

Dear [REDACTED]

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), with the revised scope received by ACT Health Directorate (ACTHD) on **Tuesday 29 March 2022**.

This application requested access to:

September to 3 March 2022

1. Documents generally concerning the Administrative Support Officer, Covid-19 operations position and hiring process from 1 September 2021 to 31 December 2021. Without limiting the scope of the request, this might include:

- Advice, discussion, reports, with personal details omitted,
- Records of the planning as to how roles are to be allocated and Health Department staffing or funding priorities.
- Related disclosures.

December 2021 to 3 March 2022

2. In relation to Covid-19 operations, documents discussing Rapid Antigen Testing packaging, and specifically, the possibility of contracting, either privately, through the ASO positions, or otherwise, to repackage Covid-19 tests, as contemplated in the e-mail of Friday, 21 January 2022 at or around 3:57pm.

December 2021 to 3 March 2022

3. The contemplated uses in this of employees to be hired placed on the merit pool for the ASO-3 position, as announced on 19 January 2022.

4. January 2021 to 3 March 2022

The possibility of offering paid training in Health Department protocols to persons on said merit list.

5. September to 3 March 2022

All documents concerning myself in relation to ACT Health's Covid-19 operations personally, with others' details omitted details or redacted where applicable'

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. ACTHD was required to provide a decision on your access application by **Friday 29 April 2022**.

I have identified seven documents holding the information within scope of your access application. These are outlined in the schedule of documents included at Attachment A to this decision letter.

Decisions on access

I have decided to:

- grant full access to two documents; and
- grant partial access to five documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment B to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request;
- The views of relevant third parties; and
- The *Human Rights Act 2004*.

Full Access

I have decided to grant full access to two documents at references 2 and 6.

Partial Access

I have decided to grant partial access to five documents at references 1, 3-5 and 7. Partial redactions have been made to the documents as they contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios is partially comprised of personal information.

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2, 2.1(a)(iv) ensure effective oversight of expenditure of public funds; and
- Schedule 2, 2.1 (a)(xiii) contribute to the administration of justice generally, including procedural fairness.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2, Schedule 2.2 (a)(ii) prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004; and
- Schedule 2, Schedule 2.2 (a)(xv) prejudice the management function of an agency or the conduct of industrial relations by an agency.

Documents at reference 1 contains an ACT Government employee mobile number.

Documents at references 3-5 and 7 contains information that has not been disclosed as I believe the individual's right to privacy is extremely significant within a recruitment process and should remain private to uphold the integrity of all those involved. The information that can be provided is the relevant information pertaining to yourself.

On balance, the factors favouring disclosure outweighed the factors favouring non-disclosure. Therefore, I have determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, ACTHD maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au
Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email HealthFOI@act.gov.au.

Yours sincerely



Jodie Junk-Gibson
Executive Branch Manager
People Strategy & Culture

April 2022

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
<div style="background-color: black; width: 100%; height: 20px; margin-bottom: 5px;"></div>	<p><u>September to 3 March 2022</u></p> <p>1. Documents generally concerning the Administrative Support Officer, Covid-19 operations position and hiring process from 1 September 2021 to 31 December 2021. Without limiting the scope of the request, this might include:</p> <ul style="list-style-type: none"> ○ Advice, discussion, reports, with personal details omitted, ○ Records of the planning as to how roles are to be allocated and Health Department staffing or funding priorities. ○ Related disclosures. <p><u>December 2021 to 3 March 2022</u></p> <p>2. In relation to Covid-19 operations, documents discussing Rapid Antigen Testing packaging, and specifically, the possibility of contracting, either privately, through the ASO positions, or otherwise, to repackage Covid-19 tests, as contemplated in the e-mail of Friday, 21 January 2022 at or around 3:57pm.</p> <p><u>December 2021 to 3 March 2022</u></p> <p>3. The contemplated uses in this of employees to be hired placed on the merit pool for the ASO-3 position, as announced on 19 January 2022.</p> <p><u>4. January 2021 to 3 March 2022</u></p> <p>The possibility of offering paid training in Health Department protocols to persons on said merit list.</p> <p><u>5. September to 3 March 2022</u></p> <p>All documents concerning myself in relation to ACT Health's Covid-19 operations personally, with others' details omitted details or redacted where applicable'</p>	<p>ACTHDFOI21-22.45</p>

