



Australian Government
Department of Veterans' Affairs

ELECTRONIC RECORDS

NB: These documents have been obtained from an electronic record. An original hard-copy version of this record does not exist.

From: s 47F Peter
Sent: Monday, 13 December 2021 10:44 AM
To: Pullar, Susan
Subject: RE: DVA policy - use of recording devices [SEC=OFFICIAL]
Attachments: Recording Policy - EC21-000782.pdf

Hi Susan

There are two versions of the Secretary's comments on EC21-000782 saved in PDMS – the one you sent me and the one I've attached above. They differ in one critical element – the Secretary's decision. If you scroll down to the signature block on the version above you will see the Secretary states "Align with SA policy".

So we need to write a policy that aligns with Service's Australia's policy on clients recording of phone calls. I'll try and track the SA one down.

Peter

From: Pullar, Susan
Sent: Monday, 13 December 2021 11:00 AM
To: s 47F Peter
Subject: FW: DVA policy - use of recording devices [SEC=OFFICIAL]

From: Campbell, Moira <Moira.Campbell@dva.gov.au>
Sent: Wednesday, 8 December 2021 1:04 PM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: FW: DVA policy - use of recording devices [SEC=OFFICIAL]

As discussed – one for the work program!

s 47F **Moira Campbell**
Assistant Secretary
Client Access & Rehabilitation Branch
Department of Veterans' Affairs
s 47F
t
e Moira.Campbell@dva.gov.au

To support those who serve or have served in the defence of our nation and commemorate their service and sacrifice.



From: Winzenberg, Roger <Roger.Winzenberg@dva.gov.au>
Sent: Sunday, 12 September 2021 3:38 PM
To: Ingram, Nicole <Nicole.Ingram@dva.gov.au>; Campbell, Moira <Moira.Campbell@dva.gov.au>
Subject: RE: DVA policy - use of recording devices [SEC=OFFICIAL]

Moira/Nicole,

This is more part of our telephony policy/procedures/guidelines so I would see its owned by CESS as part of our broader client engagement arrangements. From a people perspective I would see some limited role around WHS issues but happy to contribute and nominate someone o work with you to pull together.

Roger

From: Ingram, Nicole <Nicole.Ingram@dva.gov.au>

Sent: Friday, 10 September 2021 2:12 PM

To: Campbell, Moira <Moira.Campbell@dva.gov.au>; Winzenberg, Roger <Roger.Winzenberg@dva.gov.au>

Subject: RE: DVA policy - use of recording devices [SEC=OFFICIAL]

Hi Moira,

That's great news, it will be good to have a policy in place.

We are happy to assist with the legal advice around it, but the policy would need to be owned by a business area so that we can give our advice to someone (and they can choose to follow or not follow it!). **Roger** would that be HR given the content? Or would it be somewhere else?

Regards

Nicole

Nicole Ingram

General Counsel

Chief Audit Executive

Legal Services & Audit

Department of Veterans' Affairs | www.dva.gov.au

e: Nicole.Ingram@dva.gov.au t: **s 47F** m: **s 47F**

Please consider the environment before printing this email

This email may contain legal advice that is subject to legal professional privilege. Care should be taken to avoid unintended waiver of that privilege. The Department of Veterans' Affairs Legal Branch should be consulted prior to any decision to disclose the existence or content of any advice contained in this email to a third party.

From: Campbell, Moira <Moira.Campbell@dva.gov.au>

Sent: Friday, 10 September 2021 1:56 PM

To: Winzenberg, Roger <Roger.Winzenberg@dva.gov.au>; Ingram, Nicole <Nicole.Ingram@dva.gov.au>

Subject: DVA policy - use of recording devices [SEC=OFFICIAL]

Dear Roger and Nicole

The Secretary has now signed off on the decision to develop a DVA policy for the use of the use of devices to record conversations between DVA employees and clients (refer attached). I think it must have come to my Branch last for input relating to VAN and hence it has now been assigned back to me for Executive action.

I'm not sure whether we are best placed to develop the policy, given it is a whole of department issue rather than just VAN – grateful your views on which area might be best placed to progress?

Thanks

Moira

s 47F

Moira Campbell
Assistant Secretary
Client Access & Rehabilitation Branch
Department of Veterans' Affairs
t s 47F ext s 47F m s 47F
e Moira.Campbell@dva.gov.au

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s 22 - Out of scope

From: s 47F Peter
Sent: Monday, 13 December 2021 12:10 PM
To: s 47F Michelle
Subject: FW: DVA policy - use of recording devices [SEC=OFFICIAL]
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Here you go

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Peter

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Regards
Nicole

Nicole Ingram
General Counsel
Chief Audit Executive
Legal Services & Audit
Department of Veterans' Affairs | www.dva.gov.au
e: Nicole.Ingram@dva.gov.au **t:** s 47F **m:** s 47F

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Assistant Secretary
Client Access & Rehabilitation Branch
Department of Veterans' Affairs
t s 47F ext s 47F m s 47F
e Moira.Campbell@dva.gov.au

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s 22 - Out of scope

From: s 47F Peter
Sent: Tuesday, 14 December 2021 7:39 AM
To: s 47F Michelle
Subject: RE: Call recording [SEC=OFFICIAL]

Thank you Michelle

From: s 47F Michelle
Sent: Monday, 13 December 2021 5:36 PM
To: s 47F Peter
Subject: RE: Call recording [SEC=OFFICIAL]

Hey Peter

I have spoken to Services Australia and they think this might be an older policy so they are not sure who the best contact would be but if you wanted to email s 47F and CC s 47F and s 47F they would look into it and provide you with the best contact.

Thanks
Michelle

From: s 47F Michelle
Sent: Monday, 13 December 2021 1:15 PM
To: s 47F Peter <Peter.s 47F dva.gov.au>
Subject: FW: Call recording [SEC=OFFICIAL]

Hi Peter

Below is the email I sent to Kim.

I'll find out this afternoon who the best contact would be for further information.

