

# Queensland Treasury Personal Information Digest

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## Types of personal information held by Treasury

### *Whole of Treasury*

The following listed information is collected and used by all Offices of the department.

#### **Cab-net database**

This database documents Cabinet submissions, briefing notes, Executive Council Minutes, Subordinate legislation and Statutory Authority information prepared by Treasury. Personal information is held only when it forms part of submissions etc. This information is treated with the highest security and access is restricted to Cabinet Legislation and Liaison officers, the Under Treasurer, Deputy Under Treasurer, Assistant Under Treasurers, Directors and their executive secretaries when deemed necessary.

#### **Client and Government Contact Lists**

These lists can be electronic, paper-based or in business card form. They are widely held throughout the department and are compiled from information received from clients or government officers. The information mainly consists of business details. These are used by individual officers only.

#### **Corporate Administration System (CAS)**

This database is an administration system related to the allocation of staff facilities such as telephones, workspace, security passes, airline club memberships, vehicles and parking space. Personal information is collected to enable services to be connected or membership gained, and is only accessed by staff designated to supply services.

#### **Consultants and Contractors**

The department holds data collections containing details of consulting firms, consultants and contractors. Details are collected from previous engagement by the department. Submissions in response to Requests for Offer (RFOs) and volunteered information are used as a means of introduction. Information is held, as a reference source for future departmental needs.

#### **Financial Management Information System**

The purpose of these records is to process and account for expenditure and revenue. General content may include name, address and service or goods category. Financial information may include personally sensitive content, including details of debts. The personal information the department holds relates to creditors and debtors, including outsourced service providers if they are identified personally. Finance administration within the Department has access to this personal information.

The department uses the SAP financial database to record financial transactions and records. The records are kept according to the categories set out in the General Disposal and Retention Schedule for Administrative Records issued by Queensland State Archives. This information is not usually disclosed to other persons or organisations.

## **Administrative Review**

Treasury's Administrative Review Unit maintains a database and paper-based files that record the progress, determinations, costs and existence of any applications and internal or external appeals in relation to Right to Information and Information Privacy applications lodged with Treasury. Access to personal information, once collated, is restricted to Unit staff and internal review officers. It may be forwarded to the Office of the Information Commissioner if an application for review is received by that office. Information is retained in accordance with the applicable provisions of the *General Disposal and Retention Schedule for Administrative Records* issued by Queensland State Archives.

## **Individual Performance System (IPS)**

This collection comprises paper-based and electronic records detailing staff development, goal-setting and performance management. Information is held to assist in planning, to monitor the development of staff, and to ensure satisfactory performance levels. These records are only available to the staff member to whom the IPS relates and to their immediate supervisor.

## **Employee Records**

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

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.

### *Personnel and payroll*

- (1) records relating to attendance and overtime;
- (2) leave applications and approvals;
- (3) medical and dental records;
- (4) payroll and pay related records, including banking details;
- (5) tax file number declaration forms;
- (6) declarations of pecuniary interests;
- (7) personal history files;
- (8) performance appraisals;
- (9) records relating to personal development and training;
- (10) Graduate and Work Experience Schemes
- (11) trade, skill and aptitude test records;
- (12) completed questionnaires and personnel survey forms;
- (13) records relating to removals;
- (14) travel documentation;
- (15) records relating to personal welfare matters;
- (16) contracts and conditions of employment; and
- (17) traineeships (see separate heading).

### *Recruitment*

- (1) recruitment records and position applications;
- (2) records relating to relocation of staff and removals of personal effects; and
- (3) records relating to character checks and security clearances.

### *Other*

- (1) records of accidents and injuries (see separate heading);
- (2) compensation case files;
- (3) rehabilitation case files;

- (4) records relating to counselling and discipline matters, including disciplinary, investigation and action files, legal action files, records of criminal convictions, and any other staff and establishment records as appropriate;
- (5) complaints and grievances;
- (6) recommendations for honours and awards;
- (7) employee assistance scheme;
- (8) issues relating to Equal Employment Opportunity (EEO).
- (9) medical retirement; and
- (10) voluntary early retirement.

