefs, tax file numbers, financial information (including debts), relationship details, corporate records, and details of commercial transactions.

The personal information on these records relates to alleged offenders, witnesses and victims.

The following agency staff may have access to this personal information: the Director, Assistant Directors and prosecution and legal support staff.

The records are currently kept indefinitely.

This information is disclosed as appropriate to counsel assisting the Coroner, the Australian Federal Police and other law enforcement agencies, Australian Securities and Investment Commission and Government agencies. The information is also disclosed to the relevant Court, its officers, defence counsel and, the general public where no order is made by the Court for the information not to be disclosed.

The records are stored on computer and paper media.

Individuals can obtain access to their personal information by contacting the Assistant Directors. Access may or may not be provided depending on questions of legal, professional, or public interest.

Location: Reserve Bank Building, 20-22 London Circuit, Canberra City 2601.

4. *Creditor and other payee records*

The purpose of these records is to record details of amounts paid to creditors/suppliers and witnesses by the Office for services and supplies.

Content may include: name, address, occupation, particulars of claim, and amount involved.

The personal information on these records relates to creditors, witnesses and counsel.

The following agency staff may have access to this information: the Director, Assistant Directors, Corporate Manager and administration staff, legal support and prosecution staff.

The records are kept for up to 6 years after final action is taken.

Some of this information may be disclosed to staff of the ACT Auditor-General's Office and the Department of Justice and Community Safety. Some information may also be published in the Office's Annual Report.

The records are stored on computer and paper media.

Individuals can obtain information regarding access to their personal information by contacting the Corporate Manager.

Location: Reserve Bank Building, 20-22 London Circuit, Canberra City 2601.

5. *Recruitment files*

The purpose of these records is to store information about the advertising of vacant positions, the recruitment process and the eventual selection of staff.

Contents may include personal details of applicants such as name, date of birth, gender, address, educational qualifications, work experience and skills, references, individual and comparative assessments of applicants.

Sensitive information may include adverse comments provided by referees, and the findings of the selection panel.

The information contained in recruitment files relates to applicants who apply for positions within the Office of Director of Public Prosecutions.

The information is stored on paper media.

The records are kept until the selection process is no longer valid (currently 12 months from advertising the position).

This information may be disclosed to the Director, Corporate Manager and members of selection panels.

Individuals can obtain information regarding access to their personal information by contacting the Chairperson of the Selection Committee or by calling the Corporate Manager within the Office of Director of Public Prosecutions.

Location: Reserve Bank Building, 20-22 London Circuit, Canberra City 2601.

6. *Administrative records*

The purpose of these records is to keep a record of correspondence and communication with the ACT government, its departments, state government entities, the business sector, non-government bodies and organisations, the community and clients.

Content may include: name, address and any other detail relevant to the business of the Office. It may also include the business of the Government which may be classified as ‘ Cabinet in Confidence’ or confidential.

Sensitive content may be included in these documents.

The following agency staff have access to this information: the Director, Assistant Directors, Corporate Manager and administration staff as appropriate.

The records are kept for varying periods as set out in the office’s records management program.

The records are paper records.

The personal information contained in these records are not normally disclosed to other persons or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting Corporate Manager, Corporate Services at the following address.

Location: Reserve Bank Building, 20-22 London Circuit, Canberra City 2601

ACT GOVERNMENT SOLICITOR

Address:

Level 5, 12 Moore Street
Canberra ACT 2601

GPO Box 158
Canberra ACT 2601

The function of the ACTGS is providing legal advice and legal representation to and on behalf of ACT Government agencies, ACT Government ministers and any other body or individual for whom the Government Solicitor may act.

Legal Advice

The activities associated with providing legal advice.

Legal Representation

The activities associated with providing legal representation.

Legal Agreements (including contracts, MOUs, deeds, leases, licences and mortgages)

The activities associated with preparing agreements/contracts and settling those agreements/contracts.

Debt Recovery Services

The activities associated with the provision and management of debt recovery services.

Conveyancing Services (Ceased at end of 2006)

The legal processes and activities associated with the purchase and sale of properties on behalf of the Territory.

RECORDS DISPOSAL SCHEDULE

ACT GOVERNMENT SOLICITOR LEGAL SERVICES

The function of the ACTGS is providing legal advice and legal representation to and on behalf of ACT Government agencies, ACT Government ministers and any other body or individual for whom the Government Solicitor may act.

Entry	Description of Records	Disposal Action
<i>Legal Advice</i>	Records relating to matters which are precedent setting in nature, of major public interest or of significance to the functions, jurisdiction and administrative powers of the Executive, Legislature, Judiciary, the Territory or	Retain permanently.

	its agencies	
	Records relating to routine matters that are not precedent setting in nature, of major public interest or of other significance.	Destroy 7 years after file closed.
	Electronic master set of advices and/or opinions (may include records relating to routine matters that are not precedent setting in nature).	
	Records relating to matters involving children (other than children with a legal disability).	Destroy 7 years after the youngest child involved in the matter turns 18.
	Records relating to matters involving people with a legal disability.	Retain permanently.
<i>Legal Representation</i>	Records relating to matters which are precedent setting in nature, of major public interest or of significance to the functions, jurisdiction and administrative powers of the Executive, Legislature, Judiciary, the Territory or its agencies.	Retain permanently.
	Records relating to routine matters that are not precedent setting in nature, of major public interest or of other significance.	Destroy 7 years after files if closed.
	Records relating to matters involving children (other than children with a legal disability).	Destroy 7 years after the youngest child involved in the matter turns 18.
	Records relating to matters involving people with a legal disability.	Retain permanently.
	Records relating to matters where judgment has been entered but not satisfied.	Destroy 12 years after file is closed.
	Records relating to matters where judgment has been entered and satisfied.	Destroy 7 years after file is closed.
<i>Legal Agreements (includes contracts, MOU's, deeds and</i>	Records relating to agreements which are precedent setting in nature,	Retain permanently.

<i>mortgages)</i>	of major public interest or of significance to the functions, jurisdictions and administrative powers of the Executive, Legislature, Judiciary, the Territory or its agencies.	
	Records relating to routine agreements that are not precedent setting in nature, of major public interest or of other significance.	Destroy 7 years after file is closed.
	Records relating to deeds.	Destroy 12 years after expiry of the deed.
	Records relating to leases or licences.	Destroy 7 years after expiry of the lease or licence.
	Records relating to mortgages.	Destroy 12 years after the mortgage has been discharged.
<i>Conveyancing Services (Records pertaining to pre 2007)</i>	Records relating to the purchase and sale of property in the Australian Capital Territory.	Destroy 7 years after file is closed.
<i>Debt Recovery Services</i>	Records relating to bankruptcy, debt recovery and winding up matters where process completed.	Destroy 2 years after file is closed.
	Records relating to bankruptcy, debt recovery and winding up matters.	

HUMAN RIGHTS COMMISSION OF THE ACT

Address:

Level 4, 12 Moore Street
Canberra ACT 2601

GPO Box 158
Canberra ACT 2601

TTY: (02) 6205 1666
Tel: (02) 6205- 2222
Fax: (02) 6207 1034
Internet: www.hrc.act.gov.au

Five classes of personal information are held by this agency, including one class of personnel records.

1. Personnel records

The purpose of these records is to maintain employment information relating to all permanent, contract and temporary staff members and employees of the Commission.

The records maintained by the office are:

- records relating to attendance;
- leave applications and approvals;
- records of attendance at training;
- travel documentation;
- contracts and conditions of employment;
- records of accidents and injuries; and
- records relating to counselling and discipline matters, including disciplinary, investigation and action files.

Contents of employment records may include: name, address, date of birth, occupation, AGS number, qualifications, equal employment opportunity group designation, next of kin, leave details, and employment history.

Sensitive contents of employment records may include: physical and mental health, disabilities, racial or ethnic origin, disciplinary investigation and action, criminal convictions, adverse performance and security assessments, tax file numbers, relationship details and personal financial information.

Personal information on employment records relates to applicants, current and former staff members and employees including contract and temporary staff.

The following officers have access to employment records: the Human Rights and Discrimination Commissioner, Children and Young People Commissioner, Disability and Community Services Commissioner, Health Services Commissioner and senior staff of the office, supervisors and members of selection committees, the individual to

whom the record relates and, as is appropriate, personnel staff, security officers and case managers.

Employment records are kept and disposed of according to the applicable provisions for ACT Public Service agencies in particular the *ACT Territory Records Act 2002*. Information held in employment records may be disclosed, as appropriate, to relevant employment authorities.

Individuals can obtain information regarding access to their personal information by contacting the Executive Officer of the Human Rights Commission.

Records are stored on paper and electronic media and relate to approximately 30 people.

Records are located at the ACT Human Rights Commission, level 4, 12 Moore Street, Canberra City 2601 or in archive facilities offsite in Mitchell ACT.

2. *Complaints under the Discrimination Act 1991, the Human Rights Commission Act 2005 and the Health Records (Privacy and Access) Act 1997*

The purpose of these records is to allow the ACT Human Rights Commission to carry out its functions under the *Discrimination Act 1991, the Human Rights Commission Act 2005* and the *Health Records (Privacy and Access) Act 1997*.

The records maintained by the office are:

- Complaint forms;
- Investigation records;
- Administrative information in relation to conciliation; and
- Conciliation agreements.

Contents of complaint records may include: name, address, date of birth, occupation and personal health information.

Sensitive contents of complaint records may include: sex, sexuality, transexuality, relationship status, status as a parent or carer, pregnancy, race, religious or political conviction, impairment, employer or employee organisation membership, age, employment records, criminal convictions, personal financial information, personal health information and medical opinion. All personal information in relation to complaints under the Acts is sensitive. Secrecy provisions of the *Discrimination Act 1991* and the *Human Rights Commission Act 2005*, in relation to personal information, and the Privacy Principles in the *Health Records (Privacy and Access) Act 1997*, bind the Commissioners and staff of the Commission.

Personal information on complaint records relates to the person who made the complaint, the respondent to the complaint and persons who have submitted witness statements.

The following officers have access to complaint records: the Commissioners and staff of the Commission.

Complaint records in relation to discrimination complaints are kept and disposed of according to the requirements of both the *Discrimination Act 1991* and the *Human Rights Commission Act*, and the applicable provisions for ACT Public Service agencies in particular the *ACT Territory Records Act 2002* and the *Records Disposal Schedule Human Rights and Discrimination Records NI2004-335*.

Complaint records in relation to health services complaints are kept and disposed of according to the requirements of the *Human Rights Commission Act 2005* and the applicable provisions for ACT Public Service agencies in particular the *ACT Territory Records Act 2002* and the provisions of the *Health Records (Privacy and Access) Act 1997*.

Complaint records in relation to children and young people, and people with a disability, are kept according to the requirements of the *Human Rights Commission Act 2005* and the applicable provisions for ACT Public Service agencies in particular the *ACT Territory Records Act 2002* and the provisions of the *Health Records (Privacy and Access) Act 1997*. A disposal schedule has not yet been created for these records.

Information held in complaint records may be disclosed, in certain circumstances and in accordance with the Act, to the ACT Civil and Administrative Tribunal in the ACT Magistrates Court, and the Health Profession Boards.

Individuals can obtain information regarding access to their personal information by contacting the Human Rights Commission.

Records are stored on confidential paper files in locked cabinets or archive facilities and on the Human Rights Commission electronic database (which is password protected) and relate to approximately 8000 people.