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 2	Email – FW: Recruitment Processes for HECC employees	1 November 2021	Partial release	Schedule 2, 2.2 (a)(ii) Privacy	YES
2.	3	Email – FW: HECC Recruitment Processes	2 November 2021	Full release		YES
3.	4 – 7	Email and attachment – Updated – FW: Sub: ACT Public Service – Selection Process Outcome – Administrative Support Officer ASO3 (P47821, Several) – COVID-19 Operations – ACT Health Directorate	19 January 2022	Partial release	Schedule 2, 2.2 (a)(ii) Privacy and Schedule 2, 2.2 (a)(xv) industrial relations	YES
4.	8 – 9	Email – Sub: ACT Public Service – Selection Process Outcome – Administrative Support Officer ASO4 (P49166, Several) – COVID-19 Operations – ACT Health Directorate Note: Attachment at reference 3	19 January 2022	Partial release	Schedule 2, 2.2 (a)(ii) Privacy and Schedule 2, 2.2 (a)(xv) industrial relations	YES
5.	10 – 11	Email – Sub: ACT Public Service – Selection Process Outcome – Administrative Support Officer ASO5 (P53433, Several) – COVID-19 Operations – ACT Health Directorate Note: Attachment at reference 3	19 January 2022	Partial release	Schedule 2, 2.2 (a)(ii) Privacy and Schedule 2, 2.2 (a)(xv) industrial relations	YES
6.	12 – 15	Email and attachment – FW: HECC Recruitment FAQ	25 January 2022	Full release		YES
7.	16 – 21	Email – FW: Administrative Support Officer (ASO) 3	3 February 2022	Partial release	Schedule 2, 2.2 (a)(ii) Privacy	YES
Total Number of Documents						
7						

From: ACT Health Directorate HR
Sent: Tuesday, 25 January 2022 11:14 AM
To: Gupta, Sangeeta (Health)
Subject: FW: Recruitment Processes for HECC employees

OFFICIAL

From: ACT Health Directorate HR <HDHR@act.gov.au>
Sent: Monday, 1 November 2021 9:56 AM
Subject: Recruitment Processes for HECC employees

OFFICIAL

Dear Colleagues

Our records show that you are currently employed within the Health Emergency Coordination Centre (HECC) and we are reaching out to you to advise of upcoming job opportunities within the HECC. It is important that you carefully read this information, as ongoing employment with the Health Directorate will be through the processes that are outlined below.

The Directorate is currently undertaking a review of HECC's organisation structure to implement a more sustainable and efficient structure to support the ongoing response to the COVID-19 public health emergency.

Over the past year it has been difficult to plan for a more sustainable workforce due to the uncertain nature of the current circumstances. This has resulted in a large number of short term temporary and casual positions, as well as secondments, to meet the workload demands.

We need to ensure that our recruitment processes are compliant with legislative and enterprise agreement provisions, including promoting more secure forms of employment wherever we can.

As we continue to work through the HECC staffing requirements from now until June 2022, we will be undertaking bulk recruitment rounds for the following temporary roles.

- Temporary Officers at ASO3 level – to be advertised as 'P47821, Several'
- Temporary Officers at ASO4 level - to be advertised as 'P49166, Several'
- Temporary Officers at ASO 5 level - to be advertised as 'P53433, Several'
- Temporary Officers at ASO6 level - to be advertised as 'P47148, Several'

The modification of position descriptions has made our roles more flexible, which will allow us to more flexibly deploy our resources both within HECC and in the broader Directorate, to meet fluctuating workloads across our areas of operation.

The principles behind this process are to:

- Ensure principles of merit and equity underpin all hiring decisions within the HECC.
- Establish merit pools for each classification. The merit pools may also be utilised to offer casual contracts to eligible candidates for the next 12 months to meet surge requirements.

- Provide flexibility in the internal deployment of staff, and the ability to internally deploy staff to areas of business in accordance with operational peaks and troughs.
- Provide longer term options for staff as all the roles will be advertised with the 'possibility of extension and/or permanency'. What this means is that if there are longer term or permanent opportunities in HECC in future, the merit list can be utilised for up to 12 months.

It is expected that the above roles will be advertised on [Jobs ACT](#) next week and the job links will be sent out to all current HECC employees once published.

Should you be interested in ongoing work with the Directorate, you will be required to participate in these recruitment processes and undergo the merit selection process. Through your employment with HECC, you have gained highly valued skills and expertise in providing administrative support in an emergency response environment which makes you a strong applicant for these processes.