The SAP financial system and a Lotus Notes workflow database are used to maintain leave applications and payroll requirements and personal files are registered on the records management system eDocs.

Personnel records are kept for variable periods according to the applicable provisions of the *General Disposal and Retention Schedule for Administrative Records*. Access to information relating to employee records is restricted to staff within the Human Resources Section (Shared Services Agency) who are directly responsible for the maintenance of that information. Staff members may access their own records. Information contained within advertised position applications is distributed to members of selection panels.

Information held in personnel records may be disclosed outside the Department to:

- the Government Medical Officer;
- a medical practitioner;
- a consultant investigator;
- QSuper Limited, as it relates to Treasury staff who perform work for QSuper Limited;
- the Australian Taxation Office;
- Workcover Queensland;
- an occupational therapist;
- Crown Law;
- staff member's legal representation or union;
- the Office of the Public Service, Merit and Equity;
- on transfer to another government department, to that agency; and
- the Department of Industrial Relations.

(In some cases, staff members' written permission may be required.)

Records relate to all current and former employees of the Department and are stored on paper and electronic media.

### **Ministerial Correspondence System**

This is a series of databases used for recording and monitoring the progress of ministerial correspondence forwarded to the department for consideration. The information is retained to assist in the preparation of advice and/or responses to Ministers. Correspondence is held both electronically and in paper form. Staff required to prepare responses and their supervisors access information within this system.

### **Staff Contact lists**

Electronic and paper records are held throughout the department, by individual workgroups, for emergency contact of staff. These include home phone numbers and addresses that have been supplied by staff members. Information is held to meet operational needs in critical periods.

## **Traineeships**

A paper-based system is used for the recruitment and monitoring of trainees. The details of prospective trainees are distributed to workgroups for appraisal and selection. Information regarding successful applicants is passed on to the Department of Employment and Training, TAFE South Bank and Queensland Apprentice Services. Information is retained for periods according to the applicable provisions of the *General Disposal and Retention Schedule for Administrative Records* issued by Queensland State Archives.

## **Workplace Health and Safety**

This information is held on an electronic database (SAP) and paper-based files relating to workplace safety assessments, inspections, incidents and issues. Access to this information is restricted to authorised officers in Workforce Management Branch. Depending on the individual case and circumstances, disclosure of details may be made to:

- the Government Medical Officer;
- Workcover Queensland ;
- a medical practitioner; and
- QSuper Limited, as it relates to Treasury staff who have been assigned to perform work for QSuper Limited.

This information is retained for periods according to the applicable provisions of the *General Disposal and Retention Schedule for Administrative Records* issued by Queensland State Archives.

## **Treasury Office**

### **Committee Members**

Electronic and paper-based files are kept containing the curriculum vitae and contact details of committee members. Information is held to facilitate the distribution of information and for the assessment of prospective committee members.

### **Directors, Board Members and CEO Details – Government Owned Corporations**

Electronic and paper-based files containing the curriculum vitae and contact details of directors, board members and CEOs of Government Owned Corporations and Statutory Authorities are held by the department. Curriculum vitae are also held on possible nominees for Directors and Board Members, including those persons who responded to an advertised request for nomination. This information is held to enable emergency contact, to assist with submissions to the Treasurer in relation to vacancies, and to monitor performance.

### **Directors and Board Members Details – Private Firms**

The department maintains paper-based files containing the curriculum vitae, personal and contact details of Directors and Board Members of companies who have invited Public Servants to sit on their Board. The information is required to assist the Treasurer to make decisions as to the propriety of such appointments.

### **Funeral Benefit Trust Fund**

The department keeps electronic and paper-based records on the operation of the Funeral Benefit Trust Fund. This information is held so that the State Actuary can assess the fund and report on its progress. Access is restricted to State Actuary staff.