Records are located at the ACT Human Rights Commission, level 4, 12 Moore Street, Canberra City 2601 or in archive facilities offsite in Mitchell, ACT.

3. *Written and phone enquiries to the ACT Human Rights Commission*

The purpose of these records is to allow the ACT Human Rights Commission to carry out its functions under the ACT Discrimination Act 1991, ACT Human Rights Act 2004, ACT Human Rights Commission ACT 2005 and the Health Records (Privacy and Access) Act 1997.

The records maintained by the Commission are:

- letters of enquiry; and
- e-mail records of enquiry.
- file note and phone enquiry.

Contents of enquiry records may include: name, address, date of birth and occupation.

Sensitive contents of complaint records may include: sex, sexuality, transexuality, relationship status, status as a parent or carer, pregnancy, race, religious or political

conviction, impairment, employer or employee organisation membership, age, employment records, criminal convictions, personal financial information, personal health information and medical opinion. All personal information in relation to complaints under the Acts is sensitive. Secrecy provisions of the Discrimination Act 1991 and the Human Rights Commission Act 2005, in relation to personal information, and the Privacy Principles in the Health Records (Privacy and Access) Act 1997, bind the Commissioners and staff of the Commission.

Personal information on enquiry records may relate to the person making the enquiry and persons named in the enquiry.

The following officers have access to complaint records: the Commissioners and staff of the Commission.

Enquiry records are kept and disposed of according to the requirements of the Discrimination Act 1991, Human Rights Commission Act 2005 and the applicable provisions for ACT Public Service agencies in particular the ACT Territory Records Act 2002.

Information held in enquiry records is not usually disclosed to other persons or organisations.

Individuals can obtain information regarding access to their personal information by contacting the Human Rights Commission.

Records are stored on paper files in secure offices/archives and on the Human Rights Commission secure computer system and are related to approximately 500 people.

Records are located at the ACT Human Rights Commission, level 4, 12 Moore Street, Canberra City 2601 or in archive facilities offsite in Mitchell, ACT.

4. Records of Human Rights legislative policy advice, comments, submissions, audits into Government Services and Court and Tribunal interventions

The purpose of these records is to allow the Human Rights Commission to carry out its functions under the *Human Rights Act 2004*, *Discrimination Act 1991* and the *Human Rights Commission Act 2005*.

The records maintained by the Commission are records of activities in relation to the provision of advice and reports.

Contents of advice or report records may include names and positions.

Sensitive contents of advice or report record may include: legal or personal representation, guardianship, powers of attorney, sex, sexuality, transexuality, relationship and family (children) status, disability and health, including mental health, status as a parent or carer, pregnancy, race, religious or political conviction, employer or employee organisation membership, age, employment records, DVOs,

PPOs, WPOs and criminal charges, arrests, warrants and convictions. Personal information in relation to advice or reporting activities may be sensitive.

Personal information on advice or report records may relate to the person providing the information and persons named in the information.

The following officers have access to complaint records: the Commissioners and staff of the Commission.

Advice and report records are kept and disposed of according to the applicable provisions for ACT Public Service agencies in particular the *ACT Territory Records Act 2002*.

Information held in advice and report records may be disclosed, in certain circumstances as part of required reporting to the Attorney General and Legislative of Assembly.

Individuals can obtain information regarding access to their personal information by contacting the Commission.

Records are stored on paper files in secure offices and relate to approximately 30 people.

Records are located at the ACT Human Rights Commission, Level 4, 12 Moore Street, Canberra City 2601.

5. *Records of Human Rights Commission Community Education*

The purpose of these records is to document the community education functions of the Human Rights Commission under the *ACT Discrimination Act 1991*, *ACT Human Rights Act 2004* and *Human Rights Commission Act 2005*.

The records maintained by the Commission are:

- registration forms
- public education request forms
- written communications relating to the coordination and organisation of workshop sessions

Contents of community education records may include: name, address, email address, contact numbers and occupation.

Sensitive contents of a community education record may include identified special needs of participants such as a disability or English as a Second Language requirement.

Personal information on community education records relates to the person registering for an education program or to coordinating officers from external organisations requesting tailored programs.

The following officers have access to community education records: the Commissioners and staff of the Commission.

Community Education records are kept and disposed of according to the requirements of the applicable provisions for ACT Public Service agencies in particular the *ACT Territory Records Act 2002*.

Information held in Community Education records is not usually disclosed to other persons or organisations but in certain circumstances, relevant participant lists may be provided to coordinating officers from external organisations to verify their staff attendance.

Individuals can obtain information regarding access to their personal information by contacting the Human Rights Commission.

Records are stored on paper files in secure offices/archives and on the Human Rights Commission secure computer system and relate to approximately 1000 people.

Records are located at the ACT Human Rights Commission, Level 4, 12 Moore Street, Canberra City 2601 or in archive facilities offsite in Mitchell, ACT.

LEGAL AID COMMISSION OF THE ACT

Address:

2 Allsop Street
Canberra City ACT 2601

GPO Box 512
Canberra ACT 2601

Phone: 6243-3411

Two classes of personal information are held by this agency, including one class of personnel records.

1. Client records

These records relate to personal information used to assess eligibility and ongoing eligibility for legal aid, and to conduct legal proceedings where the Commission provides assistance to a person, including arranging a solicitor to act. Records of legal advice and duty lawyer appearances on behalf of clients are also kept.

Content may include: name, address, date of birth, gender and occupation.

Sensitive content may include: criminal convictions, financial information, racial or ethnic origins, relationship details and client instructions.

Information is managed primarily under sections 13 and 92 of the *Legal Aid Act 1977*.

The personal information on the records relates to applicants for legal assistance.

The Commission may also gain information, as a result of acting as solicitor for a person, of the personal affairs of other people, e.g. persons involved in motor vehicle accidents. Where Legal Aid ACT acts as solicitor, it keeps all personal information ordinarily kept by a legal practitioner in the course of his or her retainer.

The following staff have access to this information: Senior Executives, Client Services staff, solicitors and clerical/administrative staff.

The Commission has a policy relating to the destruction of files depending on the characteristics of individual files. However, no file is destroyed until at least seven years after closure.

The personal information contained in these records is not usually disclosed to other persons or organisations.

Any applicant for legal aid and any person for whom the office acts is given access to their file, providing confidentiality in regard to other parties is maintained.

Where an applicant for legal assistance is unsuccessful, or is successful and is represented by a private practitioner, the applicant can gain access to his/her personal information by contacting the CEO, Legal Aid ACT, Ph: 6243-3496 or by writing to CEO, Legal Aid ACT, GPO Box 512, Canberra, ACT 2601.

Where an applicant is represented by a solicitor from the in house practice, the person can contact their solicitor for access to their personal information.

The records are kept on paper files and computer database.

Location: Ground floor, 2 Allsop Street, Canberra 2601

2. *Personnel records*

See Appendix 1 for a generic description of Personnel Records.

LEGISLATION AND POLICY BRANCH

Address:
4th Floor
12 Moore Street
CANBERRA ACT 2600

GPO Box 158
CANBERRA ACT 2601

Ten classes of personal information are held by this agency, including one class of personnel records.

LEGISLATION AND POLICY BRANCH

1. Community consultation records

The purpose of these records is to assist officers from the Legislation and Policy Branch to respond to ongoing inquiries and research relating to development of legislation in the Territory. These files may include submission made as part of community consultation and correspondence both by organisations and private citizens.

Content may include: name, address, phone numbers, date of birth, gender, occupation.

Sensitive content may include: political opinions; membership of organisations; religious beliefs or affiliations; philosophical beliefs; criminal records; health information; financial details; family background; sexual preferences or practices, ethnic and cultural origins; relationship details; and, other information disclosed by the individual.

The following agency staff have access to this information: Executive Director, Senior Managers and policy and legal officers of the Legislation and Policy Branch.

The records are kept on official files and held in a secure area. Records are predominately kept as paper copy but may include electronic versions.

The personal information contained in these records may be disclosed to the Minister's Office, other members of the Government and Executive officers.

The records are located on Level 4, 12 Moore Street, Canberra ACT 2601.

2. Correspondence records

The purpose of these records is to assist officers from the Legislation and Policy Branch to respond to inquiries directed to the Department and ongoing research relating to development of legislation in the Territory. These files may include submissions made as part of community consultation or correspondence by and to members of the community and organisations.

Content may include: name, address, phone numbers, date of birth, genders, occupation.

Sensitive content may include: political opinions; membership of organisations; religious beliefs or affiliations; philosophical beliefs; criminal records; health information; financial details; family background; sexual preferences or practices, ethnic and cultural origins; relationship details; and, other information disclosed by the individual.

The following agency staff have access to this information: Executive Director, Senior Managers and policy and legal officers of the Legislation and Policy Branch.

The records are kept on official files and held in a secure area. Records are predominately kept as paper copy but may include electronic versions.

The personal information contained in these records may be disclosed to the Minister's Office, other members of the Government and Executive officers.

The records are located on Level 4, 12 Moore Street, Canberra ACT 2601.

3. *Freedom of Information requests*

The purpose of these records is to record and process requests for documents under the Freedom of Information Act.

Contents may include: name, address, date of birth, gender and details regarding particular complaints or matters.

Sensitive content may include: political opinions; membership of organisations; religious beliefs or affiliations; philosophical beliefs; criminal records; health information; financial details; family background; sexual preferences or practices, ethnic and cultural origins; relationship details; work history and, details and other information considered relevant by the applicant to the complaint or which may be contained in documents requested by the applicant.

The personal information in these records may relate to freedom of information applicants and people named in the documents requested.

The following agency staff have access to the person information: staff involved in processing the applications.

The records are kept on official files and held in a secure area. Records are predominately kept as paper copy but may include electronic versions.

The information contained in the records is not usually disclosed to other persons or organisations except where required by law.

Individuals can obtain information regarding access to their personal information by contacting the Freedom of Information Officer, Department of Justice and Community Safety.

4. *Coroner's findings*

The purpose of these records is to assist officers from the Legislation and Policy Branch to brief the Government on findings of coronial investigations and to facilitate the implementation of findings.

Content may include: name, address, phone numbers, date of birth, date of death, gender, occupation.

Sensitive content may include: physical and mental health information; criminal records; financial details; family background; sexual preferences or practices, ethnic and cultural origins; relationship details; and, other information disclosed in a coronial hearing.

The personal information will relate to the deceased person but may include information in relation to other individuals connected to the death.

The following agency staff have access to this information: Executive Director, Senior Managers and policy and legal officers of the Legislation and Policy Branch.

The records are kept on official files and held in a secure area. Records are predominately kept as paper copy but may include electronic versions.

The personal information contained in these records may be disclosed to the Minister's Office, other members of the Government and Executive officers.

The records are located on Level 4, 12 Moore Street, Canberra ACT 2601.

5. *Personnel records*

See Appendix 1 for a generic description of Personnel Records.

6. *Register of Cooperatives*

The Register of Cooperatives (and associated registers) is maintained by the Registrar of Cooperatives under Division 16.1 of the Cooperatives Act 2002. The registers (which are in electronic and paper forms) record information about present and past cooperatives and certain transactions involving cooperatives. The registers may contain personal information relating to citizens, such as the names and addresses of certain members of cooperatives.

The following agency staff have access to this personal information: members of Civil Law Unit (Legal 1 to Senior Manager).