Thanks
Michelle

From: s 47F <s 47F > On Behalf Of s 47F
Sent: Tuesday, 13 July 2021 12:34 PM
To: s 47F Michelle <Michelle.s 47F dva.gov.au>; s 47F Katheran
<s 47F >; s 47F <s 47F >
Subject: RE: Call recording [SEC=OFFICIAL]

Hey Michelle

We've looked into this further and have found the following information on the Services Australia intranet:

Recording telephone calls

When a customer or third party organisation informs a staff member that a phone call is being recorded, the agency's preferred position is that the staff member should terminate the phone call.

If the customer only tells the staff member at the end of the conversation that they have made a recording of the conversation, the staff member can take the following steps:

- inform the customer that they did not consent, or do not consent to the conversation being recorded
- ask the customer to delete the recorded conversation
- make a relevant file note of the incident and the customer's response.

In most states and territories in Australia it is either legal or most likely legal to record a private phone conversation, if you are party to the conversation. In all states and territories it is unlawful for a person who is **not** a party to a private conversation, to record that conversation without the consent of each party of the conversation.

A phone call recording made by a customer cannot be managed by the agency and may be easily edited and/or distributed without the agency's knowledge. From a risk management perspective, it is preferable to terminate the phone call if you are aware that it is being recorded.

If you require further information or clarification on the above, you could reach out to our Privacy Team at:
s 47F

If you have any other questions, though please let me know.

Kind regards

s 47F

Design & Partnerships Team

FACE TO FACE PROPERTY IMPLEMENTATION BRANCH | FACE TO FACE TRANSFORMATION DIVISION

P: **s 47F**

E: **s 47F**

SERVICES AUSTRALIA
servicesaustralia.gov.au

From: **s 47F** Michelle <Michelle.s 47F@dva.gov.au>

Sent: Monday, 12 July 2021 3:51 PM

To: **s 47F** <**s 47F**

>; **s 47F**

s 47F

Subject: Call recording [SEC=OFFICIAL]

Hey Katheran/Dan/Naomi

Just wondering if you could help me out or point me in the right direction.

We are just wondering if Services Australia have a policy/process if a customer calls up and seeks permission to record the phone call at their end. What happens in these situations?

Would be grateful for any advice/information.

Thanks
Michelle

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From: s 47F Peter
Sent: Tuesday, 14 December 2021 10:18 AM
To: s 47F
Cc: s 47F Pullar, Susan
Subject: Services Australia - Clients recording telephone calls [SEC=OFFICIAL]

Good morning Services Australia

The Department of Veterans' Affairs (DVA) is developing a policy for line facing staff to use when clients wish to record conversations. DVA intends to align this policy with any similar policy in use by Services Australia.

I understand the following advice to staff was previously published on the Services Australia intranet:

"RECORDING TELEPHONE CALLS

When a customer or third party organisation informs a staff member that a phone call is being recorded, the agency's preferred position is that the staff member should terminate the phone call.

If the customer only tells the staff member at the end of the conversation that they have made a recording of the conversation, the staff member can take the following steps:

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A phone call recording made by a customer cannot be managed by the agency and may be easily edited and/or distributed without the agency's knowledge. From a risk management perspective, it is preferable to terminate the phone call if you are aware that it is being recorded."

Please confirm if this policy remains in effect at Services Australia. If it does not, please advise Service Australia's current policy.

Please also advise what, if any, additional supports Services Australia offers those clients who wish to record telephone calls (perhaps by way of providing emailed summaries of conversations and commitments etc).

Please let me know if I should direct my request elsewhere in Services Australia.

Thank you for your help with this matter.

Regards
Peter s 47F
Assistant Director
Client Operations and Support Section
CARB CESS DVA

<s 47F

>; Pullar, Susan <Susan.Pullar@dva.gov.au>

Subject: Services Australia - Clients recording telephone calls [SEC=OFFICIAL]

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Regards

Peter s 47F

Assistant Director

Client Operations and Support Section

CARB CESS DVA

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copies of this transmission together with any attachments. Please consider the environment before printing
this e-mail *****

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 16 December 2021 10:16 AM
To: s 47F Cindy; Pullar, Susan
Subject: RE: RE: Recording of conversations - DVA [SEC=OFFICIAL]

Thank you Cindy. Yes this legal advice was attached to EC21-000782: a brief to the Secretary about client recordings.

In response to the brief, the Secretary stated that DVA should align its policy with Services Australia, so I contacted them and they've sent me some excellent stuff.

Peter

From: s 47F Cindy
Sent: Thursday, 16 December 2021 11:09 AM
To: Pullar, Susan ; s 47F Peter
Subject: RE: Recording of conversations - DVA [SEC=OFFICIAL]

For your information:

I'm not sure if either of you have seen the attached document that I found in TRIM (21697951E). It was created by Legal and sent to the SEC. Annexure A is also very interesting.

It relates to both scenarios of DVA recording convos and the client recording convos – it's from August 2021.

I think you might find it interesting.

If you've seen it just ignore this email.

Cheers,
Cindy.

Cindy s 47F
Assistant Director
Client Operations Support Section
Client Access & Rehabilitation Branch
Department of Veterans' Affairs
Ph: s 47F
Ext: s 47F

s 22 - Out of scope

From: s 47F Peter
Sent: Friday, 17 December 2021 1:23 PM
To: s 47F Lisa; Pullar, Susan; s 47F Michelle; s 47F Kerry
Subject: RE: Info brief [SEC=OFFICIAL]
Attachments: RE: Services Australia - Clients recording telephone calls [SEC=OFFICIAL]

Thank you Lisa. I hope you all have a great break too.

Also, see attached email from Services Australia about their 'Clients Recording Calls' policy. Lots for us to copy, or I should say 'align with', there for a DVA-wide approach. Thanks to Michelle for sharing her SA contacts. ☺

I should be able to get around to drafting and consulting about all that in mid to late January.

Regards
Peter

From: s 47F Lisa
Sent: Friday, 17 December 2021 1:13 PM
To: s 47F Peter ; Pullar, Susan ; s 47F Michelle ; s 47F Kerry
Subject: RE: Info brief [SEC=OFFICIAL]

Thanks Pete, appreciate everything you have done to pull this together.

