

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2016 - 2017

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-001962

Senator Marshall asked on 30 March 2017 on proof Hansard page 34

Question

Report from Sarina Russo

Senator MARSHALL: I want to talk about the process of the information that was found in the garbage bin outside a Sarina Russo office. Is it correct that jobseeker information was left in an open bin outside a Melbourne office that belonged to Sarina Russo?

Mr Hehir: Yes, that is correct.

Senator MARSHALL: What investigation was undertaken after the information was found in public?

Mr Hehir: We required Sarina Russo Job Access to provide us with a full report of what had occurred, the events that led up to it, and then we responded to that.

Senator MARSHALL: So Sarina Russo did the report?

Mr Hehir: That is the requirement. Under the deed, they are required to provide us with the information on what occurred, and then we can take an assessment of that.

Senator MARSHALL: So that is considered an investigation? They investigated themselves. Did they find themselves not at fault?

Mr Hehir: No—

Senator Cash: I do not think that is what he is saying.

Senator MARSHALL: But I will always give him an opportunity!

Senator Cash: I know you will, Senator Marshall.

Mr Hehir: The report identified some deficiencies that needed to be addressed.

Senator MARSHALL: And that was the end of the matter?

Mr Hehir: No. We issued a letter requiring them to improve their practices. It is a standard process we use. This is not the first time we have had a privacy breach. We issue reminders that they are required to maintain the privacy of their documentation and make sure they have systems in place. In this case, the information provided indicated it was human error rather than a systems error. However, we required them to fix some aspects of their systems, particularly around office movement.

Senator MARSHALL: Can you give us a copy of their report to you and your response to them?

Mr Hehir: Can I take that on notice? I would just like to check the document.

Senator MARSHALL: Again, if it provides personal information, I am happy to accept a redaction, but, again, I would be insisting on that.

Answer

In May 2016 the Department became aware that job seeker records had been left unsecured in a skip bin at the rear of the Sarina Russo Job Access (SRJA) site in Narre Warren, Victoria.

A copy of the Sarina Russo Job Access incident report ([Attachment A](#)) and response letter from the Department of Employment to SRJA ([Attachment B](#)) is provided.

Information that may identify individual persons or other third parties has been redacted from the attachments.