The records are kept permanently. Information in the registers may be disclosed upon application for access to the registers under the Act.

Location: Level 4, 12 Moore Street, Canberra ACT 2601.

7. *Statutory appointees*

The purpose of these records is to document and facilitate the making of statutory appointments.

Content may include: name, address, date of birth, occupation, and curriculum vitae of appointees and potential appointees.

Sensitive content may include financial information, shareholdings.

The personal information on these records relates to appointees and nominees for appointment to statutory officers.

The following agency staff have access to this information: officers of the Legislation and Policy Branch and the Chief Executive Officer.

The records are kept permanently.

The records are kept on paper.

This information is not normally disclosed to other persons or organisations.

Individuals can obtain information regarding access to their personal information in this class of records by contacting the Legislation and Policy Branch (02) 62070006.

8. *Register of approved agencies under the Mediation Act 1997*

The purpose of these records is to maintain a list of entities declared under section 4(2) of the Mediation Act 1997 as approved agencies.

Approved agencies register mediators who have achieved the standards of competency prescribed under the Act. The agency maintains a register in the form of a list of approved agencies.

Content may include: name and address of the approved agencies.

Some approved agencies are natural persons.

The personal information on these records relates to citizens.

The following agency staff have access to this personal information: members of Civil Law unit (Legal 1 to Senior Manager).

The records relate to existing approved agencies and are stored on computer and paper media.

This information may be disclosed to members of the public on request.

Location: Level 4, 12 Moore Street, Canberra ACT 2601.

RESTORATIVE JUSTICE UNIT

Address:

Ground Floor

12 Moore Street

CANBERRA ACT 2601

Telephone: 6207 3992

One class of personal information is held by this agency.

9. Case files

The purpose of these records is to detail cases referred to the Restorative Justice Unit under the *Crimes (Restorative Justice) Act 2004*.

Content may include: name, address, personal contact details, date of birth, gender, occupation, ethnic and cultural background, marital status, education, qualifications, names and status of partners and/or relatives, next of kin, family background, ATSI identification, place of birth, language spoken at home, criminal convictions and/or records/history, physical or mental health, disabilities, details including statement of facts relating to one or more offences, parent/guardian contact information, case planning and/or case management notes, suitability assessments, financial information, medical records, court reports, written reports from various agencies and individuals, reports to the referring entity and agreements.

Sensitive content may include: criminal convictions and/or records/history, physical or mental health, disabilities, details including statement of facts relating to one or more offences, parent/guardian contact information, case planning and/or case management notes, suitability assessments, financial information, medical records, court reports and written reports from various agencies and individuals reports to the referring entity and agreements.

The personal information on these records relates to victims and offenders of crimes and their personal supporters and additional community representatives involved with one or more offences in a case.

Staff of the Restorative Justice Unit have access to this information.

The records are destroyed 12 years after last action or when person (young offender) turns 25, whichever is longer.

The records are kept on paper files and electronically.

The personal information contained in these records may be disclosed to referring entities, named in and subject to, the limitations under the *Crimes (Restorative Justice) Act 2004*.

Personal information contained in these records is exempt from release under section 38 of the *Freedom of Information Act 1989*. Information regarding the keeping of this class of records may be obtained by contacting the Manager, Restorative Justice Unit.

OFFICE OF REGULATORY SERVICES (ORS)

Address: ACT Office of Regulatory Services
Level 3, Callam Office, Easty Street
PHILLIP ACT 2606

Shopfront
255 Canberra Avenue
FYSHWICK ACT 2609

Postal: ACT Office of Regulatory Services
GPO Box 158
CANBERRA ACT 2601

Fifty (50) classes of personal information are held by this agency.

Address: ACT Office of Regulatory Services
Enforcement and Investigations
Advice, Complaints, Review and Support
255 Canberra Avenue
FYSHWICK ACT 2609

Postal: ACT Office of Regulatory Services
Enforcement and Investigations
Advice, Complaints, Review and Support
GPO Box 158
CANBERRA ACT 2601

1. Consumer complaints

The purpose of these records is to investigate consumer complaints under the *Fair Trading (Consumer Affairs) Act 1973*, and other legislation administered by this agency, including product safety.

Content may include: name, address, phone numbers, gender and marital status.

Sensitive content may include: financial information, medical information and personal telephone numbers of 3rd parties.

The personal information on these records relates to ACT consumers and businesses.

The following Agency staff have access to this personal information: the Commissioner for Fair Trading and all Office of Regulatory Services Staff.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: businesses subject to the approval of the consumer who initially provided the information.

Individuals can obtain information regarding access to their personal information by contacting the Commissioner for Fair Trading on 6207 3000.

Address: ACT Office of Regulatory Services
Registration and Client Services
Business and Industry Licensing
255 Canberra Avenue
FYSHWICK ACT 2609

Postal: ACT Office of Regulatory Services
Registration and Client Services
Business and Industry Licensing
GPO Box 158
CANBERRA ACT 2601

2. Credit providers and finance brokers registration

The purpose of these records is to enable the Commissioner for Fair Trading to register all those in the business of providing credit or finance broking in the ACT under the *Consumer Credit (Administration) Act 1996*.

Content may include: name, address, date of birth and financial information. Place of business and company details if registered company.

The personal information on these records relates to credit providers and finance brokers registered in the ACT.

The following Agency staff have access to this personal information: the Commissioner for Fair Trading and all Office of Regulatory Services Staff.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the ACT Civil and Administrative Tribunal. Limited information to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

As of 1 July 2010, this function has been carried out by the Commonwealth Government,

3. *Motor vehicle dealer licences*

The purpose of these records is to determine eligibility of an individual or businesses to hold a motor vehicle dealer's licence, vehicle wholesale licence or car market operator licence in the ACT under the *Sale of Motor Vehicles Act 1977*.

Content may include: name, address, date of birth, occupation and referee reports. The Crown lease for the premises must allow the sale of motor vehicles and an ACTPLA certificate is required. Company details if registered as a company dealership. Public notice of intention to apply for a licence must be published in daily newspaper in the ACT.

Sensitive content may include: criminal convictions, financial information and employment history.

The personal information on these records relates to licensed motor vehicle dealers, licensed motor vehicle wholesales, and licensed car marker operators in the ACT.

The following agency staff have access to this personal information: all Office of Regulatory Services staff, Registrar of Motor Vehicle Dealers, Deputy Registrar of Motor Vehicle Dealers, and legal counsel (if prosecution in progress).

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Registrar of Motor Vehicle Dealers on 6207 3000.

4. *Motor vehicle service and repairers*

The purpose of these records is to maintain a register of all businesses or individuals registered under the Motor Vehicle Service and Repair Industry Code of Practice, prescribed under the ACT *Fair Trading Act 1992*.

Content may include: name, address, and phone numbers. Company details are required if registered as a company. The number of employees needs to be listed for us to determine the fee.

The personal information on these records relates to registered principals of a motor vehicle service and repair business.

The following agency staff have access to this personal information: the Commissioner for Fair Trading, all Office of Regulatory Services staff and members of Dispute Resolution Committees.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Commissioner for Fair Trading, the Office's Investigation Staff and members of the Dispute Resolution Committees. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

5. *Security industry*

The purpose of these records is to determine the eligibility of masters, trainers, employees and temporary employees to be licensed under the ACT *Security Industry Act 2003*.

Content may include: name, address, phone numbers and date of birth. To be eligible for a licence you must supply qualifications relating to the type of licence.

Sensitive content may include: criminal convictions.

The personal information on these records relates to the licensed security masters, security trainers, temporary employees and employees under the Act.

The following agency staff have access to this personal information: the Commissioner for Fair Trading and all Office of Regulatory Services staff.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police, industry associations and training organisations. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

6. *Liquor licences and permits*

The purpose of these records is to determine the eligibility to hold a liquor licence or permit in the ACT under the *Liquor Act 1975*. Records are also held in relation to the financial members of clubs.

Content may include: name, address, date of birth, occupation and referee reports. Must include approved plans and a lease clearance advice for the premise. Company details must be supplied if the licence or permit is held by a company.

Sensitive content may include: criminal convictions, financial information.

The personal information on these records relates to liquor licences and permits held in the ACT.

The following agency staff have access to this personal information: the Commissioner for Fair Trading, all Office of Regulatory Services staff, ACT Civil and Administrative Tribunal legal counsel (if prosecution in progress), senior executive staff and the ACT Attorney-General.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database. Some records are scanned and stored electronically.

Some of this information is disclosed to: the Australian Federal Police and other States/Territory Liquor Authorities and industry associations. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

7. *Second-hand dealers*

The purpose of these records is to determine the eligibility to be registered as a second-hand dealer and hold a licence in the ACT under the *Second-hand Dealers Act 1906*.

Content may include: name, address, date of birth, occupation and referee reports. Licensee must have an ACT premises.

Sensitive content may include: criminal convictions, financial information.

The personal information on these records relates to licensed second-hand dealers in the ACT.

The following agency staff have access to this personal information: Commissioner for Fair Trading and all Office of Regulatory Services staff.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police and other States/Territory Registration and Licensing Authorities. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

8. *Pawnbrokers*

The purpose of these records is to determine the eligibility to hold a licence in the ACT under the *Pawnbrokers Act 1902*.

Content may include name, address, date of birth, occupation and referee reports. Must have an ACT premises.

Sensitive content may include: criminal convictions, financial information.

The personal information on these records relates to licensed pawnbrokers in the ACT.

The following agency staff have access to this personal information: Commissioner for Fair Trading and all Office of Regulatory Services staff.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police and other States/Territory registration and licensing authorities. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

9. *Real estate agents, business agents, stock and station agents*

The purpose of these records is to determine the eligibility for a licence as a real estate agent, stock and station agent and/or business agent or registration as a salesperson (including property managers) under the *Agents Act 2003*.

Content may include: name, address, date of birth, occupation and referee reports. ACT premises must have a licensed agent in charge. Company information if the licence is held by a company. Qualifications are a requirement as well as Continuing Professional Development. Public notice in daily newspaper. Company must have at least one director who holds licence of same type.

Sensitive content may include: criminal convictions, financial information.

The personal information on these records relates to licensed business agents, real estate agent, stock and station agents, registered business salespersons, real estate salespersons and stock and station salespersons in the ACT.

The following agency staff have access to this personal information: Commissioner for Fair Trading and all Office of Regulatory Services staff.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police and other States/Territory Registration and Licensing Authorities and training organisations. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

10. Travel agents

The purpose of these records is to determine the eligibility for a licence as a travel agent in the ACT under the *Agents Act 2003*.

Content may include: name, address, date of birth, occupation and referee reports. Company details are required if licensed under the company. Company must have eligible director. Each place of business must have a licensed travel agent in charge. Must be a participating member of the Travel Compensation Fund.

Sensitive content may include: criminal convictions, financial information.

The personal information on these records relates to licensed travel agents in the ACT.

The following agency staff have access to this personal information: Commissioner for Fair Trading and all Office of Regulatory Services staff.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police, other States/Territory Registration and Licensing Authorities, and the Travel Compensation Fund. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

11. Employment agents

The purpose of these records is to determine the eligibility to be licensed as an employment agent in the ACT under the *Agents Act 2003*.

Content may include: name, address, date of birth, occupation and referee reports. Company details are required if licensed under a company. The ACT premises must have a licensed employment agent in charge. Company must have at least one director who also holds an employment agents licence.

Sensitive content may include: criminal convictions, financial information.