We encourage you to apply and participate in the various merit selection process. Some tips on preparing your application are available on the ACTPS Jobs website link [here](#). For further information, you can reach out to your team leader or contact People Strategy and Culture team at HDHR@act.gov.au

Kind regards

Julie Nolan | Senior Director

Pronouns: she/her

Ph: 512 49835 | M: [REDACTED] | Email: julie.nolan@act.gov.au

People Strategy, Corporate & Governance | ACT Health Directorate

Level 4, 2 Bowes Street Phillip ACT 2606

health.act.gov.au

I acknowledge the Ngunnawal People, the traditional owners of the land on which we live and work and pay my respects to the elders past, present and emerging.



From: ACT Health Directorate HR
Sent: Tuesday, 25 January 2022 11:17 AM
To: Gupta, Sangeeta (Health)
Subject: FW: HECC Recruitment Processes

OFFICIAL

From: Ivansson, Zoe (Health)
Sent: Tuesday, 2 November 2021 10:02 AM
Subject: HECC Recruitment Processes

OFFICIAL

Good morning Colleagues

Following on from our email yesterday on HECC recruitment processes, we are pleased to confirm that the administrative roles have been advertised on Jobs ACT website.

ASO3 - [47821, several - Careers and Employment \(act.gov.au\)](#)

ASO4 - [49166, several - Careers and Employment \(act.gov.au\)](#)

ASO5 - [53433, several - Careers and Employment \(act.gov.au\)](#)

ASO 6 - [47148, several - Careers and Employment \(act.gov.au\)](#)

All the above roles have been advertised as temporary roles until 30 June 2022 with the possibility of extension and/or permanency. A merit pool will be formed from the above processes to fill identical temporary and casual vacancies at level over the next 12 months. These merit selection processes will supersede other recruitment processes that have occurred in HECC for the specific roles.

We encourage you to apply for the above roles if you are interested in ongoing work with the Directorate.

Please feel free to contact us if you have any questions.

Kind regards

Zoe Ivansson | HR Advisor

Ph: 02 5124 6158 Email: zoe.ivansson@act.gov.au

People Strategy, Corporate and Governance | ACT Health Directorate

Level 4, 2 Bowes Street Phillip ACT 2606

health.act.gov.au

Please contact ACT Health Directorate HR team via 02 51249201 or via HDHR@act.gov.au

From: [ACT Health Directorate HR](#)
Bcc:



Subject: Updated - FW: Sub: ACT Public Service | Selection Process Outcome | Administrative Support Officer ASO3 (P47821, Several) | COVID-19 Operations | ACT Health Directorate
Date: Wednesday, 19 January 2022 12:29:00 PM
Attachments: [image001.jpg](#)
[FAQs - Applicants.docx](#)

OFFICIAL: Sensitive

Dear all
Please find updated notification below where the classification has been updated.
Our sincere apologies for the error.
Kind regards

Sangeeta Gupta | Assistant Director

Pronouns: she/her

Phone: 02 51249825 | Email: Sangeeta.Gupta@act.gov.au

People Strategy, Corporate & Governance | ACT Health Directorate

Level 4, 2 Bowes Street Phillip ACT 2606

health.act.gov.au

I acknowledge the Ngunnawal People, the traditional owners of the land on which we live and work and pay my respects to the elders past, present and emerging.



From: ACT Health Directorate HR

Sent: Wednesday, 19 January 2022 11:59 AM

Subject: Sub: ACT Public Service | Selection Process Outcome | Administrative Support Officer ASO3 (P47821, Several) | COVID-19 Operations | ACT Health Directorate

OFFICIAL: Sensitive

Good morning

I am pleased to advise that you have been found successful and placed in the merit pool for Administrative Support Officer ASO3, Covid-19 Operations in ACT Health Directorate. This merit pool will be accessed by HECC for offering contracts to successful applicants for the next 12 months from the date of delegate approval.

The HECC Directors and Managers are currently working to identify the number of staff required in various teams to manage the COVID-19 response, and contracts will be offered to successful applicants for acceptance and completion once the process is finalised.

If you do not receive a contract immediately, you will continue to remain in the merit pool for 12 months from the date of delegate approval. As the COVID response changes in nature and a requirement for more staff is identified, HECC Directors will be able to access people from the merit pool and offer a contract. As such, you may be selected for roles at the same classification, and with the same duties at which you were placed in the merit pool for, for 12 months from the date of delegate approval, based on these changing needs. Attached is a FAQ document to assist you with some of the queries you may have.

Given the changing nature of COVID-19 and the organisational response required to manage this, you will be directed to work in a particular team or role, however, to support the response, you may be redeployed to another team to ensure that teams are able to effectively manage the work demand, as well as to proactively support teams with fatigue management, leave and staff absences.