Have a great break and see you in the new year.

Lisa

From: s 47F Peter <Peter.s 47F@dva.gov.au>
Sent: Friday, 17 December 2021 11:28 AM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>; s 47F Lisa <Lisa.s 47F@dva.gov.au>; s 47F Michelle <Michelle.s 47F@dva.gov.au>; s 47F Kerry <Kerry.s 47F@dva.gov.au>
Subject: Info brief [SEC=OFFICIAL]

Hi all

I've assigned the draft brief to Susan and have added you all as users so you should be able to edit the docs.

For space reasons I've added the achievements for 2021 and the ideas for 2022 as separate attachments to the brief. Please review these and edit as you see fit.

The brief itself is a reworking of the text provided by Susan.

Regards
Peter

From: s 47F Peter
Sent: Thursday, 24 February 2022 3:00 PM
To: Pullar, Susan
Cc: s 47F Lisa; s 47F Michelle; s 47F Kerry; s 47F Chris
Subject: Procedure - Clients filming/recording DVA staff and other clients. [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: PROCEDURE - Clients recording staff or others.docx

Hi Susan and all

Attached is the first of two draft procedures for use when clients wish to film/record DVA staff or other people in a DVA office. A second procedure will address phone-call recording. It'll be very similar.

I'll also write some separate covering text – policy rationale, legal advice, consultation etc.

The procedure is a straight lift from the one used by Services Australia, edited for use by DVA. This is consistent with the Secretary's direction that DVA's policy align with SA's.

Please let me know if you think edits are required. I'm not good at making things look nice and it seems a bit 'shouty'. Can you help with that Kerry?

Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Friday, 25 February 2022 9:51 AM
To: Pullar, Susan
Cc: s 47F Lisa; s 47F Michelle; s 47F Kerry; s 47F Chris
Subject: Procedure - Clients recording calls [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: PROCEDURE - Clients recording telephone calls.docx

Hi all

Attached is the second of two draft procedures and it's for use when clients wish to record telephone calls.

Please let me know if you think edits are required.

Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Friday, 25 February 2022 12:23 PM
To: Pullar, Susan
Cc: s 47F Lisa; s 47F Michelle; s 47F Kerry; s 47F Chris
Subject: Policy - recording [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: Policy - DVA Client Recording of Calls and Images.docx

Hi all

Draft policy attached., Please review and let me know if you require edits.

Regards
Peter

From: s 47F Peter
Sent: Thursday, 17 March 2022 10:18 AM
To: s 47F Zorka
Cc: Pullar, Susan
Subject: Challenging behaviours policy [SEC=OFFICIAL:Sensitive, ACCESS=Legislative-Secrecy]

Good morning Zorka

Late last year the Secretary decided that DVA should develop a recording policy for use when clients wished to record conversations they were having with DVA staff. The Secretary noted this policy should align with any similar policy in use by Services Australia.

The task came to me earlier this year. I have nearly completed a consultation draft that will go out to all divisional co-ords shortly, based largely on Services Australia content.

Part of the policy touches on what to do if a DVA client becomes upset and begins to demonstrate challenging behaviours over the phone or on DVA premises. I have provided a link in the draft recording policy to the DVA Security page but (having done my QUEST training and listed to your excellent presentation about challenging behaviours) I know that DVA now has a new Challenging Behaviours policy. I would like to incorporate a link to this new policy in the recording policy, but I haven't been able to find the new policy on the intranet. Please could you or your staff send me a link to it, or send me an electronic copy I can attach to my consultation draft for reference?

Thank you Zorka. I have added my Director, Susan Pullar, to this email for information.

Regards
Peter s 47F
Assistant Director
Client Operations and Support Services
CARB CESS

From: s 47F Peter
Sent: Wednesday, 6 April 2022 2:42 PM
To: Pullar, Susan
Subject: FW: Procedure - Clients filming/recording DVA staff and other clients. [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: PROCEDURE - Clients recording staff or others.docx

From: s 47F Peter
Sent: Thursday, 24 February 2022 4:00 PM
To: Pullar, Susan
Cc: s 47F Lisa ; s 47F Michelle ; s 47F Kerry ; s 47F Chris
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Peter

From: s 47F Peter
Sent: Monday, 11 April 2022 10:30 AM
To: s 47E
Cc: Pullar, Susan
Subject: Delegation advice - PoPPA 1971 [SEC=OFFICIAL]

Hi Delegations Unit

I would like your advice whether all DVA APS4 staff (and above) have the power, under paragraph 12(2) (c) of the *Public Order (Protection of Persons and Property) Act 1971* (Cth) (PoPPA), to direct members of the public to leave DVA property. I've looked on the intranet and cannot find any reference to PoPPA delegations.

Background

Late last year the Secretary decided that DVA should develop a recording policy, for use when clients wish to record/film conversations they have with DVA staff. The Secretary noted this policy should align with any similar policy in use by Services Australia.

The task came to me earlier this year and I have nearly completed a consultation draft that will go out to all divisional co-ords shortly.

As part of the draft policy, I've written a procedure, which includes scripts for DVA staff to use when a client wishes to film/record DVA staff, or other people, on DVA premises and DVA staff wish to direct them to leave the premises. The Scripts copy the following text from relevant Services' Australia documents:

'I am an authorised person for the purposes of paragraph 12(2)(c) of the Public Order (Protection of Persons and Property) Act 1971, and I am directing you to leave by virtue of the powers conferred under that Act. You will be liable to prosecution if you do not comply with this direction.'

Services Australia advises its staff that all APS4 staff (and above) hold this delegation. I would like to confirm that this is also the case for all DVA APS 4 staff (and above). If this is not the case please advise how I should go about arranging for such delegations to be approved.

Regards

Peter s 47F

Assistant Director

Client Operations Support Section

CARB CESS

From: s 47F Peter
Sent: Monday, 11 April 2022 3:59 PM
To: Pullar, Susan
Subject: Recording policy [SEC=OFFICIAL]
Attachments: Second draft - PROCEDURE - Clients recording telephone calls.docx; Second Draft - DVA Client Recording of Calls and Images Policy.docx; Second draft - PROCEDURE - Clients filming or recording images of staff or others.docx

Hi Susan

Moira is doing well.