The personal information on these records relates to licensed employment agents in the ACT.

The following agency staff have access to this personal information: Commissioner for Fair Trading and all Office of Regulatory Services staff.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police and other States/Territory Registration and Licensing Authorities. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

12. X18+ film licences

The purpose of these records is to determine the eligibility to hold an X18+ Film Licence to copy, sell, or copy and sell X18+ Films in the ACT under the *Classification (Publications, Films and Computer Games) (Enforcement) Act 1995*.

Content may include: name, address, date of birth, occupational and referee reports, and details of close associates. ACT premises with public access must be in a prescribed location: Mitchell, Fyshwick and/or Hume.

Sensitive content may include: criminal convictions and financial information.

The personal information on these records relates to X18+ film licences and licensed premises in the ACT.

The following agency staff have access to this personal information: all Office of Regulatory Services staff, Registrar of X18+ Films, legal counsel (if prosecution in progress), senior executive staff and the ACT Attorney-General.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police and to the Office of Film and Literature Classification (OFLC). Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Registrar of X18+ Film Licences on 6207 3000.

13. Brothel and escort agencies

The purpose of this record is to maintain a register of the operators of brothels or escort agencies under the *Prostitution Act 1992*.

Content may include: name and address. The premises must be in the ACT.

Sensitive content may include: the residential address of persons who are single operators (i.e. who operate from premises where they normally reside) and details of close associates.

The personal information on these records relates to the commercial and sole operators of brothels and/or escort agencies in the ACT.

The following agency staff have access to this personal information about commercial operators: the Registrar of Brothels and Escort Agencies and all Office of Regulatory Services staff.

The following agency staff may have access to this personal information about sole operators: the Registrar of Brothels and Escort Agencies and delegated officers only.

Information regarding the address of a sole-operator is not disclosed to the public, however, it may be disclosed to a police officer or a public servant if the Registrar is satisfied that the information is necessary to allow the person seeking it to perform the functions of their office. This may include public servants employed in immigration and health portfolios.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

14. Trade measurement certifiers

The purpose of this record is to determine the eligibility for a principal to hold a licence for trade measurement servicing under the *Trade Measurement Act 1991*.

Content may include: name, address, phone numbers and date of birth

Sensitive content may include: criminal convictions.

The personal information on these records relates to servicing firms and public weighbridges and are stored on paper media and an electronic database.

The following agency staff have access to the information: the Commissioner for Fair Trading, the Office's investigation staff, and trade measurement and administration staff.

The records are destroyed after registration lapses for records relating to testing of measuring equipment including the registration of owners of certified testing equipment, tests and calibration results, and the issue of certificates of approval under National Measurement Regulations.

Records relating to the administration and control of compliance and investigations including manual registers and electronic control systems, such as the Integrated Business System (IBS), can be destroyed 20 years after action completed.

Records relating to testing of measuring equipment, including the registration of owners of certified testing equipment, tests and calibration results, and the issue of certificates of approval under National Measurement Regulations, can be destroyed 7 years after registration lapses.

Copies or representations of records seized or obtained from companies and individuals by officers in the course of investigations can be destroyed 5 years after action completed.

Some of this information is disclosed to: other State/Territory Trade Measurement Licensing Bodies.

Individuals can obtain information regarding access to their person information by contacting the Office of Regulatory Services on 6207 3000.

Note that as of 1 July 2010, this function was transferred from the ACT to the Commonwealth Government,

15. Consumer fireworks licences

The purpose of this record is to determine the eligibility for a retailer to hold a licence to sell consumer fireworks to the public under the *Dangerous Substances Act 2004*.

Content may include: name, address, phone numbers and date of birth. The premises must be located in the ACT.

Sensitive content may include: criminal convictions, ASIO clearances and details of close associates.

The records relate to licensees operating from premises in the ACT.

The following agency staff have access to the information: the Commissioner for Fair Trading and all Office of Regulatory Services staff, including WorkSafe ACT officers.

The records are kept in accordance with the 'Office of Fair Trading Disposal Schedule' and are stored on paper media and an electronic database.

Some of this information is disclosed to: the Australian Federal Police. Limited access to public register details.

Prior to 24 August 2009, licences were issued for a short term only, for the week leading up to the Queen's Birthday and the actual day of the Queen's Birthday.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

Note that the ACT has now abolished the ability to sell and use consumer fireworks.

16. Hawkers licences

The purpose of these records is to determine the eligibility to be licensed as a hawker in the ACT under the *Hawkers Act 2003*.

Content may include: name, address, and date of birth. Must have an ACT place of business.

Sensitive content may include: criminal convictions.

The personal information on these records relates to licensed hawkers in the ACT.

The following agency staff have access to this personal information: all Office of Regulatory Services staff including Parking Officers, senior executive staff, and TAMS Rangers.

The records are kept in accordance with 'Parks, Reserves & Public Places Records Disposal Schedule' and are stored on paper media and electronically. The Department of Justice and Community Safety accepts that the records will be maintained for the retention period covered by the specific schedules until a review is undertaken.

Some of this information is disclosed to: the Australian Federal Police and other State/Territory Registration and Licensing Authorities. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

17. Tobacco licences

The purpose of these records is to determine the eligibility to be licensed as wholesaler or retailer of tobacco products in the ACT under the *Tobacco Act 1927*.

Content may include: name, address, and date of birth. Wholesalers need not have an ACT place of business.

Sensitive content may include: criminal convictions.

The personal information on these records relates to licensed tobacco wholesalers and retailers in the ACT.

The following agency staff have access to this personal information: Registrar of Tobacco, Deputy Registrars of Tobacco, all Office of Regulatory Services staff, senior executive staff, and Health Protection Services officers.

The records are kept in accordance with 'Office of Fair Trading Disposal Schedule' and are stored on paper media and electronically.

Some of this information is disclosed to: the Australian Federal Police and other State/Territory Registration and Licensing Authorities. There is limited access to the public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

18. Charitable collections licences

The purpose of these records is to determine the eligibility to be licensed as charitable collections in the ACT under the *Charitable Collections Act 2003*.

Content may include: name, address, and date of birth. They need not have an ACT place of business.

Sensitive content may include: financial reports.

The personal information on these records relates to licensed charitable collectors in the ACT.

The following agency staff have access to this personal information: all Office of Regulatory Services staff.

The records are kept in accordance with 'Parks, Reserves & Public Places Records Disposal Schedule' and are stored on paper media and an electronic database. The Department of Justice and Community Safety accepts that the records will be maintained for the retention period covered by the specific schedules until a review is undertaken.

Some of this information is disclosed to: the Australian Federal Police and other State/Territory Registration and Licensing Authorities. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

19. Permits for outdoor cafes

The purpose of these records is to determine the eligibility for a permit to place objects in a public place for purposes of an outdoor cafe in the ACT under the *Roads and Public Places Act 1937*

Content may include: name, address, and date of birth.

Sensitive content may include: public liability insurance cover.

The personal information on these records relates to outdoor café permits held in the ACT.

The following agency staff have access to this personal information: all Office of Regulatory Services staff including Parking Officers, senior executive staff, Chief Executive, TAMS and TAMS Rangers.

The records are kept in accordance with 'Parks, Reserves & Public Places Records Disposal Schedule' and are stored on paper media and electronically. The Department of Justice and Community Safety accepts that the records will be

maintained for the retention period covered by the specific schedules until a review is undertaken.

Some of this information is disclosed to: the Australian Federal Police and other State/Territory Registration and Licensing Authorities. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

20. *Permits for road verge display of vehicles*

The purpose of these records is to determine the eligibility for a permit to place vehicles on a road verge in a public place for commercial display in the ACT under the *Roads and Public Places Act 1937*

Content may include: name, address, and date of birth.

Sensitive content may include: public liability insurance cover.

The personal information on these records relates to road verge display permits held in the ACT.

The following agency staff have access to this personal information: all Office of Regulatory Services staff including Parking Officers, senior executive staff, Chief Executive TAMS and TAMS Rangers.

The records are kept in accordance with 'Parks, Reserves & Public Places Records Disposal Schedule' and are stored on paper media and electronically. The Department of Justice and Community Safety accepts that the records will be maintained for the retention period covered by the specific schedules until a review is undertaken.

Some of this information is disclosed to: the Australian Federal Police and other State/Territory Registration and Licensing Authorities. Limited access to public register details.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

21. *Construction induction cards*

The purpose of these records is to determine the eligibility for a construction induction card under the *Work Safety Regulation 2009*.

Content may include: name, date of birth, address

The personal information on these records relates to construction induction cards held in the ACT.

The following agency staff have access to this personal information: All Office of Regulatory Services staff

The records are kept in accordance with 'Office of Fair Trading Disposal Schedule' and are stored electronically and on an electronic database.

Some of this information is disclosed to other licensing authorities
Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

22. High risk licensing

The purpose of these records is to establish the eligibility for a high risk work licence in the ACT under the *Work Safety Regulation 2009*.

Content may include: copies of identification, address, name, qualifications.

Sensitive content may include: disclosure of criminal convictions

The personal information on these records relates to high-risk licences held in the ACT.

The following agency staff have access to this personal information: All Office of Regulatory Services staff

The records are kept in accordance with 'Office of Fair Trading Disposal Schedule' and are stored electronically and on an electronic database.

Some of this information is disclosed to other licensing authorities

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

Address: ACT Office of Regulatory Services
Registration and Client Services
255 Canberra Avenue
FYSHWICK ACT 2609

Postal: ACT Office of Regulatory Services
Registration and Client Services
GPO Box 158
CANBERRA ACT 2601

23. Land titles register

The purpose of these records is to evidence ownership of land and dealings with land as required by the *Land Titles Act 1925* and the *Land Titles (Unit Titles) Act 1970*.

Content may include name, address of lessee, and interest/ownership details.

Sensitive content may include: financial information and relationship details, probates, wills, bankruptcy orders, writs, transfers by mortgagee, court orders, or trust deeds.

The personal information on these records relates to property owners, mortgagees, sublessees, caveators, executors, and trustees.

The following agency staff have access to this personal information: all staff within the Office of Regulatory Services.

The records are kept permanently as data and imaged files. The hardcopies are destroyed.

All of this information is disclosed to government & non-government agencies and members of the general public upon application. A facility exists for suppression of name for the purposes of a search by name.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

24. Register of deeds

The purpose of these records is to record deeds registered in the ACT as required under the *Registration of Deeds Act 1957*.

Content may include: name, address, date of birth, occupation, gender, marital status, and names and status of partners or relatives.

As the type of document which may be registered is almost unlimited, the nature and content of sensitive information cannot be categorised. The most commonly registered documents are Powers of Attorney.

The register is available for search by all government and non-government agencies and members of the general public upon application.

The personal information on these records relates to any person wishing to register a deed or a document.

The following agency staff have access to this personal information: all staff within the Office of Regulatory Services.

The records are kept permanently as image files. The hardcopies are destroyed.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

25. *Register of business names*

The purpose of these records is to record registrations under the *Business Names Act 1963*.

Content may include: name, address, phone contact and age.

The personal information on these records relates to proprietors of a business and the nominated business name.

The following agency staff have access to this personal information: all staff within the Office of Regulatory Services.

The records are kept permanently as data or image records for current registrations. Records of cancelled business names are destroyed after 12 years.

All of this information can be disclosed to any applicant.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

26. *Register of instruments*

The purpose of these records is to provide a public register of Bills of Sale and wool, crop and stock liens registered under the *Instrument Act 1933*.