## **Government Passports**

Official passports are issued to some departmental officers. These are retained by the department as they are for official overseas travel use only. Passport access is restricted to officers controlling safes in which the passports are stored.

## **GST Contact lists**

A spreadsheet listing the contact details of officers designated as the GST contact person within all state government departments is maintained by Treasury. This spreadsheet is maintained so that information on the GST may be disseminated and a whole of Government approach may be undertaken. A copy of the spreadsheet is sent to all officers whose details are recorded so that officers involved with GST may network.

## **Judges Pensions Scheme**

QSuper Limited maintains electronic and paper-based records on the operation of the Judges Pension Scheme. The information is held so that the State Actuary can assess the scheme and report on its progress. Access is restricted to State Actuary staff and appropriate staff of QSuper Limited who perform work for the Government Superannuation Officer.

## **Leadership and Management Development**

Electronic and paper-based records relating to Treasury leadership and management development programs are kept by the department. This information is retained to enable assessment of the programs and for use in future staff development. Information access is restricted to Strategic Development Branch staff.

## **Legal Files**

The department maintains electronic and paper-based records relating to legal advice given by the Legal Services Unit to officers of the department. These include advice on probity issues. Information is maintained for reference and possible court action. Files containing this information are subject to security, which restricts access to staff of the Legal Services Unit.

## **Long Service Leave Central Scheme**

Electronic and paper-based records are held by QSuper Limited on the State Government Long Service Leave Central Scheme. While the information does not contain the names of individual members, it does use identifying codes supplied by the various departments and organisations. Cross-referencing of these codes and members' names can be undertaken by source departments and organisations. Information is held so that the State Actuary can assess the scheme and report on its progress. Access is restricted to State Actuary staff and appropriate staff of QSuper Limited who perform work for the Government Superannuation Officer.

## **Mailing Lists**

Electronic postal address lists utilised to forward publications and/or reports are kept by the department.

## **Parliamentary Contributory Superannuation Scheme**

Electronic and paper-based records are held on the Parliamentary Contributory Superannuation Scheme. This information is retained so that the State Actuary can access and report on the scheme. Access is restricted to State Actuary staff.

## **Panel Members**

A spreadsheet listing details of members of a special training interest group is held by the department. This is utilised to notify members of future events and guest speakers and is accessed only by training staff.

## **Queensland Blind Industries Centre (QBIC) Pension Scheme**

Electronic and paper-based records are kept by the department on the operation of the Queensland Blind Industries Centre Pension Scheme. The Information is held so that the State Actuary can assess the fund and report on its progress. Access is restricted to State Actuary staff.

## **QSuper**

QSuper Limited, in its role as the administrator to the QSuper Board, keeps electronic and paper-based records on the operation of the QSuper superannuation scheme. The information is held so that the State Actuary can assess the fund and report on its progress. Access is restricted to State Actuary staff.

## **Records Management System**

The department maintains a computerised (RecFind) and paper-based file system that manages correspondence and records management processes. The files relate to functional and administrative activities within the organisation. Access to files is restricted to security levels placed on file types. Files are retained to assist in administration and the operations of the various Offices and Branches. Files may be sent to Crown Law in the event of legal proceedings. Files are stored securely on-site and with commercial file storage companies. This information is retained for periods according to the applicable provisions of the *General Disposal and Retention Schedule for Administrative Records* issued by Queensland State Archives.

## **Stakeholder Contacts**

The department maintains an electronic database containing the business details of State and Commonwealth Government officers, staff of Government Owned Corporations and Statutory Authorities and welfare groups. Information is retained to assist in identifying the appropriate contact person within each organisation. This database is now available to all staff.

## **Support Magic**

The department uses a database to record, monitor and report on Information Technology Help Desk inquiries. It includes details on Help Desk staff. Information is held to ensure client service levels are maintained. Access is restricted to Help Desk staff and their immediate supervisors.