Second drafts of recording policy and SOPs are attached.

I tried to collapse the SOPs into one document but it became pretty complicated pretty fast. My view is they're doing different things so are best left as separate processes. I'm happy to integrate them anyway, if you prefer.

I've edited the policy so that it could be published as a stand-alone document on the DVA website, in the interests of openness and transparency, with the SOPs to be published internally on the intranet as they contains scripts for staff use.

I've requested legal advice on the status of DVA's authority to remove people from its premises (previous email refers). If you're happy with the attached I will draft some explanatory text for you to review (i.e. to send to co-ords with the attachments above).

Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 27 April 2022 9:12 AM
To: s 47F Madeleine
Subject: FW: Delegation advice - PoPPA 1971 [SEC=OFFICIAL]

Hi Madeleine

I sent the email below to the Delegations Unit mailbox on 11 April 2022. I haven't heard anything back at all.

I assume the unit is part of Legal Services - please could you let me know who I should contact about this matter?

I'm sorry to bother you with this.

Regards
Peter s 47F
Assistant Director
Client Operations Support Section
CARB CESS

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Background

Late last year the Secretary decided that DVA should develop a recording policy, for use when clients wish to record/film conversations they have with DVA staff. The Secretary noted this policy should align with any similar policy in use by Services Australia.

The task came to me earlier this year and I have nearly completed a consultation draft that will go out to all divisional co-ords shortly.

As part of the draft policy, I've written a procedure, which includes scripts for DVA staff to use when a client wishes to film/record DVA staff, or other people, on DVA premises and DVA staff wish to direct them to leave the premises. The Scripts copy the following text from relevant Services' Australia documents:

'I am an authorised person for the purposes of paragraph 12(2)(c) of the Public Order (Protection of Persons and Property) Act 1971, and I am directing you to leave by virtue of the powers conferred under that Act. You will be liable to prosecution if you do not comply with this direction.'

Services Australia advises its staff that all APS4 staff (and above) hold this delegation. I would like to confirm that this is also the case for all DVA APS 4 staff (and above). If this is not the case please advise how I should go about arranging for such delegations to be approved.

Regards

Peter **s 47F**

Assistant Director

Client Operations Support Section

CARB CESS

s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 27 April 2022 1:41 PM
To: s 47F Madeleine
Subject: RE: Delegation advice - PoPPA 1971 [SEC=OFFICIAL]

Thank you Madeleine, Probably best for the contact person to email me – my DVA phone profile doesn't work for some reason.

Peter

From: s 47F Madeleine
Sent: Wednesday, 27 April 2022 10:13 AM
To: s 47F Peter
Cc: s 47E
Subject: RE: Delegation advice - PoPPA 1971 [SEC=OFFICIAL]

Hi Pete,
Sorry for the delay. Someone from our Legislation & Instruments team will be in touch with you soon.
-Madeleine

From: s 47F Peter <Peter.s 47F@dva.gov.au>
Sent: Wednesday, 27 April 2022 9:12 AM
To: s 47F Madeleine <Madeleine.s 47F@dva.gov.au>
Subject: FW: Delegation advice - PoPPA 1971 [SEC=OFFICIAL]

Hi Madeleine

I sent the email below to the Delegations Unit mailbox on 11 April 2022. I haven't heard anything back at all.

I assume the unit is part of Legal Services - please could you let me know who I should contact about this matter?

I'm sorry to bother you with this.

Regards
Peter s 47F
Assistant Director
Client Operations Support Section
CARB CESS

From: s 47F Peter
Sent: Monday, 11 April 2022 10:30 AM
To: s 47E <s 47E@dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: Delegation advice - PoPPA 1971 [SEC=OFFICIAL]

Hi Delegations Unit

I would like your advice whether all DVA APS4 staff (and above) have the power, under paragraph 12(2) (c) of the *Public Order (Protection of Persons and Property) Act 1971* (Cth) (PoPPA), to direct members of the public to leave DVA property. I've looked on the intranet

and cannot find any reference to PoPPA delegations.

Background

Late last year the Secretary decided that DVA should develop a recording policy, for use when clients wish to record/film conversations they have with DVA staff. The Secretary noted this policy should align with any similar policy in use by Services Australia.

The task came to me earlier this year and I have nearly completed a consultation draft that will go out to all divisional co-ords shortly.

As part of the draft policy, I've written a procedure, which includes scripts for DVA staff to use when a client wishes to film/record DVA staff, or other people, on DVA premises and DVA staff wish to direct them to leave the premises. The Scripts copy the following text from relevant Services' Australia documents:

'I am an authorised person for the purposes of paragraph 12(2)(c) of the Public Order (Protection of Persons and Property) Act 1971, and I am directing you to leave by virtue of the powers conferred under that Act. You will be liable to prosecution if you do not comply with this direction.'

Services Australia advises its staff that all APS4 staff (and above) hold this delegation. I would like to confirm that this is also the case for all DVA APS 4 staff (and above). If this is not the case please advise how I should go about arranging for such delegations to be approved.

Regards

Peter **s 47F**

Assistant Director

Client Operations Support Section

CARB CESS

From: s 47F Peter
Sent: Thursday, 2 June 2022 11:30 AM
To: s 47F Paul
Cc: Pullar, Susan
Subject: New Policy - DVA Clients Recording of Calls and Images [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: Policy - DVA Clients Recording of Calls and Images - June 2022.docx; SOP A - Clients recording calls - June 2022.docx; SOP B - Clients filming or recording images of staff or others - June 2022.docx

Good morning Paul,

Late last year the Secretary decided that DVA should develop a recording policy, for use when clients wish to record/film conversations they have with DVA staff ([EC21- 000782](#) refers. I have added you as a user). The Secretary noted this policy should align with any similar policy in use by Services Australia. The task came to me earlier this year. I asked Services Australia to send me copies of the policy/materials they have in place and used them to develop the attached policy and SOPs. I intend to send the attached documents out to all divisional co-ords for feedback shortly, but I thought it important to seek your review of them first.