Congratulations on being successful in the merit selection process.

Kind regards

Sangeeta Gupta | Assistant Director

Pronouns: she/her

Phone: 02 51249825 | Email: Sangeeta.Gupta@act.gov.au

People Strategy, Corporate & Governance | ACT Health Directorate

Level 4, 2 Bowes Street Phillip ACT 2606

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Recruitment Round FAQs for Applicants

- **Why didn't I get the job, I've already been working in the HECC?**

We received a very large number of high-quality applications for all advertised positions.

Within the ACTPS, vacant roles are filled through competitive merit selection processes. This ensures that all eligible individuals have a reasonable opportunity to apply and be considered for vacancies, and that they are assessed on merit for their suitability for vacant roles.

Each Selection Advisory Committee (SAC) considered all applications based on claims against the selection criteria, assessed through written application and referee reports, and/or interviews, in accordance with the merit and equity principles contained within ACTPS recruitment policies and guidelines.

- **My manager seemed happy with my performance – what happened?**

Input from managers into the recruitment process was provided through referee reports. If you were merit pooled, Managers had the opportunity to validate your application by providing referee comments. Referee input was **one** component of the competitive merit selection process considered by the SAC.

All candidates were assessed based on their application (including referee reports and interview where applicable) and merit and equity principles in line with ACTPS recruitment policy.

- **What was wrong with my application?**

You may request feedback on your application – please contact the Chair of the SAC. Contact details were provided to applicants in the email advising them of the outcome of their application/s.

- **Can I appeal the decision?**

A permanent ACTPS officers can seek a review of recruitment processes or appeal certain recruitment decisions:

- Decisions about promotion or temporary transfer to a higher office or role, for periods in excess of six months, where the officer was an applicant for the position;
- This process is available for promotions/temporary transfers to a higher office for roles up to to ASO6 (or equivalent classification) and below classifications.
- For roles at the SOG C (and equivalent) and higher levels, an application may be made for an internal review of the process (excluding the outcome).
- For further information please refer to [Section K - Appeal and Process Review of certain recruitment decisions](#) of the relevant Enterprise Agreement) or contact [People Strategy](#) for further information.

- **What information can I seek from the Chairperson about my application?**

You can request feedback from the Chairperson of the SAC. The Chair can provide you with a copy of your Individual Assessment, and feedback relating to your application/interview performance if

you participated in an interview. It is useful for you to seek specific feedback from the Chair on how you could improve your application in the future.

- **What's a merit pool, and how long does it last for?**

A merit pool is a list of applicants who were found meritorious in the recruitment round. These applicants are all equally suitable, despite there being a difference in their overall scores. Any of these applicants can be made an offer to fill a vacant position, without a further recruitment round, for the duration that the merit pool is in place. The merit pool from this recruitment round is valid for 12 months from the date the Delegate signed the Selection Report.

- **Why haven't I been extended, and others have? (i.e. what's the process for contract extensions)**

Some staff were extended pending the outcome of the recruitment process. Most affected staff were extended until the end of January 2022 to allow the recruitment process to conclude.

Applicants who were successful in this recruitment process can now be extended further or offered another position. Applicants who were found suitable may receive extensions of contracts/higher duties during the 12-month period the merit pool is valid for.

- **Is there the opportunity for other roles later if I'm not immediately extended?**

If a suitable vacancy arises for applicants found successful and listed on a merit pool, they may be extended or offered another position at the same classification. If the merit pool is exhausted, further recruitment rounds may be held. Please monitor the ACT Jobs website where all vacancies and details of recruitment rounds are posted: <https://www.jobs.act.gov.au/>.

- **Where can I get support (such as support for writing applications or for online counselling)?**

All ACT public service employees may access the Employee Assistance Program (EAP). Under the EAP, Converge International provides confidential and professional counselling to employees and their families and can also assist in preparing job applications. Converge International conducts telephone, audio-visual and face-to-face consultations. Employees are not required to tell others in the workplace that they are accessing the EAP and Managers are not informed of an employee's attendance. Employees or immediate family can access the EAP service by calling Converge on 1300 687 327, 24 hours a day, 7 days a week or visiting <https://www.convergeinternational.com.au>.

There is also an application information kit for people applying for jobs in the ACT public service, available at https://www.jobs.act.gov.au/data/assets/pdf_file/0017/1207700/Applicant-Information-Kit.pdf.