## **Training register-Enterprise Bargaining Agreement**

The department keeps details of training undertaken and results achieved for staff who undertake the certificate courses agreed to under the Enterprise Bargaining Agreement (EB3). Copies of certificates are forwarded to TAFE colleges. The information is retained for periods in accordance with the applicable provisions of the *General Disposal and Retention Schedule for Administrative Records* issued by Queensland State Archives.

## **Unclaimed Monies - sell downs**

The department keeps an electronic spreadsheet related to money deposited by the public at the time of Suncorp-Metway and Bank of Queensland sell downs. This information details all unclaimed refunds returned from the address supplied at the

time of the share offer. This information is supplied by the stock registry and is retained to enable refunds of monies.

## **Office of Economic and Statistical Research (OESR)**

### **Activity Information Management System (AIMS)**

A series of databases is used to manage the business operations of the Office of Economic and Statistical Research (OESR). The information held includes staff information, requests for information and action, client contact details and details of subscribers to OESR publications received via the Office's web site.

### **Australian Taxation Office Australian Business Register**

Electronic extracts of the Australian Business Register (ABR) are provided to OESR by the Australian Taxation Office (ATO). These extracts are stored securely on a secure network drive and access is strictly confined to only individuals who require access to the ABR. A log is maintained of access to the ABR extracts. The ABR information is used to provide the basis for frames for business surveys, as agreed by the Memorandum of Understanding between Treasury and the ATO. Information is not released outside OESR.

### **Births and Deaths Data**

An electronic and paper-based system is used to record information on all births and deaths registered in Queensland. Information is securely stored and access is strictly confined to a special unit within the Office. The information is released in accordance with Section 7 of the *Statistical Returns Act 1896*.

### **Client-Funded Statistical Surveys**

Various client-funded statistical surveys, both electronic and paper-based, are undertaken on a variety of subjects to gather information for statistical purposes. With the exception of longitudinal surveys (surveys used to record data over time), all personal identifiers are removed after processing. Personal information obtained from longitudinal surveys is retained for the period of the project before being destroyed. The information is securely stored and access is strictly confined to the Surveys Unit staff. Paper forms are shredded in-house after processing is completed. With the exception of surveys where written approval has been gained from the respondent, no personal information is released that can identify an individual respondent. Release of information must comply with the *Statistical Returns Act 1896*.

### **Courts Database**

Electronic extracts of Queensland Wide Interlinked Courts (QWIC) data are provided to OESR by Department of Justice QWIC Operations. These extracts are stored on a secure network drive and access is strictly confined to project team members. Aggregated statistical information is provided to the Australian Bureau of Statistics and other organisations upon approval from the Department of Justice. Information may be returned to individual courthouses for clarification.

### **DataSmart**

Data Smart is a calendar of professional development events and newsletter subscription service for OESR clients. It was established by the Office of Economic and Statistical Research in Queensland Treasury to further promote high standards in data and information use. It also encourages partnerships that assist agencies and organisations to share data, information and knowledge. Data Smart contains client

contact details to enable clients to receive information about specialist networks, professional development events and newsletters.

### **Queensland Statistical Network Subscription List**

The Queensland Statistical Network (QSN) is a collective of specialised statistical networks with representation sourced primarily from Queensland State Government agencies. The QSN is maintained and managed by the Office of Economic and Statistical Research (OESR). The QSN is currently comprised of 4 Brisbane-based networks and 8 regional networks. In all, there are approximately 300 distinct members (some members may participate in a number of sub-networks) of the QSN. The subscription list contains names, work telephone number and work email addresses and is only used for email purposes.

### **Queensland Road Crash Database**

Road crash data from Queensland Police Service reports are loaded into Queensland Transport's secure Road Crash Database on a weekly basis. Selected OESR staff access, code and clean this data on behalf of Queensland Transport. All paper-based material is stored in a lockable compactus and shredded in-house after processing is completed. OESR does not release any Queensland road crash data, but refers all queries to Queensland Transport.

