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Subject: PERSONAL INFORMATION RELEASED BY DEFENCE APS  
RECRUITMENT

Comment:  
Action Area DGPS

LIMITED DISTRIBUTION - NOT TO BE FORWARDED

## **HOT ISSUE BRIEF**

### **ISSUE: PERSONAL INFORMATION RELEASED BY DEFENCE APS RECRUITMENT**

**SENSITIVITY:** This is a highly sensitive issue. This is particularly so as Defence is due to appear before Senate Estimates next week. There is likely to be media coverage.

#### **KEY ISSUES:**

- **Personal details of 77 applicants for a position within the Department of Defence have regrettably been released in error to applicants with their letter notifying the outcome of the selection process.**
- **This information contains personal details such as address, contact numbers, date of birth and country of birth.**
- **As part of the Department of Defence APS recruitment procedures, letters are dispatched from the new e-Recruitment system on finalisation of a selection activity.**
- **This was operator error and was detected today when one of those applicants contacted Defence APS Recruitment to complain.**

- **An immediate investigation has been launched into the issue and the operator has been appropriately counselled and cautioned over the mistake.**

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### **BACKGROUND:**

Earlier today an operator inadvertently attached and emailed a document providing personal details of 77 applicants to 71 of those applicants.

Of those applicants, 68 received unsuccessful letters and three received letters advising them they were suitable for the order of merit for this position.

This position is for a Personal Assistant position in DSTO (Job Reference DSTO/33710).

The Fairness and Resolution Branch has been consulted regarding the appropriate action to be taken under the *Privacy Act 1988*.

This operator error is being investigated. This is one application of 4,700 since the implementation of the e-Recruitment solution in February 2010.


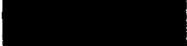
A quick assessment has been instigated for response within 24 hours.

All affected individuals are being contacted by telephone to request that they destroy all documentation and also to offer an apology.

### **TALKING POINTS**

## **INCORRECT RELEASE OF PERSONAL INFORMATION**

- **I am aware that the personal details of a small number of applicants, for an Australian Public Service position within the Department of Defence, have regrettably been released in error to those applicants.**
- **The personal details of other applicants for the subject position were sent with their letter notifying the outcome of the selection process.**
- **The information released contained personal details such as address, contact numbers, date of birth and country of birth.**
- **This was operator error and was detected when an applicant contacted Defence to complain.**
- **All individuals affected by this are being contacted.**
- **An investigation has been launched into the issue and the operator has been appropriately counselled and cautioned over the mistake.**
- **The Department has successfully managed over 4,700 job advertisements with over 66,000 applications received through the e-Recruitment solution since it was implemented in February 2010.**

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