Content may include: name, address, date of birth, occupation, gender, marital status, and names and status of partners or relatives.

Sensitive content may include: financial information. The personal information on these records relates to anyone who is a party to a registered document.

The following agency staff have access to this personal information: all staff within the Office of Regulatory Services.

The records are kept permanently as data and image records while active. The records are destroyed when the instrument is discharged.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services 6207 3000.

27. *Register of incorporated associations*

The purpose of these records is to record incorporated associations as required by the *Associations Incorporation Act 1991*.

Content may include: name and address of Association and name and address of committee members.

The personal information on these records relates to members of the Association.

The following agency staff have access to this personal information: all staff within the Office of Regulatory Services.

The records are kept permanently as data and image records.

All of this information is disclosed to members of the public, upon application for search under the Act.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

28. Register of marriages

The purpose of these records is to record registered marriages in the ACT as required under the *Births, Deaths and Marriages Registration Act 1997* and the *Marriage Act 1961 (C'lt)*.

Content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, witnesses, and genealogy information.

Sensitive content may include: name, address, date of birth, occupation, gender marital status, names and status of partners or relatives, witnesses, and genealogy information.

The personal information on these records relates to marriages registered in the ACT.

The following agency staff have access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

The records are kept as data, image and paper records.

Limited sets of data are disclosed to government agencies concerned with revenue protection and law enforcement including: Centrelink, Australian Bureau of Statistics, Australian Taxation Office and the Australian Electoral Commission. Otherwise a strict access policy is applied.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

29. Register of overseas marriages

The purpose of these records was to record registered overseas marriages of Australian citizens or residents as required under the *Births, Deaths and Marriages Registration Act 1997* and the *Marriage Act 1961(C'lt)*. This function ceased on 1 January 1995. The Office of Regulatory Services will continue to maintain and issue certified copies of registration or records.

Content may include: name, address, date of birth, occupation, gender, marital status,

names and status of partners or relatives, witnesses and genealogy information.

Sensitive content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, witnesses and genealogy information

The personal information on these records relates to Australian citizens or residents married overseas up until 31 December 1994.

The following agency staff have access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

The records are stored as data, image and on paper media.

Limited sets of data are disclosed to government agencies concerned with revenue protection and law enforcement including: Centrelink, the Australian Bureau of Statistics, and the Australian Electoral Commission. Otherwise a strict access policy is applied.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

30. Register of births

The purpose of registration is to record births as required under the *Births, Deaths and Marriages Registration Act 1997* and the *Birth (Equality of Status) Act 1988*.

Content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, witnesses, medical personnel, particulars of other children, and ethnic origin, change of sex, adoption, and change of name.

Sensitive content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, witnesses, medical personnel, particulars of other children, and ethnic origin, change of sex, adoption, and change of name.

The personal information on these records relates to births registered in the ACT and associated family members.

The following agency staff has access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

The records are stored as data, image and on paper media.

Limited sets of data are disclosed to government agencies concerned with revenue protection and law enforcement including: Centrelink, the Department of Social Security, the Australian Federal Police, and the Australian Electoral Commission. Otherwise a strict access policy applies.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

31. *Register of adoptions*

The purpose of these records is to record registered adoptions in the ACT under the *Adoptions Act 1993*.

Content may include: name, address, date of birth, occupation, gender, marital status, and names and status of partners or relatives.

The records are kept permanently as data and image records.

The personal information on these records relates to adoptions registered in the ACT and associated family members.

The following agency staff have access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

32. *Register of parentage information*

The purpose of these records is to determine parentage of persons as required under the *Parentage Act 2004*.

Content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, and witnesses.

Sensitive content may include name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, and witnesses.

The records are stored as data, image and on paper media.

The personal information on these records relates to births registered in the ACT and the status of the parents.

The records are kept permanently as data, image and on paper media.

Limited sets of data are disclosed to government agencies concerned with revenue protection and law enforcement including: Centrelink, the Australian Bureau of Statistics and the Australian Electoral Commission. Otherwise a strict access policy is applied.

The following agency staff have access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

33. *Register of ministers of religion*

The purpose of these records is to record registered ministers of religion in the ACT under the *Marriage Act 1961 (C'lt)*.

Content may include: name, address, and denomination.

Sensitive content may include: religious affiliations.

The personal information on these records relates to ministers of religion in the ACT.

The records are kept permanently as data, image and on paper media.

Some of this information is disclosed to government agencies concerned with revenue protection and law enforcement including Centrelink, the Australian Bureau of Statistics and the Australian Electoral Commission. Otherwise a strict access policy is applied.

The following agency staff have access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

34. *Register of deaths*

The purpose of these records is to record registered deaths in the ACT as required by the *Births, Deaths, and Marriages Registration Act 1963*.

Content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, witnesses, medical personnel, particulars of other children, ethnic origin, and cause of death.

Sensitive content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, witnesses, medical personnel, particulars of other children, ethnic origin, and cause of death.

The personal information on these records relates to deaths registered in the ACT, and associated family members.

The records are kept permanently as data, image and on paper media.

Limited sets of data are disclosed to government agencies concerned with revenue protection and law enforcement including: Centrelink, the Australian Bureau of Statistics and the Australian Electoral Commission. Otherwise a strict access policy is

applied.

The following agency staff have access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

35. *Register of deaths abroad*

The purpose of these records is to record registered deaths, as required under the *Registration of Deaths Abroad Act 1984*, of Australian residents or citizens who die overseas.

Content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, witnesses, medical personnel, ethnic origin, cause of death and genealogy information.

Sensitive content may include: name, address, date of birth, occupation, gender, marital status, names and status of partners or relatives, witnesses, medical personnel, ethnic origin, cause of death and genealogy information.

The personal information on these records relates to Australian residents or citizens who have died overseas, on board an Australian aircraft or ship, or on board the same with an Australian port on its flight or voyage and associated family members.

The records are kept permanently as data, image and on paper media.

Limited sets of data are disclosed to government agencies concerned with revenue protection and law enforcement including: Centrelink, the Australian Bureau of Statistics and the Australian Electoral Commission. Otherwise a strict access policy is applied.

The following agency staff have access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

36. *Rental bonds register*

The purpose of these records is to record the lodgement details of bonds lodged with the office under the *Residential Tenancies Act 1997*.

Content may include: address of tenants/landlords and some general correspondence including Residential Tenancy Tribunal Orders.

Sensitive content includes: name, address of tenants/landlords, bank account

information of tenants/landlords and some general correspondence including Residential Tenancy Tribunal Orders.

The records are kept permanently as data, image and on paper media.

Limited sets of data are disclosed to the ACT Revenue Office and the Australian Federal Police. Otherwise a strict access policy is applied.

Non-identifying information is provided to the Real Estate Institute of Australia for statistical purposes.

The following agency staff have access to this personal information: Rental Bonds staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

37. *Civil Partnerships*

The purpose of these records is to record registered civil partnerships in the ACT consistent with the provisions of the *Civil Partnerships Act 2008* and *Births Deaths and Marriages Registration Act 1997*.

Content may include; name, address, occupation, place and date of birth, relationship status, and parent details.

Sensitive content may include; name, address, occupation, place and date of birth, relationship status, and parent details for the applicants.

The personal information on these records relates to persons who wish to have their relationship registered as a civil partnership.

The records are kept permanently as data and electronic images.

Limited sets of data may be disclosed to government agencies concerned with revenue protection and law enforcement including: Centrelink, the Australian Bureau of Statistics, otherwise a strict access policy is applied.

The following agency staff have access to this personal information: Births, Deaths and Marriages unit staff, and the Senior Director, Registration and Client Services, Office of Regulatory Services.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

38. *Register of civil partnership notaries*

The purpose of these records is to record registered civil partnership notaries in the ACT under the *Civil Partnerships Act 2008*.

Content may include: name and address of notary, contact information and references from third parties.

Sensitive content may include: name, address, phone number, email address and date of birth.

The personal information on these records relates to registered notaries in the ACT.

The following agency staff have access to this personal information: Births, Deaths and Marriages staff and Senior Director, Registration and Client Services, Office of Regulatory Services.

The records are kept permanently as data and electronic images.

Some of this information is maintained on a publicly available register.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

39. *Justices of the peace*

The purpose of these records is to record all details of Justices of the Peace appointed under the *Justices of the Peace Act 1989*.

Content may include: name, home address, work address, after hours phone number, business phone number, mobile number, identification, photo of applicant, references and referees details.

Sensitive content may include: criminal record.

The personal information on these records relates to members of the public who have applied to be appointed as Justices of the Peace in the ACT.

The following agency staff have access to this personal information: Senior Director, Registration and Client Services and all Births Deaths and Marriages staff at the Office of Regulatory Services.

The records are kept in on paper media and electronically in accordance with the relevant disposal schedule.

Some of this information is disclosed to: the Attorney-General, Chief Executive, ACT Courts and Tribunals, Canberra Institute of Technology, Justices of the Peace Association of the ACT, and limited information via the public register on the JACS website.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

Address: ACT Office of Regulatory Services
Parking Operations
255 Canberra Avenue
FYSHWICK ACT 2609

Postal: ACT Office of Regulatory Services
Parking Operations
GPO Box 158
CANBERRA ACT 2601

40. *Parking operations complaints record*

The purpose of these records is to track customer complaints relating to parking operations, including faulty parking machines.

The personal information on these records relates to the drivers and the registered operators of vehicles, persons in charge of facilities management of various sites and other concerned parties.

Content may include: names, addresses and telephone numbers.

Sensitive content may include: details of parking infringements.

The following agency staff have access to this personal information: Parking Operations staff and Parking Review Office staff who deal with infringement disputes.

The records are kept indefinitely and in accordance with the 'Traffic & Transport Records Disposal Schedule'. The Department of Justice and Community Safety accepts that the records will be maintained for the retention period covered by the specific schedules until a review is undertaken.

The records are kept on an electronic database.

The personal information contained in these records may be disclosed if infringement notices are referred to the Magistrates Court.

Individuals can obtain information regarding access to their personal information by contacting the Parking Operations Office on 6207 3000.

Address: ACT Office of Regulatory Services
Compliance
Level 3, Callam Office, Easty Street
PHILLIP ACT 2606

Postal: ACT Office of Regulatory Services
Compliance
GPO Box 158
CANBERRA ACT 2601

41. Workplace visit and employer records

The purpose of these records is to keep information relating to employer investigations and visits to workplaces and other premises through the application of the *Work Safety Act 2008*, *Workers Compensation Act 1951* and Labour Regulation legislation. Visits may occur as a result of inspections (targeted or random), investigations (incident, complaint or breach), requests for information and advice, or audits.

The content of the record may include: name, address (home and business), phone numbers (home and business), details of visit, notices issued, business cards, photographs, brief investigation reports, statements and any other relevant information gathered in relation to an investigation.

Sensitive content includes: All of the above

The information relates to workplace visits of companies, organisations and work sites in the ACT.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, and all WorkSafe ACT staff.

The records are kept in accordance with the appropriate Records Disposal Schedule. The information is stored on paper and/or electronic media.

The personal information contained in these records may be disclosed to the ACT Government Solicitor's Office and ACT Director of Public Prosecutions in seeking legal advice or in legal action. All personal information is otherwise confidential and is not released to other parties without the permission of the person concerned.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207.3000.