In particular I note that some text in the policy, and SOP B, repeats the words Services Australia staff use when directing a person to leave SA premises:

'I am an authorised person for the purposes of paragraph 12(2)(c) of the Public Order (Protection of Persons and Property) Act 1971, and I am directing you to leave by virtue of the powers conferred under that Act. You will be liable to prosecution if you do not comply with this direction.'

This power is delegated to Services Australia APS4 staff and above. I do not know what power or authority DVA currently uses to remove people from DVA premises and Security Branch may prefer to substitute DVA's current arrangements in the policy and SOP B. I understand the PoPPA power can be used to direct people to leave DVA premises for any reason. I will need to prepare submissions to the Repat and MRC Commissions (as the public authorities able to delegate powers under the PoPPA), if DVA decides to pursue this option.

I would like to send the policy and SOPs out for broader consultation in the last week of June. Please let me know if you will be able to review and provide your feedback on these documents by COB on Friday 24 June 2022, or if you will need further time.

Regards
Peter s 47F
Assistant Director
Client Operations and Support Services
CARB CESS

s 22 - Out of scope

From: s 47F Peter
Sent: Friday, 10 June 2022 11:00 AM
To: s 47F Paul
Subject: RE: New Policy - DVA Clients Recording of Calls and Images [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Thank you Paul.

I assume the rest of the policy and SOPs are ok to go? I wasn't sure whether I was linking to the right places on the intranet re security issues.

Peter

From: s 47F Paul
Sent: Friday, 10 June 2022 10:02 AM
To: s 47F Peter
Subject: RE: New Policy - DVA Clients Recording of Calls and Images [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Thank you for your email Peter.

DVA's current approach to the Public Order Act is limited by comparison; and only a very small number of people are currently delegated to exercise these powers. The current approach reflects long-standing views across the Commonwealth regarding the appropriate use of these powers; and the risks of them being used inappropriately.

I acknowledge that there may be room for improvement in DVA's current approach, and benchmarking is an important part of this. This is something that has been identified in my current work-plans, but competing pressures mean this is unlikely to be addressed in time to be reflected in a policy that is designed to address recording.

My suggested approach is that your draft policy would simply direct staff to phone DVA Security on the 24/7 number provided, who can provide verbal direction to withdraw permission for an individual over the telephone. This holds up in terms of the purpose and intent of the Act, and will enable state and territory law enforcement to take action if required.

I'd clarify that whilst the interpretation of the Public Order Act is broad; I'd be very hesitant to support a recommendation that delegates all staff at an APS level with these powers, and avoid any published position that suggests the Act can be leveraged to remove people 'for any reason'.

Hope this advice suffices in terms of the work you're progressing.

With thanks,
P

From: s 47F Peter <Peter.s.47F@dva.gov.au>
Sent: Thursday, 2 June 2022 11:30 AM
To: s 47F Paul <Paul.s.47F@dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: New Policy - DVA Clients Recording of Calls and Images [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning Paul,

Late last year the Secretary decided that DVA should develop a recording policy, for use when clients wish to record/film conversations they have with DVA staff ([EC21- 000782](#) refers. I have added you as a user). The Secretary noted this policy should align with any similar policy in use by Services Australia. The task came to me earlier this year. I asked Services Australia to send me copies of the policy/materials they have in place and used them to develop the attached policy and SOPs. I intend to send the attached documents out to all divisional co-ords for feedback shortly, but I thought it important to seek your review of them first.

In particular I note that some text in the policy, and SOP B, repeats the words Services Australia staff use when directing a person to leave SA premises:

'I am an authorised person for the purposes of paragraph 12(2)(c) of the Public Order (Protection of Persons and Property) Act 1971, and I am directing you to leave by virtue of the powers conferred under that Act. You will be liable to prosecution if you do not comply with this direction.'

This power is delegated to Services Australia APS4 staff and above. I do not know what power or authority DVA currently uses to remove people from DVA premises and Security Branch may prefer to substitute DVA's current arrangements in the policy and SOP B. I understand the PoPPA power can be used to direct people to leave DVA premises for any reason. I will need to prepare submissions to the Repat and MRC Commissions (as the public authorities able to delegate powers under the PoPPA), if DVA decides to pursue this option.

I would like to send the policy and SOPs out for broader consultation in the last week of June. Please let me know if you will be able to review and provide your feedback on these documents by COB on Friday 24 June 2022, or if you will need further time.

Regards

Peter **s 47F**

Assistant Director

Client Operations and Support Services

CARB CESS

s 22 - Out of scope

From: s 47F Peter
Sent: Tuesday, 21 June 2022 9:11 AM
To: s 47F Lisa; s 47F Rebecca; s 47F Michelle; s 47F Chris
Cc: Pullar, Susan
Subject: FW: RFI22744 - Due 29/06 - Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: Draft - DVA Clients' Recording of Calls and Images Policy - June 2022.docx; Draft - SOP A - Clients' recording of calls - June 2022.docx; Draft - SOP B - Clients' filming or recording images of staff or others - June 2022.docx

Hi ADs

The draft clients recording of phonecalls/images policy is attached, It's gone from me to all DVA Co-ords and has now come back to me from CESS Co-ords, because I'm being Susan.

Please circulate the attached draft documents to your staff for their consideration and feedback. Please collate the feedback and send it to me by 26 June 2022. I will put everything together, ask Susan to clear and then forward to CESS Co-ords on 28 June 2022.

Regards
Peter

From: s 47F Kerri
Sent: Tuesday, 21 June 2022 8:44 AM
To: s 47F Mellisa ; s 47F Fiona ; s 47F Jonathan ; Pullar, Susan ; s 47F Tammy ; s 47F Peter ; s 47F Kim ; s 47F Jodie
Subject: FW: RFI22744 - Due 29/06 - Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning,

Please see the below request regarding the client recording policy for use when clients (or any other stakeholders) wish to record, or film conversations or meetings they have with DVA staff.

Tasking:

- Please advise your Directors to review and comment on these draft documents.