### **Road Crash Group – Blood Results**

A paper-based system is used to gather the results of blood alcohol tests performed on persons who have either died as a result of a road crash or been the driver of a vehicle involved in a road crash in Queensland. This information is recorded in the Queensland Road Crash Database and is used for statistical purposes. Information is securely stored and access is strictly confined to Road Crash Database staff. Information is obtained from the Queensland Health Department's Government Chemical Laboratory.

## ***Motor Accident Insurance Commission***

### **Claims Management System (CMS) and Claims Management Files - Nominal Defendant**

An electronic database and paper copies are maintained containing information supplied by claimants in relation to personal injuries suffered in motor vehicle accidents. This information is utilised for the assessment and management of Compulsory Third Party (CTP) insurance claims made against the Nominal Defendant. Access is restricted to staff of Nominal Defendant and other authorised officers of the Motor Accident Insurance Commission. All files are stored in a secure area.

### **Claims Database - Queensland Government Insurance Fund (QGIF)**

An electronic database and paper-based files are kept by the department containing information supplied about individual claims made, referring to incidents and/or personal injuries occurring on government property. The information is retained for the assessment and payment of claims and the management of the fund. Access is restricted to staff of the QGIF Unit and files are stored in a secure area.

### **Compulsory Third Party (CTP) Call Centre Database**

The department maintains an electronic database used to record information on potential claimants against the CTP insurance scheme. The information is forwarded to liable CTP insurers. Access is restricted to staff of the Injury Management Section of the Motor Accident Insurance Commission.

## **General Correspondence Files**

These paper-based files relate to the general administration of the Motor Accident Insurance Commission. They are indexed on the RecFind records management system. Personal information held on these files relates to information supplied by the person(s) involved. Access to this information is restricted to staff responsible for the function mentioned in each file. Files are stored in a secure area.

## **Insurer Data Audit Files**

These paper-based files contain information used to audit the quality of information retained by insurance companies. This information is required to manage and regulate the Compulsory Third Party (CTP) insurance scheme. Access is restricted to the Research and Compliance section of the Motor Accident Insurance Commission.

## **Personal Injury Register (PIRSD)**

This is an electronic database that contains information regarding personal injury claims lodged under the Compulsory Third Party insurance scheme with various insurance companies. This information is required to manage and regulate the Compulsory Third Party (CTP) insurance scheme. Access is restricted to staff of the Motor Accident Insurance Commission and authorised officers of Compulsory Third Party insurers.

## **Office of State Revenue**

### **First Home Owners Grant (FHOG)**

A national electronic FHOG database and paper-based records relating to applications for and payments of grants to eligible first homeowners are used by the department. This is administered under the *First Home Owner Grant Act 2000*. This information is utilised for payments, compliance checks and investigations. Access to information is restricted to staff of the First Home Owners Grants, Information Management and Investigations branches.

### **Fuel Subsidy**

An electronic database and paper-based records are maintained on the operations of the Fuel Subsidy Scheme administered under the *Fuel Subsidy Act 1997*. These records include the receipts of application for and issue of Bulk End User and Retailer Licences and returns completed by licence holders. This information is utilised not only for the issue of licences but also for compliance checks and investigations. Access to information is restricted to the staff of the Fuel Subsidy, Information Management and Investigation units.

## **General Correspondence Files**

These paper-based files relate to the general administration of the Office of State Revenue. Personal information held by the Office relates to information supplied by the person(s) involved. Access is restricted to staff responsible for the appropriate function. Files are stored in a secure area.

## **Land Tax**

This information relates to the levying of land tax under the *Land Tax Act 1915*. This includes the granting of deductions or exemptions, compliance checks and investigations undertaken. The information is stored in both an electronic database and paper-based records. Access is restricted to staff of the Land Tax, Information Management, Revenue Analytics and Investigations Units.