42. Labour regulation

The purpose of these records is to determine long service leave, and in a lesser capacity annual leave, entitlements of employees in the ACT private sector who are not covered by an award or agreement, or where the award or agreement makes reference to the relevant Territory legislation.

Content may include: name, home address, home and/or mobile telephone number, trading name, address of registered office, matters of concern, employers reports, records of conversation/minute, group certificates, worker interview notes and employment time and wage records.

Sensitive content includes: All of the above.

The records relate to individuals covered by the above purpose.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, and all WorkSafe ACT staff.

Information relevant to payment entitlement disputes may be disclosed, as part of the mediation process, to employers and ORS Legal Providers. All other information is not to be disclosed.

The records are kept in accordance with the appropriate Records Disposal Schedule and are stored on paper and electronic media.

The personal information contained in these records may be disclosed to ACT Government Solicitor's Office and ACT Director of Public Prosecutions in seeking legal advice or in legal action. All personal information is otherwise confidential and is not released to other parties without the permission of the person concerned.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207.3000.

43. *ACT approved insurers/exempt employers*

The purpose for gathering of information on ACT approved insurers and self-insuring exempt employers is to maintain records, provide contact information to the general public, determine market share in order to apportion the costs of administration of the *Workers Compensation Act 1951*, which includes relevant costs incurred by the ACT Magistrates Court, and to contact insurers to obtain information required in relation to an investigation.

Content may include: Name, job title/description, organisation, phone numbers, address and sensitive business information as required by legislation, i.e.: Annual reports.

Sensitive content may include: financial information.

The records relate to approved insurers and exempt employers in the ACT.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, and Workers Compensation staff.

The personal information contained in these records may be disclosed to Office of Regulatory Services Legal Advisors in seeking counsel.

The records are kept in accordance with the appropriate Records Disposal Schedule. They are stored on paper and electronic media.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207.3000.

44. *Approved rehabilitation providers*

The purpose for gathering information is to assess the entity's suitability to be an approved rehabilitation provider, provide contact information to the general public, and contact information if required for follow up.

Content may include: name, job title/description, qualifications, organisation, phone numbers, address, referee contact details and sensitive business information as required by legislation, i.e.: self-evaluations.

Sensitive content may include: financial information, public liability insurance details.

The records relate to entities that have applied to be an approved rehabilitation provider and their referees.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, and Workers Compensation staff.

The personal information contained in these records may be disclosed to ORS Legal Advisors in seeking counsel.

The records are kept in accordance with the appropriate Records Disposal Schedule and are stored on paper and electronic media.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207.3000.

45. *Accident information management system (AIMS), ACT workers' compensation information*

The purpose of these records is to record information about the ACT private sector workers' compensation scheme, including policies held by Territory employers and compensable injuries/diseases of workers who suffer an injury/disease while at work or during a journey to and from work.

Content includes: insurer name, policy number, employer ACN/ABN, employer name, employer main trading name, surnames of company principals, employer postal address and location, worker's accident/injury/disease and compensation details, worker's surname, first name(s), address, date of birth, gender, and country of birth.

Sensitive content may include: financial information, medical information.

The records relate to individuals and ACT businesses where there has been an accident in the workplace.

The following agency staff has access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services (ORS), Workers' Compensation and AIMS staff.

This information may be disclosed to: actuaries and Safe Work Australia which receives generic data, that does not contain personal information, including total claims for each Australian and New Zealand Standard Industrial Classification (ANZSIC) industry and time lost due to workplace dangerous occurrences, diseases, illnesses etc.

The records are kept indefinitely to assist in actuarial studies and to determine the nature of injuries to develop strategies for limiting their occurrence.

Individuals can obtain information regarding access to their personal information by contacting their own insurer or self-insuring employer. When the respective insurer or self-insuring employer updates the information contained within an active claim this information is sent to the ORS, electronically and encrypted, as required by legislation. The data is stored at ORS and at an independent off site location adopting a closed loop computer network.

46. Dangerous substances licence and permit applications

The purpose of these records is to determine a person's suitability to hold a licence or permit to use, store, import, supply or manufacture explosives or to store other types of dangerous substances under the *Dangerous Substances Act 2004*.

Content includes: name, date of birth, address (home and business), phone numbers, (home and business), police record check, drivers licence number, details of other relevant licences held (from other jurisdictions), public liability insurance details, details of relevant qualifications and experience, previous dangerous goods incident history (criminal and other), personal referees relating to experience. Details of close associates are also required.

Sensitive content may include: Police record check, public liability insurance details.

The records relate to individuals and companies that are licensed or permitted to conduct business in the ACT involving dangerous substances; the records are stored on paper and electronic media.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, and all WorkSafe ACT staff.

The personal information contained in these records may be disclosed to: ACT Government Solicitor's Office and ACT Director of Public Prosecutions in seeking legal advice or in legal action. Details of licences or permits may be released to other Government Agencies who have overlapping or related jurisdiction relating to the keeping and/or use of dangerous substances (e.g. planning, events approval).

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

47. *Licence to transport dangerous goods*

The purpose of these records is to determine a person's suitability to hold a licence to drive a vehicle transporting dangerous goods and the suitability of a vehicle to transport dangerous goods in accordance with the *Dangerous Goods (Road Transport) Act 2009*. Licence details are held on computer databases.

Content includes information required in an application: name, date of birth, address (home and business), phone numbers, (home and business), police record check, drivers licence number, details of other relevant licences held (from other jurisdictions), public liability insurance details, details of relevant qualifications and experience, previous dangerous goods incident history (criminal and other), personal references relating to experience.

Sensitive content may include: Police record check and public liability insurance details.

The records relate to dangerous goods drivers and dangerous goods vehicles. Records are stored on paper and/or electronically.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, and all WorkSafe ACT staff.

The personal information contained in these records may be disclosed to: ACT Government Solicitor's Office and ACT Director of Public Prosecutions in seeking legal advice or in legal action. Details of licences may be released to other Government Agencies who have overlapping or related jurisdiction relating to the transport of dangerous goods.

The records are currently kept indefinitely in accordance with the appropriate Records Disposal Schedule.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

48. *Consultant records*

The purpose of these records is to list consultants who could provide occasional services to the Office of Regulatory Services.

Content may include: Curriculum Vitae; outlining name, address, telephone number, area of expertise and qualifications, education and employment history, and the type of service provided.

Sensitive content may include: Bank account details for some consultants.

The personal information on these records relates to past and potential consultants and is stored on paper and electronic media.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, Business and Finance Services staff and all WorkSafe ACT staff.

The personal information contained in these records may be disclosed to the ACT Government Solicitors Office for legal advice on the development of the contract.

The records are kept indefinitely in accordance with the appropriate Records Disposal Schedule.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

49. Investigation records & briefs of evidence for offences

The purpose of these records is to record information and documents required for investigations of possible breaches of Acts administered by the Office of Regulatory Services.

Content may include: name, address, date of birth, vehicle registrations, occupations, gender, interview records, business extracts, insurer policy details, and associations with other people, including contractor, personal and employment relations.

Sensitive content may include: Criminal convictions and investigation of information, details of incidents and alleged offences and copies of briefs of evidence.

The records relating to investigations are stored on paper and electronic media.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, Enforcement and Investigations staff and all Compliance staff.

The personal information contained in these records may be disclosed to: Senior Manager(s) of the Australian Federal Police and the Director of Public Prosecutions for prosecution action.

The records are kept indefinitely in accordance with the appropriate Records Disposal Schedule.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

50. Prosecutions, appeals and coronial matters

The purpose of these records is to facilitate the prosecution of criminal offences and to assist the coroner at Coronial Inquests. All information, including personal details on these records relate to alleged offenders, including Company details.

Contents may include: Name, address, date of birth, gender, and occupation, Company details.

Sensitive content may include: Investigation information, financial information (including debts), relationship details, corporate records, and details of commercial transactions. Witnesses and victims would only have their name, address, date of birth and occupation recorded.

The records relating to prosecutions are stored on paper and/or electronic media.

The following agency staff have access to this personal information: the Work Safety Commissioner, Executive Director, Office of Regulatory Services, Senior Director Compliance, Enforcement and Investigations staff and all Compliance staff.

The personal information contained in these records may be disclosed to the Director of Public Prosecutions, Prosecutor; ACT Government Solicitor, jurisdictional Court and officers, defence counsel, the Australian Federal Police and other law enforcement agencies. Only statements made by the applicant and authorised by the applicant for release to specified parties are released. Specified file contents are released to the applicant on a registered court subpoena.

The records are currently kept indefinitely in accordance with the appropriate Records Disposal Schedule.

Individuals can obtain information regarding access to their personal information by contacting the Office of Regulatory Services on 6207 3000.

PUBLIC ADVOCATE OF THE ACT

Address:

Level 3, 12 Moore Street,
Canberra ACT 2601
PO Box 1001
Civic Square ACT 2608

One class of personal information is held by this agency.

1. *Client files*

Purpose of the records

The purpose of maintaining client files containing personal information is to allow the Public Advocate of the ACT (PA ACT) to carry out its functions under the *Public Advocate Act 2005*.

General content

Contents may include: names and addresses, date of birth, family details, case notes, medical assessments and reports, the nature of disabilities, disclosures, allegations and/or details of sexual, physical, financial abuse and neglect, copies of reports to and from courts and tribunals, copies of orders of courts and tribunals, investigation and assessment reports.

Sensitive content

Sensitive content may include: physical or mental health details of the client, nature of their disabilities, financial information, criminal activities, family and relationship details.

The client files may also contain file notes and correspondence containing personal information relating to clients and their families or significant others.

Classes of people whose personal information is included in the records

The personal information on these records relates to Public Advocate of the ACT (PA ACT) clients. PA ACT clients include children and young people, and adults with a disability as defined in section 10 of the Public Advocate Act 2005, and clients for whom the ACT PA has been appointed Guardian by the ACT Civil and Administrative Tribunal.

Internal access

The following agency staff have access to this personal information: all staff of the PA ACT.

Period of retention

These records are kept in secure storage, supported by PA ACT policy on security. PA ACT client files are kept at the PA ACT for two years after the last action and then archived.

Disclosure

Some personal information is disclosed to other individuals and agencies to allow the PA ACT to undertake its statutory functions.

Access for person to whom the records relate

Individuals can obtain information regarding access to their personal information by contacting the PA ACT, ph: (02) 6207 0707 or by writing to the PA ACT.

Medium in which the information is kept

The records are kept on computer and paper media.

Location:

Public Advocate of the ACT
Level 3, 12 Moore Street
CANBERRA ACT 2608

PUBLIC TRUSTEE FOR THE ACT

Address:

Ground Floor
ActewAGL House
London Circuit
CANBERRA ACT 2601

PO Box 221
CIVIC SQUARE ACT 2608

Individuals can obtain information regarding access to their personal information by contacting the Public Trustee for the ACT (PTACT) ph: 62079800 between 9.00 am and 4.30 pm Monday to Friday or by email at publictrustee@act.gov.au.

1. Wills

The purpose of these records is to record instructions for the preparation of Wills and to evidence legal Wills.

Content may include name, address, date of birth, occupation, gender and content of Will.

Sensitive content may include disabilities, place of birth, financial information, relationship details and wishes of testator as to disposal of their property.

The personal information on these records relates to testators and members of the public.

All Public Trustee staff have access to this personal information.

The records are kept indefinitely.

This information is not usually disclosed to other persons or organisations.