Please provide your responses including NIL to me by NLT **Tuesday 28 June 2022**.

Thank you

Regards

Kerri s 47F
Executive Assistant to Moira Campbell
Assistant Secretary

Client Access and Rehabilitation Branch
Client Engagement and Support Services Division
Ph: s 47F, s 47E | Ext: s 47F | E: Kerri.s.47F@dva.gov.au
Department of Veteran's Affairs | GPO Box 9998, Canberra ACT 2601

From: s 47F Raven <Raven.s.47F@dva.gov.au> **On Behalf Of** s 47E
Sent: Friday, 17 June 2022 11:18 AM
To: s 47F Kerri <Kerri.s.47F@dva.gov.au>; s 47F Rebecca <Rebecca.s.47F@dva.gov.au>; s 47F Paige <Paige.s.47F@dva.gov.au>
Cc: s 47E <s 47E@dva.gov.au>
Subject: RF122744 - Due 29/06 - Draft for comment - 'DVA Clients' Recording of Calls and Images Policy'
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning EAs,

In August 2021, the Secretary decided that DVA should develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff ([EC21- 000782](#) and [LEX:43931](#) refer).

A copy of the draft 'DVA Clients' Recording of Calls and Images Policy' developed as a result of this decision is at [Attachment 1](#). In addition, two draft Standard Operating Procedures (SOPs) that DVA staff should use when clients state they wish to record phone calls, or to record/film images on DVA property, are at [Attachments 2 and 3](#) respectively.

When making her decision the Secretary noted that DVA's policy should align with any similar policy in use by Services Australia, therefore the information and scripts in the draft policy and SOPs were drawn from Services Australia policies currently in effect. Please note that DVA's Security Branch has already reviewed and commented on the draft DVA policy and SOPs.

The intention is to publish the final version of the 'DVA Clients' Recording of Calls and Images Policy' on DVA's website, as a complement to [DVA's Privacy Policy](#). The SOPs will remain internal documents as they will be for staff use only.

Tasking:

- Please advise your Directors to review and comment on these draft documents.
- Please collate and forward any comments or feedback to CESS COORD **by COB 29 June 2022**.
- Please ensure your responses are AS cleared, these will be incorporated in the final draft of the policy, where appropriate, and this will be forwarded to the Secretary for approval.

Any questions please don't hesitate to ask.

Kind regards,

Raven s 47F | Coordination Officer / Recruitment Administrator
CESS Executive Support Team | Client Engagement and Support Services Division
Department of Veterans' Affairs

Phone: s 47F

| Ext: s 47F

s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Friday, 1 July 2022 2:53 PM
To: s 47E
Subject: RE: FOR GC Clearance by 1 July- 'DVA Clients' Recording of Calls and Images Policy'
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Thank you Madeleine.

From: s 47F Madeleine On Behalf Of s 47E
Sent: Friday, 1 July 2022 8:59 AM
To: s 47F Peter
Cc: Pullar, Susan ; s 47E
Subject: FW: FOR GC Clearance by 1 July- 'DVA Clients' Recording of Calls and Images Policy'
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Peter,

Thank you for providing the General Counsel Division with the opportunity to review the DVA Clients Recording of Calls and Images Policy and associated SOPs.

This is a complex and sensitive subject matter with varying governing legislation that covers the recording of calls and images. Accordingly, we have made amendments and comments to align the Policy more closely to the relevant legislative requirements and to mitigate the identified legal risks.

In relation to the SOPs, we agree it is useful to have a script that can be followed when call recording comes up. We have made some small proposed amendments and comments for your consideration.

The attached comments have been cleared by Deputy General Counsel, as General Counsel has been unwell this week. Please do not hesitate to contact us should you have any questions or concerns.

Regards
Madeleine

From: s 47F Peter <Peter.s.47F@dva.gov.au>
Sent: Friday, 17 June 2022 11:05 AM
To: s 47E <s.47E@dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning DVA Co-ords

In August 2021, the Secretary decided that DVA should develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff ([EC21- 000782](#) and [LEX:43931](#) refer).

A copy of the draft 'DVA Clients' Recording of Calls and Images Policy' developed as a result of this decision is at [Attachment 1](#). In addition, two draft Standard Operating Procedures (SOPs) that DVA staff should use

when clients state they wish to record phone calls, or to record/film images on DVA property, are at [Attachments 2 and 3](#) respectively.

When making her decision the Secretary noted that DVA's policy should align with any similar policy in use by Services Australia, therefore the information and scripts in the draft policy and SOPs were drawn from Services Australia policies currently in effect. Please note that DVA's Security Branch has already reviewed and commented on the draft DVA policy and SOPs.

The intention is to publish the final version of the 'DVA Clients' Recording of Calls and Images Policy' on DVA's website, as a complement to [DVA's Privacy Policy](#). The SOPs will remain internal documents as they will be for staff use only.

Tasking:

- Please invite all staff who work with clients, and any other stakeholders, to review and comment on these draft documents.
- Please collate and forward any comments or feedback to me by 1 July 2022. Please ensure your responses are FAS cleared, as they will be incorporated in the final draft of the policy, where appropriate, and this will be forwarded to the Secretary for approval.

Please contact me by return email or Skype should you have any queries about this request.

Regards

Peter **s 47F**

Assistant Director

Client Operations Support Services

CARB CESS

s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Monday, 4 July 2022 10:10 AM
To: s 47E
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy'
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Thank you Susan

From: s 47F Susan On Behalf Of s 47E
Sent: Monday, 4 July 2022 10:06 AM
To: Ombudsman.DVA
Cc: s 47E ; s 47F Sarah
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Peter

We do have minor comments on this which are currently with FAS for clearance.

Kind regards

Susan s 47F
VFP Coordination Officer
Department of Veterans' Affairs
Gnabra House – 21 Genge Street Canberra ACT 2601
Mobile: s 47E
Email: susan.s 47F@dva.gov.au
| WFH Mon, Wed & Th |

From: s 47F Peter <Peter.s 47F@dva.gov.au> On Behalf Of Ombudsman.DVA
Sent: Monday, 4 July 2022 9:59 AM
To: s 47E <s 47E@dva.gov.au>
Subject: FW: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi VFP Co-ords

VFP's FAS cleared response to the request below was due last week. Please advise whether this response is NIL or if VFP requires further time to respond.

