

**STATUS OF INFORMATION LOSS INTERNAL AND EXTERNAL INVESTIGATION RECOMMENDATIONS AT 20 JUNE 2017**

<b>INTERNAL INVESTIGATION RECOMMENDATIONS</b>	<b>SUPPLEMENTARY RECOMMENDATIONS FROM THE EXTERNAL INVESTIGATION</b>	<b>STATUS OF RECOMMENDATION</b>
<p>1. As the office relocations in Alice Springs continue, immediate action needs to be put into effect to ensure that the systems that support the next relocations are sound.</p> <ul style="list-style-type: none"> <li>a. Every article of furniture is to be clearly marked with their intended destination.</li> <li>b. Decision making about articles that are to be disposed of is the sole responsibility of a single coordinating officer who has the authority to permit disposal.</li> <li>c. Any items marked for disposal do not get transported to the dump until there has been a two person cross check of every drawer and every suspension file. The checking officers attest to the fact that each drawer and item has been thoroughly searched.</li> </ul>	<p>a) In addition to recommendation one of the internal review it is recommended that full asset/furniture inventories are taken prior to any future office relocations.</p>	<p>COMPLETE A relocation checklist has been developed and released.</p>
<p>2. There is an immediate CEO to all staff communication which reiterates the requirements under the Code of Conduct, legislation and the current Royal Commission directive that reinforces their individual responsibility to ensure the integrity and privacy of Territory Families records is maintained.</p>	<p>b) Internal investigation recommendation is appropriate.</p>	<p>COMPLETE Fact sheet developed and released to Territory Families staff via a CEO message on 12 May 2015.</p>
<p>3. All Territory Families site locations conduct an onsite review (within 7 days of this report being finalised) to identify client records that are not suitably located on Corporate Records and/or are not secure and develop an action plan that articulates how any records management exceptions will be addressed. Executive Directors are responsible for monitoring implementation of these action plans within their respective Divisions.</p>		<p>COMPLETE Action plans from operational areas have been received.</p>

**STATUS OF INFORMATION LOSS INTERNAL AND EXTERNAL INVESTIGATION RECOMMENDATIONS AT 20 JUNE 2017**

<p>4. Current records management strategies in place to appropriately archive client records must continue to ensure records no longer required are located on a suitable TRIM file and sent to long term storage.</p>	<p>b) Internal investigation recommendation is appropriate. Recommend that it is supplemented by an audit of TRIM files held by Territory Families Teams in Alice Springs to ensure that all official hard copy files are held by the employee and/or in the location recorded in TRIM.</p>	<p>IN PROGRESS Refer to recommendation 3. Action plans have been received and work is in progress.</p>
<p>5. The recruitment action to appoint the Territory Families Records Management positions is finalised without delay to implement the corporate resourcing necessary to support quality records management practices within the Agency.</p>		<p>COMPLETE Positions appointed to enhance Territory Families records management practices.</p>
<p>6. A communication strategy to notify the clients and third parties identified as being at risk as a result of the loss of client information is developed. Communication with clients and/or third parties is prioritised according to the level of risk associated with the type of record retrieved and the associated risk of harm to themselves and/or others.</p>	<p>Internal investigation recommendation is appropriate.  c) and d) Once the high priority notifications are made Territory Families will need to identify all other persons named in the recovered documents and assess whether they all need to be notified individually or whether some have been named in a context that does not constitute interference with their privacy such that they do not need to be notified.</p>	<p>COMPLETE A process has been developed to notify persons affected by the loss. Contact has commenced and will continue until all efforts to locate affected persons have been exhausted.</p>
<p>7. Immediate consideration is given to the appointment of an independent external investigator to conduct further investigation of the information loss; the aim of which is to provide an internal and external assurance that the matter has been fully investigated and strategies to prevent a recurrence of</p>		<p>COMPLETE Delegate from the Department of Attorney General and Justice was appointed to conduct an external review which was submitted to Territory Families</p>

**STATUS OF INFORMATION LOSS INTERNAL AND EXTERNAL INVESTIGATION RECOMMENDATIONS AT 20 JUNE 2017**

<p>this accident is fully mitigated.</p>		<p>on 24 May 2017.</p>
<p>8. The Northern Territory Information Commissioner is provided with a copy of this report if appropriate and would not compromise any investigation her office may conduct in the future should a complaint be lodged.</p>	<p>e) As there is a reasonable prospect that some of the affected individuals will complain to the information Commissioner about the information loss incident, Attachment A (<i>of the Internal Investigation Report</i>) should not be disclosed to avoid the risk of creating a conflict of interest.</p>	<p>COMPLETE The Commissioner declined to receive a copy of the report to maintain independence should clients lodge a complaint in the future. Northern Territory Information Commissioner complaints information provided to affected persons as part of notification process.</p> <p>The investigation reports will be redacted to protect the interests of all parties.</p>
	<p>f) I recommend that Territory Families designate a senior officer in Alice Springs to act as a single point of contact for persons notified about the loss of personal records, including children for whom Territory Families is the legal guardian.</p>	<p>COMPLETE Territory Families has nominated the Executive Director Southern Region as the primary point of client contact in Central Australia. Affected persons are provided the opportunity to meet with the officer and review their relevant personal information.</p>