- **Can I be offered contracts despite being unsuccessful and not merit-pooled**

As the COVID response changes in nature, should the Directorate identify that more staff is required, the applicant's pool may be accessed to offer short term contracts up to 3 months.

From: [ACT Health Directorate HR](#)

Bcc:

Subject: Sub: ACT Public Service | Selection Process Outcome | Administrative Support Officer ASO4 (P49166, Several) | COVID-19 Operations | ACT Health Directorate

Date: Wednesday, 19 January 2022 12:17:00 PM

Attachments: [image001.jpg](#)
[FAQs - Applicants.docx](#)

OFFICIAL: Sensitive

Good morning

Thank you for your application for position of Administrative Support Officer ASO4, Covid-19 Operations in ACT Health Directorate.

The Selection Committee has considered your suitability for this position in relation to other applicants and unfortunately on this occasion, your application has been unsuccessful.

I acknowledge that this may be difficult news particularly in the current uncertain times for the ACT community under the pandemic. If you are already working in a COVID-19 response team, I would like to thank you for your contributions and point out that the recruitment outcomes do not diminish your contributions in keeping the ACT community safe. If you are a current ACT Health Directorate employee, the Employee Assistance Program (EAP) is available to provide confidential and professional counselling to you and members of your family through this process. You may access this service by contacting Converge International at 1300 687 327 or www.convergeinternational.com.au

Please be advised that this notification does not affect your current temporary employment contract within the HECC, and you will continue to be employed for the duration of this contract.

Should you wish to seek further information regarding the outcome of your application, please contact the Chairperson of your recruitment panel for this information and feedback on your application. Also attached is a FAQ document to assist you with some of the queries you may have.

Once again, I would like to take this opportunity to thank you for your interest in a position with the ACT Public Service and for participating in the interview/selection process.

Kind regards

Sangeeta Gupta | Assistant Director

Pronouns: she/her

Phone: 02 51249825 | Email: Sangeeta.Gupta@act.gov.au

People Strategy, Corporate & Governance | ACT Health Directorate

Level 4, 2 Bowes Street Phillip ACT 2606

health.act.gov.au

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From:**Subject:** Sub: ACT Public Service | Selection Process Outcome | Administrative Support Officer ASO5 (P53433, Several) | COVID-19 Operations | ACT Health Directorate**Date:** Wednesday, 19 January 2022 11:50:00 AM**Attachments:** [image001.jpg](#)
[FAQs - Applicants.docx](#)

OFFICIAL: Sensitive

Good morning

Thank you for your application for position of Administrative Support Officer ASO5, Covid-19 Operations in ACT Health Directorate.

The Selection Committee has considered your suitability for this position in relation to other applicants and unfortunately on this occasion, your application has been unsuccessful.

I acknowledge that this may be difficult news particularly in the current uncertain times for the ACT community under the pandemic. If you are already working in a COVID-19 response team, I would like to thank you for your contributions and point out that the recruitment outcomes do not diminish your contributions in keeping the ACT community safe. If you are a current ACT Health Directorate employee, the Employee Assistance Program (EAP) is available to provide confidential and professional counselling to you and members of your family through this process. You may access this service by contacting Converge International at 1300 687 327 or www.convergeinternational.com.au

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Sangeeta Gupta | Assistant Director

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From: [ACT Health Directorate HR](#)
To: [Gupta, Sangeeta \(Health\)](#)
Subject: FW: HECC Recruitment FAQ
Date: Tuesday, 25 January 2022 11:18:59 AM
Attachments: [HECC Recruitment FAQ.docx](#)

OFFICIAL

From: Ivansson, Zoe (Health)
Sent: Monday, 8 November 2021 2:22 PM
Subject: HECC Recruitment FAQ

OFFICIAL

Good afternoon Colleagues

As discussed in our HECC Recruitment information sessions please see attached the FAQ document.

Can managers please distribute this to their teams.

Please don't hesitate to contact me with any further questions.