Regards
Peter s 47F
AD COSS CARB

From: s 47F Peter
Sent: Friday, 17 June 2022 11:05 AM
To: s 47E <s 47E@dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning DVA Co-ords

In August 2021, the Secretary decided that DVA should develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff ([EC21- 000782](#) and [LEX:43931](#) refer).

A copy of the draft 'DVA Clients' Recording of Calls and Images Policy' developed as a result of this decision is at [Attachment 1](#). In addition, two draft Standard Operating Procedures (SOPs) that DVA staff should use when clients state they wish to record phone calls, or to record/film images on DVA property, are at [Attachments 2 and 3](#) respectively.

When making her decision the Secretary noted that DVA's policy should align with any similar policy in use by Services Australia, therefore the information and scripts in the draft policy and SOPs were drawn from Services Australia policies currently in effect. Please note that DVA's Security Branch has already reviewed and commented on the draft DVA policy and SOPs.

The intention is to publish the final version of the 'DVA Clients' Recording of Calls and Images Policy' on DVA's website, as a complement to [DVA's Privacy Policy](#). The SOPs will remain internal documents as they will be for staff use only.

Tasking:

- Please invite all staff who work with clients, and any other stakeholders, to review and comment on these draft documents.
- Please collate and forward any comments or feedback to me by 1 July 2022. Please ensure your responses are FAS cleared, as they will be incorporated in the final draft of the policy, where appropriate, and this will be forwarded to the Secretary for approval.

Please contact me by return email or Skype should you have any queries about this request.

Regards

Peter **s 47F**

Assistant Director

Client Operations Support Services

CARB CESS

s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Monday, 4 July 2022 10:23 AM
To: s 47E
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy'
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Thank you Nathan.

From: s 47F Nathan **On Behalf Of** s 47E
Sent: Monday, 4 July 2022 10:20 AM
To: Ombudsman.DVA
Cc: s 47E
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning Peter,

I've just taken over from Anna Kelly as divisional coord person. I'm finalising inputs from our branches on this tasking and I will be seeking FAS clearance prior to 12noon. We have some responses for you which I will have to you by COB today. My apologies for the delay.

Regards

Nathan

Nathan s 47F
Ministerial Writer/Divisional Coord Officer
Client Benefits Division
Department of Veterans' Affairs
Gnabra House, 21 Genge Street Canberra ACT 2601
e: [nathan s 47F dva.gov.au](mailto:nathan.s.47F@dva.gov.au)

From: s 47F Peter <[Peter s 47F dva.gov.au](mailto:Peter.s.47F@dva.gov.au)> **On Behalf Of** Ombudsman.DVA
Sent: Monday, 4 July 2022 9:55 AM
To: s 47E <s 47E dva.gov.au>
Subject: FW: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

HI CBD

CBD's FAS cleared response to the request below was due last week. Please advise whether this response is NIL or if you require further time to respond .

Regards
Peter s 47F
AD COSS CARB

s 22 - Out of scope

From: s 47F Peter
Sent: Monday, 4 July 2022 5:03 PM
To: s 47E
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Thank you Courtney

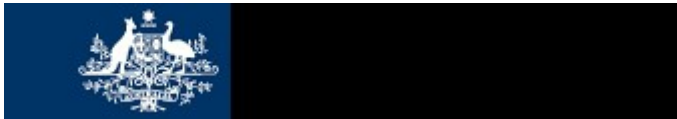
From: s 47F Courtney On Behalf Of s 47E
Sent: Monday, 4 July 2022 5:02 PM
To: s 47F Peter
Cc: s 47E
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Peter

Apologies for the delay, CATs comments are currently with FAS for clearance.

I will have these to you tomorrow.

Courtney s 47F
Executive Coordinator
Commemorations and Transformation Division
Department of Veterans' Affairs
Ph: s 47E | s 47E
E: [Courtney s 47F dva.gov.au](mailto:Courtney.s.47F@dva.gov.au)



From: s 47F Peter <[Peter s 47F dva.gov.au](mailto:Peter.s.47F@dva.gov.au)>
Sent: Friday, 17 June 2022 11:05 AM
To: s 47E <s 47E dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning DVA Co-ords

In August 2021, the Secretary decided that DVA should develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff ([EC21- 000782](#) and [LEX:43931](#) refer).

A copy of the draft 'DVA Clients' Recording of Calls and Images Policy' developed as a result of this decision is at [Attachment 1](#). In addition, two draft Standard Operating Procedures (SOPs) that DVA staff should use when clients state they wish to record phone calls, or to record/film images on DVA property, are at [Attachments 2 and 3](#) respectively.

When making her decision the Secretary noted that DVA's policy should align with any similar policy in use by Services Australia, therefore the information and scripts in the draft policy and SOPs were drawn from Services Australia policies currently in effect. Please note that DVA's Security Branch has already reviewed and commented on the draft DVA policy and SOPs.

The intention is to publish the final version of the 'DVA Clients' Recording of Calls and Images Policy' on DVA's website, as a complement to [DVA's Privacy Policy](#). The SOPs will remain internal documents as they will be for staff use only.

Tasking:

- Please invite all staff who work with clients, and any other stakeholders, to review and comment on these draft documents.
- Please collate and forward any comments or feedback to me by 1 July 2022. Please ensure your responses are FAS cleared, as they will be incorporated in the final draft of the policy, where appropriate, and this will be forwarded to the Secretary for approval.

Please contact me by return email or Skype should you have any queries about this request.

Regards

Peter **s 47F**

Assistant Director

Client Operations Support Services

CARB CESS

s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Friday, 8 July 2022 10:28 AM
To: s 47E
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi MHWSD

Will you be able to provide this response to me today?

Regards
Peter

From: s 47F Peter
Sent: Monday, 27 June 2022 9:15 AM
To: s 47E
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Rachel

I can extend the due date by a week, noting that CCS directors have been offline for that period of time. The new due date is 8 July 2022.