## Legal Files

The Office retains paper-based records relating to legal advice provided by the Legal Branch of OSR and, more recently, Legal and Administrative Review Office of Treasury, who have taken over the role, to officers of the department. All legal files created since this change are now with the Legal and Administrative Review Office.

## Payroll Tax

This information is stored on an electronic database and in paper-based records and relates to the registration of firms, submitted returns, calculation of provisional deductions and tax liability and rebates for pay-roll tax purposes under the *Pay-roll Tax Act 1971*. Access is restricted to Information Management, Revenue Analytics and Investigation Units and staff administering pay-roll tax legislation.

## Duties

An electronic database and paper-based records are maintained in relation to the assessment, determination of exemptions and payment of duties on transactions under the *Duties Act 2001*. Access is restricted to staff of the Duties, Information Management, Revenue Analytics and Investigation units.

## Training files

The Office conducts regular training courses and holds a range of details related to the courses. These can include:

- names and contact details of training providers;
- details of participants and the courses they have undertaken; and
- general correspondence containing contact details of training providers.

These paper- and electronically-based files are accessed only by the Office's training staff.

## Video Tapes

The Office holds videotapes of training sessions that it conducts. They are retained to assist with future training sessions and are accessed only by the Office's training staff.

## Client Contact Centre

This branch keeps records regarding enquiries made by clients via telephone, facsimile and e-mail. This information relates to non-complex enquiries and transactions in terms of the *Duties Act 2001*, *Pay-roll Tax Act 1971*, *Fuel Subsidy Act 1997*, *Land Tax Act 1915* and *First Home Owner Grant Act 2000* respectively. The information is stored on an electronic database and audio tapes. Access is restricted to authorised officers.

## Policy and Legislation

This information relates to the drafting of legislation and provision of policy advice to other officers of State Revenue. These paper-based records are kept in secure file storage areas and are accessible only by authorised officers.

## Information Management

This branch obtains information from a number of internal and external sources for the purpose of establishing, or verifying, liability under the various State revenue laws.

The types of information include:

- Company and business registration details
- Business and residential address details
- Licensing information
- Employment and wage details
- Property and business transaction details
- Land ownership details

All information obtained is securely stored. Paper files are kept in a secure file storage area and electronic information is maintained on CD Rom or tape. Both types of records are accessible only by authorised officers.

### **Self Assessors**

An electronic database and paper-based records are maintained in relation to the payment of duties under the *Duties Act 2001* by periodic returns. Paper-based files are kept in a secure file storage area and access is restricted to staff of the Self Assessors, Duties, Information Management, Revenue Analytics and Investigation units.

### **Investigations**

This branch obtains information from a number of internal and external sources for the purpose of establishing, or verifying, liability under the various State revenue laws.

The types of information include:

- Company shareholding details
- Business and residential address details
- Electricity account details
- Telephone numbers
- Immigration details
- Licensing information
- Lotteries information
- Trust fund details
- Employment and wage details
- Property and business transactions details
- Land ownership and rental details
- Motor vehicle ownership details
- Credit rating details

All information obtained is securely stored. Paper-based files are kept in a secure file storage area and are accessible only by authorised officers.

### **Administrative Policy**

An electronic database and paper-based records are maintained in relation to the determination of objections under the various State revenue laws and the provision of technical advice to clients and other officers of State Revenue. All information is securely stored and is accessible only to authorised officers.

### **Revenue Analytics**

An electronic database and paper-based records are maintained in relation to revenue analytical requests. All information is securely stored and accessible only to authorised officers.

## **Community Ambulance Cover**

This information is stored in an electronic database, other electronic records, and in paper-based records and relates to objections and other correspondence, levy payments information, and confidential customer related information from electricity retailers under the *Community Ambulance Cover Act 2003*. Access is restricted to authorised officers.