Kind Regards

Zoe Ivansson | HR Advisor

Ph: 02 5124 6158 Email: zoe.ivansson@act.gov.au

People Strategy, Corporate and Governance | ACT Health Directorate
Level 4, 2 Bowes Street Phillip ACT 2606

health.act.gov.au

Please contact ACT Health Directorate HR team via 02 51249201 or via HDHR@act.gov.au

Principles underpinning HECC recruitment processes

The following principles underpin HECC recruitment:

- Business continuity requirements for HECC will be met through ensuring a stable and sustainable workforce.
- In line with the ACTPS Secure Workforce policy, the Directorate will work towards being less reliant on casual employment and offer more secure forms of temporary employment.
- Under the Fair Work Act (FWA) provisions, a person is a casual employee *‘if they accept a job offer knowing there is no firm advance commitment to ongoing work with an agreed pattern of work’*. Under this provision we may offer casual employment for ad-hoc work. Where there is regular pattern of work, we should consider a more secure form of employment such as temporary employment.
- HECC is currently funded to 30 June 2022. Temporary roles will be advertised as *‘temporary with the possibility of extension and/or permanency’*. It is anticipated that the HECC will eventually scale down to a smaller business unit within the Directorate. Advertising in this way will allow retention of trained team members to form a smaller permanent team.
- Longer contract term options should be offered for temporary staff.
- Merit and equity principles will underpin all HECC recruitment rounds, in line with ACTPS recruitment guidelines.
- Generic position descriptions will be used to allow flexibility to be redeployed across the Directorate should the HECC scale down in the future, or allow for deployment of internal staff to areas of critical need in the event of future surges.
- Merit pools will be established for each classification.
- Merit pools may be utilised to offer casual contracts to eligible candidates for the next 12 months to meet surge requirements.
- Union consultation has been undertaken for these processes.

Who will need to re-apply?

All existing temporary and casual contracts in the HECC will be seen through to their end dates. Under the ACTPS guidelines, the latest recruitment process for a role supersedes earlier processes for that role.

For future contract extensions or offering of new contracts, the merit pools generated from these processes will be utilised. For example, if an employee has a contract until 31 March 2022, this contract will continue through to its end date. However, to extend the contract beyond 31 March 2022, the employee will need to be in the merit pool generated from the current recruitment processes.

Are casual contracts being offered as an option, or will all contracts be temporary for a fixed term?

The recruitment rounds from ASO3 to ASO6 are for temporary contracts until 30 June 2022 with the possibility of extension and/or permanency. This approach provides greater flexibility to deliver longer-term workforce requirements for the HECC to meet future business needs.

The merit pool generated from these processes will be utilised for offering casual contracts for ad-hoc work, where required or in case of a surge.

How will the allocation of individuals to teams be managed?

The recruitment panel will work with HECC Managers to understand workforce requirements and select candidates who are the best fit for the team based on their work experience, skills, and capabilities. This includes consideration of all work undertaken within the HECC to date.

Successful candidates will be advised following internal discussions between the panel and HECC Managers. The manager's decision to take on an applicant will be determined by the number of employees they need in their team, and the skills and capabilities required to meet the business deliverables.

Do Directors and Assistant Directors have input on which successful candidates from their respective teams?

Discussion will occur between managers and the Workforce Resourcing team. Details of the merit pool will be provided to understand and manage workforce requirements for each team. People Strategy and Culture will be working closely with the Workforce Resourcing team to help facilitate this.

Clarification on contract terms for Senior Officer roles

ASO roles are advertised to 30 June 2022 with possibility of extension and/or permanency. For Senior Officer (A, B and C) positions, the roles have been advertised for a period of six months with the possibility of extension up to 12 months. Possibility for permanency for the Senior Officer roles has not been included in these adverts.

Many of the current HECC managers own nominal roles across the ACTPS and have been redeployed for the surge. The ASO3 – ASO6 roles are mostly casual or temporary employees. The use of 'possibility of permanency' has been used to align with offering secure employment should there be such a possibility in future.

A workforce planning exercise is being undertaken for the HECC. Once completed, the Directorate will have a greater understanding of the future workforce requirements for the HECC.

Will positions for Registered Nurses and Health Professional classifications be advertised?

Recruitment processes for Registered Nurses and Health Professionals will take place in mid-late January 2022.

What happens if someone is made permanent and the HECC is deactivated?

All relevant factors will be considered before the delegate offers permanent employment to an employee.

As is the case with any other permanent employee, ACTPS redeployment guidelines will be followed should there no longer be a business need for the position in future.

Does the process include interviews, even if I already work here?

As per the ACTPS guidelines, if applicants clearly stand out in their application and are able to demonstrate the required skills and capabilities satisfactorily, they may be selected without an interview.

To allow this flexibility, positions will be advertised with the wording '*Selection may be based on application and referee reports only*'.

I've been in the HECC for 12 months. Can I apply for permanency?

The FWA provisions requires employers to consider conversion of casual employment to permanent employment when they complete 12 months. The conversion is considered against the criteria set out in the [ACTPS Secure Workforce policy](#). This includes the existence of a merit selection process and regular pattern of work.