The records relate to approximately 11,000 individuals and are stored on computer and paper media.

2. Deceased Estate files

The purpose of these records is to record the administration of deceased estates.

Content may include name, address and particulars of inheritance.

Sensitive content may include disabilities, place of birth, financial information, relationship details and wishes of testator as to disposal of their property.

All Public Trustee staff have access to this personal information.

The records are kept indefinitely.

This information is not usually disclosed to other persons or organisations.

The records relate to approximately 2,550 individuals and are stored on computer and paper media.

3. *Trusts and court appointed trusts*

The purpose of these records is to record the administration of trusts created by a will or arising under intestacy.

Content may include name, address, date of birth, and occupation.

Sensitive content may include physical or mental health, disabilities, financial information and details of court order or documents creating a trust.

The personal information on these records relates to beneficiaries.

All Public Trustee staff have access to this personal information.

The records are kept indefinitely.

This information is not usually disclosed to other persons or organisations.

The records relate to approximately 3,250 individuals and are stored on computer and paper media.

4. *Safe custody facility*

The purpose of these records is to provide a safe custody facility for established clients, in particular, people whose Wills are held by the Public Trustee.

Content may include name and address.

Sensitive content may include physical or mental health, disabilities, racial or ethnic origin, religious or political affiliations, financial information, and relationship details.

The personal information on these records relates to clients.

All Public Trustee staff have access to this personal information.

The records are retained until the client retrieves the packets.

This information is not disclosed to other persons or organisations.

The records relate to approximately 500 individuals and are stored on paper media.

5. *Management orders*

The purpose of these records is to record the financial management accounts of clients under orders of the ACT Civil and Administrative Tribunal (ACAT).

Content may include name, address, occupation, date of birth, marital status, and gender.

Sensitive content may include physical or mental health, disabilities, financial information and relationship details.

The personal information on these records relates to financial management clients.

All Public Trustee staff have access to this personal information.

The records are kept indefinitely.

This information is not usually disclosed to other persons or organisations apart from the duly appointed guardian, and organisations, banks etc, which have a requirement to assist in the matter.

The records relate to approximately 2,200 individuals and are stored on computer and paper media.

6. *External Management orders*

The purpose of these records is to document financial management transactions for externally managed clients under order of ACAT.

Content may include name, address, occupation, date of birth, marital status, and gender.

Sensitive content may include physical or mental health, disabilities, financial information and relationship details.

The personal information on these records relates to management clients.

All Public Trustee staff have access to this personal information.

The records are kept indefinitely.

This information is not usually disclosed to other persons or organisations apart from the duly appointed guardian.

The records relate to approximately 4,400 individuals and are stored on computer and paper media.

7. *Enduring Powers of Attorney*

The purpose of these records is to record the client's financial instructions under an Enduring Power of Attorney.

Content may include name, address, occupation, date of birth, marital status, and gender.

Sensitive content may include physical or mental health, disabilities, financial information and relationship details.

The personal information on these records relates to management clients.

All Public Trustee staff have access to this personal information.

The records are kept indefinitely.

This information is not disclosed to other persons or organisations apart from the duly appointed attorney.

The records relate to approximately 2,050 individuals and are stored on computer and paper media.

8. *Unclaimed Moneys*

The purpose of these records is to record any detail, which would provide information to allow an individual to claim monies that might be due to them, as well as information about claimants.

Content may include name, address, occupation, date of birth, name of company or business.

The personal information on these files relates to details provided by the organisation handing over funds that they deem to be unclaimed under the *Unclaimed Moneys Act 1950*, as well as information about claimants.

All Public Trustee staff have access to this personal information.

Records are kept for up to six (6) years for unclaimed money – indefinitely for unclaimed superannuation money.

This information is not disclosed to other persons or organisations without authority.

Records relate to approximately 16,200 records and are stored on computer and paper media.

9. Personnel Records

The purpose of these records is to maintain employment information relating to all permanent, contract and temporary staff members and employees of the Public Trustee.

The records maintained by PTACT are:

- records relating to attendance;
- leave applications and approvals;
- records of attendance at training;
- travel documentation;
- contracts and conditions of employment;
- records of accidents and injuries; and
- records relating to counselling and discipline matters, including disciplinary, investigation and action files.

Contents of employment records may include: name, address, date of birth, occupation, AGS number, qualifications, equal employment opportunity group designation, next of kin, leave details, and employment history.

Sensitive contents of employment records may include: physical and mental health, disabilities, racial or ethnic origin, disciplinary investigation and action, criminal convictions, adverse performance and security assessments, tax file numbers, relationship details and personal financial information.

Personal information on employment records relates to applicants, current and former staff members and employees including contract and temporary staff.

The following officers have access to employment records: the PTACT Administration Officer, Public Trustee and Deputy Public Trustees and members of selection committees.

Employment records are kept and disposed of according to the applicable provisions for ACT Public Service agencies in particular the *ACT Territory Records Act 2002*.

Information held in employment records may be disclosed, as appropriate, to relevant employment authorities.

Individuals can obtain information regarding access to their personal information by contacting the Public Trustee for the ACT.

Records are stored on paper and electronic media and relate to approximately 35 current staff and also for 66 former staff of PTACT.

Records are located at Public Trustee for the ACT, Ground Floor, 221 London Crct, Canberra City 2601 or in archive facilities offsite in Mitchell ACT.

SECURITY AND EMERGENCY MANAGEMENT BRANCH

1. Personal Security Files

The purpose of these files is to document and provide information relating to staff within the ACT Government who have been granted a national security clearance.

The content in a Personal Security File (PSF) may contain, name, gender, address, telephone numbers, date of birth, current and past employment, educational qualifications, personal and professional referees reports, overseas travel details, police records check, copy of birth certificate, marriage licence and divorce decree.

It may also contain information relating to a protective security issue for that person including a breach of security, investigation, contact report, or change of circumstance report.

The personal information contained in these files relates to details provided by the applicant when applying for either Designated Security Assessed Positions or Positions of Trust.

The records are stored in paper form on files. Files are kept in accordance with the *Australian Government Protective Security Policy and Framework 2010*.

The vettee, Agency Security Advisors, and Security and Emergency Management Branch (SEMB) staff have access to these files. Individuals can obtain information regarding access to their personal information by contacting SEMB or their Agency Security Advisor.

These files are classified as “staff-in-confidence”.

Note: As of October 2010 any new and revalidated Personal Security Files will be stored electronically at the Australian Government Security Vetting Authority (AGSVA) within the Department of Defence.

Address:

12 Moore Street
Canberra City, ACT 2601
GPO Box 158
Canberra City, ACT 2601
Phone: 6205 4795
Fax: 6249 1730

STRATEGIC FINANCE

1. Financial Records

The purpose of these records is to support financial management of the Department and management of the Strategic Finance unit.

Content may include: name, address, occupation, gender and financial data; records relating to attendance and overtime; leave applications and approvals; personnel, payroll and pay related records; records relating to personal development, training and appraisals; contracts and conditions of employment; next of kin details; travel documentation; and recruitment records and applications.

Sensitive content may include: physical or mental health, financial information (including salary costs of ACT Government employees), details of financial arrangements and processes, and claims against the ACT Government.

The personal information on these records may relate to individual members of the ACT community, and officers and employees of the ACT Government.

The following Government personnel have access to these records: Chief Finance Officer and Strategic Finance staff and, as appropriate, other Departmental staff in accordance with duties and functions.

Active records are kept with Strategic Finance. Inactive records are archived with ACT Record Services.

The records are kept according to the relevant records disposal schedule.

The records relate to an unknown number of individuals and are stored in computer media and paper records.

Individuals can obtain information regarding access to their personal information by contacting 02 6207 3986.

Location: Department of Justice & Community Safety, Level 9, 12 Moore Street, Canberra City ACT 2601.

STRATEGIC PLANNING AND SUPPORT

Department of Justice and Community Safety – Strategic Planning & Support,
Business Services Unit

JACS LIBRARY

1. Library Borrowers' Records

The purpose of these records is to maintain details of items borrowed from the Library, Department of Justice & Community Safety by Departmental staff.

Content may include: name, work address, email and telephone number. May also include personal contact information if this information was supplied at the time of employee registration as a Library borrower.

The personal information on these records relates to employees of the Department of Justice and Community Safety who request registration as a Library borrower.

The following agency staff have access to this personal information: staff from Library, Department of Justice and Community Safety.

The records are kept indefinitely on the Integrated Library Management System (ILMS).

This information is not disclosed to other persons or organisations.

The records are stored in electronic format in the ILMS.

Individuals can obtain information regarding access to their personal information by contacting Governance Branch, 02 6205 1711.

Location: The Library, Department of Justice & Community Safety, Ground Floor, 12 Moore Street, Canberra City ACT 2601.

CAPITAL WORKS AND INFRASTRUCTURE

2. Financial records

The purpose of these records is to support HR and administrative processes detailed in relevant ACT Public Service legislation.

Content may include: Name, address, occupation, gender, and financial data, records relating to attendance and overtime, leave applications and approvals, payroll and pay related records, personal history files, records relating to personal development and training, contracts and conditions of employment, training, travel, fleet and recruitment records.

Sensitive content may include: personal financial information.

The personal information on these records relates to individual members of Strategic Planning & Support.

The following agency staff have access to this information: - Business Services Unit staff; Manager, Capital Works and Infrastructure; Executive Director Strategic Planning & Support.

The records are stored on paper files and in ACT Government electronic financial systems. The records are kept according to the relevant records disposal schedule.

The records for the current year and previous financial year are kept with Business Services Unit. Previous years are stored with ACT Record Services.

Individuals can obtain information regarding access to personal information in this class of records by contacting Governance Branch, 02 6205 1711.

The records relate to an unknown number of individuals.

Location: Department of Justice & Community Safety, Level 2, 12 Moore Street, Canberra City ACT 2601.

3. *Staff security records*

The information on these records relates to pictures of staff taken for photographic ID cards where issuing building access passes.

Content may include: names and photographs.

The information on these records relates to staff of the Department of Justice and Community Safety currently located in office buildings at 1 and 12 Moore Street, Canberra City.

The following agency staff have access to this personal information: Capital Works and Infrastructure, Department of Justice and Community Safety.

The records are kept indefinitely.

This information is not disclosed to other persons or organisations.

The records are stored in electronic format.

Individuals can obtain information regarding access to their personal information by contacting Governance Branch, 02 6205 1711.

Location: Department of Justice & Community Safety, Level 2, 12 Moore Street, Canberra City ACT 2601.

MINISTERIAL AND BUSINESS INFORMATION

4. Justice of the Peace records

The purpose of these records is to maintain details of all Justices of the Peace in the ACT.

Content may include: name, home address, work address, home phone number, business phone number, mobile phone number, proof of identification, character references, referees address.

Sensitive content may include: criminal record.

The personal information on these records relates to members of the public who have applied to become Justices of the Peace.

The following agency staff have access to this information: All staff Ministerial and Business Information, Executive Director Strategic Planning and Support.

Active records are kept within Ministerial Services Unit's secure room or in file cabinets with the Ministerial Services Unit. Inactive records are archived with ACT Records Services.

The records are maintained on official files. The records are kept according to the relevant records disposal schedule.

The personal information contained in these records may be disclosed to: the Minister's office and the Chief Executive. General contact information may be provided to the public, ACT Courts and Tribunals, the Canberra Institute of Technology, and the Justice of the Peace Association of the ACT.