The Directorate will undertake a review of all casual and temporary employees as required under the policy in December 2021.

From: Zhong, Ming (Health) on behalf of COVID HR
Sent: Thursday, 3 March 2022 3:38 PM
To: [REDACTED] ACT Health COVID-19 HECC, Resourcing
Cc: Agett, Isabella (Health)
Subject: RE: Administrative Support Officer (ASO) 3

OFFICIAL

Hi [REDACTED]

Thank you for your email. I have emailed Lauren Flett early this week to confirm those details for the training and still waiting her response. I will do a follow up today and definitely we will get back to you as soon as we can. Thank you for your patience.

Kind Regards

Ming Zhong | HR Advisor

Pronouns: she/her

Ph: 512 48545 | Email: ming.zhong@act.gov.au

People Strategy | ACT Health Directorate

Level 4, 2 Bowes Street Phillip ACT 2606

health.act.gov.au



From: [REDACTED]
Sent: Thursday, 3 March 2022 3:25 PM
To: COVID HR <ACTHD.COVIDHR@act.gov.au>; ACT Health COVID-19 HECC, Resourcing <COVID.Resourcing@act.gov.au>
Cc: Agett, Isabella (Health) <Isabella.Agett@act.gov.au>
Subject: FW: Administrative Support Officer (ASO) 3

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello ACT Covid Resourcing,

Please see the e-mail sent in the chain below. I have been offered paid training with ACT Health by Andrew Trevaskis, which I am willing to take, and am looking for an indication of the likely duration and timing of this training.

It's been 7 weeks since the contractual offer delivered via this e-mail:

I would like to offer you a three-month casual contract at the ASO3 classification.

I accepted the offer, and it took three weeks. It's been four weeks since that offer was reneged upon, when the training was offered:

The changing nature regarding the COVID-19 response means that circumstances can change at short notice. Following the initial email that went out, there was a decision for Rapid Antigen Testing packing to be undertaken by an entity external to ACT Health.

As I have noted, the living expenses and inconvenience for 7 weeks of misrepresentation and non-committal, infrequent answers are considerable.

Respectfully, act in accordance with Public Sector Policy standards and values, and give me some indication of whether I should be available to you on the week of March 14th.

Best wishes,

From: [REDACTED]
Sent: Thursday, 3 March 2022 12:24 PM
To: Trevaskis, Andrew (Health) <Andrew.Trevaskis@act.gov.au>
Subject: Re: Administrative Support Officer (ASO) 3

Thanks Andrew,

I've been asked to provide a definite seating preference for the event at the courts. Could you ask Ming to send some indicative details in advance of organising whatever needs to be organised?

For example, is the training likely to be this month or another time? For how many days might it run?

It's also financially burdensome waiting here without a lease for news, since I've been here since mid-January now without an internet plan.

Best,

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From: Trevaskis, Andrew (Health) <Andrew.Trevaskis@act.gov.au>
Sent: Friday, February 25, 2022 11:07:42 AM
To: [REDACTED]
Subject: RE: Administrative Support Officer (ASO) 3

OFFICIAL

Thank you [REDACTED], I will pass your details on to Ming, who should be in touch shortly.

From: [REDACTED]
Sent: Thursday, 24 February 2022 1:53 PM
To: Trevaskis, Andrew (Health) <Andrew.Trevaskis@act.gov.au>
Subject: Re: Administrative Support Officer (ASO) 3

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Andrew,

That's funny. How about that timing?

Yes, I'd still take the training, depending on the dates.

Best,
[REDACTED]

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From: Trevaskis, Andrew (Health) <Andrew.Trevaskis@act.gov.au>
Sent: Thursday, February 24, 2022 1:40:32 PM
To: [REDACTED]
Subject: RE: Administrative Support Officer (ASO) 3

OFFICIAL

Hello [REDACTED]

Is this something you are still interested in? I was literally just talking to someone on the phone regarding, and they are now in a position to conduct the training now that some other things have been finalised.

Thank you

Andrew

From: [REDACTED]
Sent: Thursday, 24 February 2022 12:10 PM
To: Trevaskis, Andrew (Health) <Andrew.Trevaskis@act.gov.au>
Subject: RE: Administrative Support Officer (ASO) 3

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello Andrew,

How was liaising with the business areas? Is there any word on the training you mentioned?

Best,
[REDACTED]

From: Trevaskis, Andrew (Health) <Andrew.Trevaskis@act.gov.au>
Sent: Tuesday, 8 February 2022 6:48 PM
To: [REDACTED]
Subject: RE: Administrative Support Officer (ASO) 3

OFFICIAL

Thank you [REDACTED]

Once I have an idea around indicative numbers, I will liaise with the business area and also ascertain what they are expecting.

Kind regards

Andrew

From: [REDACTED]
Sent: Tuesday, 8 February 2022 11:55 AM
To: Trevaskis, Andrew (Health) <Andrew.Trevaskis@act.gov.au>
Cc: Agett, Isabella (Health) <Isabella.Agett@act.gov.au>
Subject: Re: Administrative Support Officer (ASO) 3

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Trevor,

Thanks for your e-mail. No worries.

If you could let me know when you schedule the training, I will try and join you then.

Best,

[REDACTED]

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From: Trevaskis, Andrew (Health) <Andrew.Trevaskis@act.gov.au>
Sent: Monday, February 7, 2022 5:51:14 PM
To: [REDACTED]
Cc: Agett, Isabella (Health) <Isabella.Agett@act.gov.au>
Subject: FW: Administrative Support Officer (ASO) 3

OFFICIAL

Hello [REDACTED]

Isabella has referred your email to me. Firstly, I would like to apologise for the confusion regarding the offer of employment. The changing nature regarding the COVID-19 response means that circumstances can change at short notice. Following the initial email that went out, there was a decision for Rapid Antigen Testing packing to be undertaken by an entity external to ACT Health.

I have since received further notification that we may be in a position to offer paid training and potentially employment across the Health Emergency Coordination Centre (HECC). As a minimum, we are aiming to fully induct people to the HECC, in order for them to undertake roles at short notice depending on operational need. This induction includes acquiring a security pass, appropriate ICT access, WHS training and other induction element. I roughly estimate that it would be at least two weeks away before we are in a position to provide this. If this is something you are interested and available to undertake, could you please let me know? In addition to this, as you were successful in the merit pool, you may be contacted for other opportunities at the ASO3 classification for 12 months upon delegate signoff.

I apologise again for the confusion following the initial request that went out. If you have any particular questions or concerns, I am happy for you to contact me directly via this email address or on 6205 9072.

Kind regards

Andrew

From: [REDACTED]
Sent: Monday, 7 February 2022 11:38 AM
To: Agett, Isabella (Health) <Isabella.Agett@act.gov.au>
Subject: Re: Administrative Support Officer (ASO) 3

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Isabella,

I'm wondering about the status of the ASO-3 offer from the 21st. I postponed moving town to accept the offer of employment, and I've since received only news about being in the merit pool, with no definite contract offered.

Are things still processing?

Best,

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From: [REDACTED]
Sent: Monday, 31 January 2022, 5:35 pm
To: ACTHD.COVIDHR@act.gov.au
Cc: COVID.Resourcing@act.gov.au
Subject: Re: Administrative Support Officer (ASO) 3

Hello Covid Resourcing,

Did you need any more documents or information to continue processing the contract offered below?

I should have stated, besides being ready to work as soon as possible, I am happy to work with you in whichever hours you need.

Best,

From: COVID HR <ACTHD.COVIDHR@act.gov.au>
Sent: Tuesday, January 25, 2022 1:51:38 PM
To: [REDACTED]
Subject: Automatic reply: Administrative Support Officer (ASO) 3

Thank you for your email. This is an acknowledgement that we have received your email and it will be actioned by one of our team members. We will respond to your query within 3 business days. We are experiencing high volumes of queries and appreciate your patience.

Our business hours are Monday to Friday 0830 – 1621.

Pay and other queries

We have a large amount of information available that you can access that may assist in resolving your query.

A factsheet to help you understand your payslip, available in twelve languages, can be accessed via the following link: [Understanding Your Payslip](#).

A list of frequently asked payroll questions and answers is also available to current staff on the [OneGov Service Centre Website](#).

Have you visited our Health HQ People Strategy [website](#) for more information?

[Recruitment and Induction](#)

Employment Conditions
Leave and Attendance
Exiting the Directorate
Injury Prevention and Management
Communicable-Disease-(COVID-19) WHS Information
Work Health and Safety
Workplace Resolution and Support Service
Staff Consultation and Workplace Relations
Respect, Equity and Diversity Contact Officers (REDCO)
Diversity and Inclusion
Values and Culture
Wellbeing
Performance Development
Capabiliti

Check out our frequently asked questions [here](#)

Kind regards
COVIDHR Team

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