Individuals can obtain information regarding access to personal information in this class of records by contacting Governance Branch, 02 6205 1711.

The records relate to an indefinite number of individuals.

Location: Department of Justice & Community Safety, Level 9, 12 Moore Street, Canberra City ACT 2601.

5. Ministerial and correspondence records

The purpose of these records is to maintain a record of all correspondence to and from the Minister's office.

Content may include: name, address, details of correspondence and contact information.

Sensitive content may include: complaints/information regarding individual members of the public, personal health information, sexual preference, gender information, criminal history information, curriculum vitae and financial information.

The personal information on these records relates to: members of the public, Justices of the Peace and Departmental staff.

The following agency staff have access to this information: all staff Ministerial Services, Executive Director of Strategic Planning and Support and action officers.

Active records are kept within Ministerial Services Unit's secure room or in file cabinets with the Ministerial Services Unit. Inactive records are archived with ACT Records Services.

The records are maintained on official files or on the Parliamentary Document Management System. The records are kept according to the relevant records disposal schedule.

The personal information contained in these records may be disclosed to: Minister's office, the Chief Executive and other parties on a 'need-to-know' basis.

Individuals can obtain information regarding access to personal information in this class of records by contacting Governance Branch, 02 6205 1711.

The records relate to an unknown amount of individuals.

Location: Department of Justice & Community Safety, Level 9, 12 Moore Street, Canberra City ACT 2601.

6. *Cabinet material*

The purpose of these records is to inform cabinet.

Content may include: name, address, details of correspondence and contact information.

Sensitive content may include: complaints/information regarding individual members of the public, personal health information, sexual preference, gender information, criminal history information, curriculum vitae and financial information.

The personal information on these records relates to: members of the public, Justices of the Peace and Departmental staff.

The following agency staff have access to this information: all staff Ministerial Services, Executive Director of Strategic Planning and Support and action officers.

Active records are kept within Ministerial Services Unit's secure room or in file cabinets with the Ministerial Services Unit. Inactive records are archived with ACT Records Services.

The records are maintained on official files. The records are kept according to the relevant records disposal schedule.

The personal information contained in these records may be disclosed to: Cabinet, Minister's office, the Chief Executive and other parties on a 'need-to-know' basis.

Individuals can obtain information regarding access to personal information in this class of records by contacting Governance Branch, 02 6205 1711.

The records relate to an unknown amount of individuals.

Location; Department of Justice & Community Safety, Level 9, 12 Moore Street, Canberra City ACT 2601.

PEOPLE AND WORKPLACE STRATEGY

7. Compensation files

The purpose of these records is to maintain a register of claimants under the *Safety Rehabilitation and Compensation (SRC) Act 1988* (Cth) and under ACT and Federal occupational health and safety legislation.

Content may include: name, address, telephone number, date of birth, gender, marital status, medical reports and workplace assessments.

Sensitive content may include: physical or mental health, disability, ethnic origin, factors affecting redeployment, supervisor reports, rehabilitation documentation, workplace performance and health provider reports.

The information held on the files relates to departmental staff who have submitted claims and require continuing rehabilitation.

The Department's Rehabilitation Case Managers and the Manger of People and Workplace Strategy (on a needs basis) have access to the files.

The records are maintained on official files. The records are kept according to the relevant records disposal schedule.

Some information is disclosed to: legal representatives, professional health providers who are accredited by Comcare, service providers under arrangements provided for by the SRC Act and Comcare, on receipt of authority from a claimant.

Individuals can obtain information regarding access to their personal information by contacting Governance Branch, 02 6205 1711.

Location: Department of Justice & Community Safety, Level 2, 12 Moore Street, Canberra City ACT 2601.

8. Discipline files

Discipline files contain details of disciplinary action taken against Departmental employees.

Sensitive content may include: name, details of investigations, nature of charge, details of misconduct or criminal conviction, details of work performance, discipline proceedings and outcomes.

Access is limited to staff of People and Workplace Strategy, discipline decision delegates and as required, appeal panel members.

Some information may be disclosed to law enforcement bodies such as the Australian Federal Police in the event of fraudulent or criminal activity.

The records are stored on official files. The records are kept according to the relevant records disposal schedule.

Individuals can obtain information regarding access to their personal information by contacting Governance Branch, 02 6205 1711.

Location: Department of Justice & Community Safety, Level 2, 12 Moore Street, Canberra City ACT 2601.

9. *Internal review files*

Internal Review files contain details of matters raised by Departmental staff that may require investigation or review.

Content may include: name and address information.

Sensitive content may include: Details of grievances/allegations and witness statements.

Access is limited to staff of People and Workplace Strategy, discipline decision delegates and as required, appeal panel members.

The records are stored on official files. The records are kept according to the relevant records disposal schedule.

Individuals can obtain information regarding access to their personal information by contacting Governance Branch, 02 6205 1711.

Location: Department of Justice & Community Safety, Level 2, 12 Moore Street, Canberra City ACT 2601.

10. *Training records*

Training records are kept as records of training provided to or attended by Departmental staff.

Content may include: name, address, telephone number, date of birth, gender, educational and qualification records, training outcomes and financial information.

The following agency staff have access to this information: all staff of Organisational Development, staff of People and Workplace Strategic as required, Executive Director of Strategic Planning and Support, Office/Training Managers of the various JACS Business Groups.

The records are maintained on official files. The records are kept according to the relevant records disposal schedule.

Information may be disclosed to: the Chief Executive.

Individuals can obtain information regarding access to their personal information by contacting Governance Branch, 02 6205 1711.

Location: Department of Justice & Community Safety, Level 2, 12 Moore Street, Canberra City ACT 2601.

VICTIM SUPPORT ACT

1. *Register of Approved Service Providers for the Victims Service Scheme within Victim Support ACT*

The purpose of these records relates to the suitability of applicants for appointment as an Approved Service Provider for the Victims Services Scheme under the *Victims of Crime Regulations 2000*.

Content may include: address, date of birth, occupation, gender, referees reports and checks with the Australian Federal Police as to criminal convictions for Service Providers and appointed Board members.

Sensitive content may include: criminal convictions, details of professional indemnity insurance.

The personal information on these records relates to name, address, contact telephone numbers, date of birth, qualifications and profession, membership of organisations, languages spoken, details of workplace accessibility, referee reports.

The following agency staff have access to this information: Director Victim Support ACT; Office Administrator; Service Manager, Victims Services Scheme; Justice advocacy and client case managers in Victim Support ACT.

The records are kept indefinitely.

The records are kept on paper and electronic media.

The personal information contained in these records may be disclosed to: Victim Support ACT and victims of crime who are registered clients of the Victim Support ACT, for the purpose of choosing an appropriate service provider; and Victims Assistance Board members.

Individuals can obtain information regarding access to personal information in this class of records by contacting the Director Victim Support ACT phone 02-6205 2066.

or by writing to:

Director Victim Support ACT, Department of Justice and Community Safety, GPO Box 158, Canberra ACT 2601.

The records relate to approximately 80 individuals.

2. *Client health records*

For victims of crime seen for service provision under the Victims of Crime Regulations 2000 – the purpose of these records is to maintain demographic and health/psychosocial assessment and intervention details of eligible client.

Content may include: name, address and date of birth of clients.

Sensitive content may include: information relating to type of crime experienced, relationship of alleged offender to victim, person for contact details, physical, emotional or mental health information, country of origin, language spoken.

VSACT staff have access to these records as relevant to the provision of care to clients. Victim Support ACT maintains restricted files, with access limited to this discrete unit.

The records are kept at the VSACT office at Level 4, 1 Moore Street, the Mitchell Health records Archive Facility and Shared Services Archive Facility.

The records are kept in hard copy. Client demographic information and referral information is stored electronically, utilising an interim Victim Support Access Database. In addition there is an Excel client register.

The personal information contained in these records may be disclosed to; the client themselves, their carer where the client has given permission to do so, members of the treatment team (this may include the General Practitioner doctor and other non-affiliated health professionals, where the client has given permission to disclose), the general practitioner in some legal circumstances where the client is at risk and to not disclose would breach duty of care. Generally, disclosure of health information to a third party can only occur where client consent has been obtained or where information has been subpoenaed by a court of law.

Individuals can obtain information regarding access to personal information in this class of records by contacting: the Director Victim Support ACT. Client files are kept for 12 years after the last occasion on which the client received a service or involvement with the clinical record occurred. In the case of minors, for 7 years after the attainment of adulthood, ie. the earliest destruction of the health record occurs when client is aged 25 years or 12 years after last action, whichever is longer.

APPENDIX 1 – PERSONNEL RECORDS

Due to the commonality of these classes of records between agencies, they have been grouped in one entry. This necessarily reduces the amount of detail provided. Current and former employees can obtain details of specific agency record handling practices by contacting personnel staff in that agency.

It should not be assumed that all records described are kept in a common storage facility. Separate security arrangements will typically apply, depending on the sensitivity of the information.

The purpose of these records is to maintain employment history and payroll and administrative information relating to all permanent, contract and temporary staff members and employees of an agency.

1. Personnel and payroll

The records may include any one or more of the following:

- records relating to attendance and overtime;
- leave applications and approvals;
- medical and dental records;
- payroll and pay related records, including banking details;
- tax file number declaration forms;
- declarations of pecuniary interests;
- personal history files;
- appraisals, etc;
- records relating to personal development and training;
- trade, skill and aptitude test records;
- completed questionnaires and personnel survey forms;
- records relating to removals;
- travel documentation;
- records relating to personal welfare matters;
- contracts and conditions of employment;
- EEO data;
- next of kin details; and
- recruitment.

The records may include any one or more of the following:

- recruitment records and dossiers;
- records relating to relocation of staff and removals of personal effects; and
- records relating to character checks and security clearances.

2. Other

The records may include any one or more of the following:

- records of accidents and injuries;
- compensation case files;
- rehabilitation case files;

records relating to counseling and discipline matters, including disciplinary, investigation and actions files, legal action files, records of criminal convictions, and any other staff and establishment records as appropriate; complaints and grievances; and recommendations for honours and awards.

Contents of personnel records may include: name, address, date of birth, occupation, AGS number, gender, qualifications, equal employment opportunity group designation, next of kin, details of pay and allowances, leave details, work reports, security clearance details and employment history.

Sensitive content of personnel records may include: physical and mental health, disabilities, racial or ethnic origin, disciplinary investigation and action, criminal convictions, adverse performance and security assessments, tax file numbers, relationship details and personal financial information.

Personal information on personnel records relates to current and former staff members and employees including contract and temporary staff.

The following agency staff have access to personnel records: executive and senior personnel management staff, supervisors and members of selection committees (if appropriate), the individual to whom the record relates and, as is appropriate, personnel staff, security officers and case managers.

Personnel records are kept according to the applicable provisions of the General Disposal Authority for staff and establishment records issued by Australian Archives.

Information held in personnel records may be disclosed, as appropriate, to: ComCare, Commonwealth Medical Officers, Attorney-General's Department, Australian Public Service Commission, ComSuper and other superannuation administrators, Australian Taxation Office, and the receiving agency following movement or re-engagement of an employee.

Individuals can obtain information regarding access to their personal information by contacting the personnel section of the employing agency.

Records relate to all current and former employees of any agency and are stored on paper, microfiche and electronic media.

Location: the appropriate area of the employing agency or central personnel area.