Regards
Peter

From: s 47F Rachel <Rachel.s.47F@dva.gov.au> **On Behalf Of** s 47E
Sent: Friday, 24 June 2022 2:06 PM
To: s 47F Peter <Peter.s.47F@dva.gov.au>
Cc: s 47E <s.47E@dva.gov.au>
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Peter,

The Coordinated Client Support Branch within MHWSD have had most directors offline this week in planning workshops.

As this policy relates to their line of work, are we able to seek an extension on the due date to allow them sufficient time to review please?

Grateful for your consideration.

Kind regards

Rachel s 47F

A/g Team Leader
Response Team - Mental Health and Wellbeing Services Division
Department of Veterans' Affairs

s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 13 July 2022 11:48 AM
To: s 47F Kerry; s 47F Lisa; s 47F Michelle
Cc: Pullar, Susan
Subject: Current version - recording policy [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: DVA Clients Recording of Calls and Images Policy - June 2022.docx

Hi all

The current version of the recording policy is attached. Please read and let me know if anything is unclear or more is needed, especially you Kerry. 😊

Once the policy is settled I will be able to finalise the procedure(s).

Thanks and regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 14 July 2022 8:58 AM
To: Pullar, Susan
Subject: FW: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Fyi Susan

From: s 47F Peter
Sent: Thursday, 14 July 2022 8:57 AM
To: Goddard, Rachel ; Yannopoulos, Leanne ; Campbell, Moira ; s 47F Fiona
Cc: s 47E ; Collins, Gwen ; Sham, Laura
Subject: RE: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Rachel

Your feedback is not too late and it will add value. I will go through it and ensure it's taken into account in the final version of these documents.

Regards
Peter

From: Goddard, Rachel <Rachel.Goddard@dva.gov.au>
Sent: Wednesday, 13 July 2022 7:37 PM
To: s 47F Peter <Peter.s 47F@dva.gov.au>; Yannopoulos, Leanne <Leanne.Yannopoulos@dva.gov.au>; Campbell, Moira <Moira.Campbell@dva.gov.au>; s 47F Fiona <Fiona.s 47F@dva.gov.au>
Cc: s 47E <s 47E@dva.gov.au>; Collins, Gwen <Gwen.Collins@dva.gov.au>; Sham, Laura <Laura.Sham@dva.gov.au>
Subject: FW: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Leanne, Fiona/Moira and Peter

I am outing myself - My team were very timely in their response comments to me on this and I therefore apologise for this very tardy response to the below request. I hope it is not too late to add value and I have included the teams feedback points below for your consideration.

Our comments below are largely based on feedback from our team that introduced the VCR telephony changes, including call recording. They looked over the SOPs for client call recording and have provided advice based on their learning from the staff call recording process. The comments are relevant for consideration in both context as they have provided some interesting information, like the way we can actually send the client a printout of the call (rather than them feeling they need to record it), and have highlighted a key risk around the privacy policy not being updated.

Gwen Collins is our key contact, and our guru on all things VCR telephony, and would be happy to discuss if needed.

Thanks
Rachel

s 22 - Out of scope

From: s 47F Peter
Sent: Friday, 22 July 2022 10:47 AM
To: Pullar, Susan
Subject: Call recording - policy and procedures [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: Policy - People Recording Interactions with DVA Staff - Policy - August 2022.docx; Internal Procedures - People Recording Interactions with DVA Staff.docx

Hi Susan

Please find attached my final drafts of the call recording policy (slightly changed from the last version I sent you) and associated internal procedures.

Please let me know the time/day that suits you best next week to discuss these. I'm planning on coming in Tuesday and Wednesday but can come in on any other day as well.

Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 3 August 2022 3:33 PM
To: Campbell, Moira; s 47F Kerry
Subject: FW: Recording policy [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: 1. Policy - COSS Final - People Recording Interactions with DVA Staff - Policy - August 2022.docx; 2. Internal Procedures - COSS Final - People Recording Interactions with DVA Staff - Policy - August 2022.docx

From: s 47F Peter
Sent: Tuesday, 26 July 2022 5:23 PM
To: Pullar, Susan
Subject: Recording policy [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Susan

Susan, final versions as discussed.

Regards
Peter

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Wednesday, 3 August 2022 4:30 PM
To: Campbell, Moira
Cc: Pullar, Susan; s 47F Kerry
Subject: FW: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy'
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Moira

Thank you for your time today. You asked me if I had received feedback from the CHO division about the recording policy.

I sent the request for comment on the policy to the s 47E dva.gov.au, which I understand goes to all DVA coord teams (see email below). I checked the distribution list just now and it does include CHODIV co-ord team, so I assume they got it.

I cannot find any response from CHODIV in our inbox. I will copy the current version of the policy and procedures to CHODIV next week, when send them to General Counsel, ask if they have any feedback.

Regards
Peter

From: s 47F Peter
Sent: Friday, 17 June 2022 11:05 AM
To: s 47E
Cc: Pullar, Susan
Subject: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning DVA Co-ords

In August 2021, the Secretary decided that DVA should develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff ([EC21- 000782](#) and [LEX:43931](#) refer).

A copy of the draft 'DVA Clients' Recording of Calls and Images Policy' developed as a result of this decision is at [Attachment 1](#). In addition, two draft Standard Operating Procedures (SOPs) that DVA staff should use when clients state they wish to record phone calls, or to record/film images on DVA property, are at [Attachments 2 and 3](#) respectively.

When making her decision the Secretary noted that DVA's policy should align with any similar policy in use by Services Australia, therefore the information and scripts in the draft policy and SOPs were drawn from Services Australia policies currently in effect. Please note that DVA's Security Branch has already reviewed and commented on the draft DVA policy and SOPs.

The intention is to publish the final version of the 'DVA Clients' Recording of Calls and Images Policy' on DVA's website, as a complement to [DVA's Privacy Policy](#). The SOPs will remain internal documents as they will be for staff use only.

Tasking:

- Please invite all staff who work with clients, and any other stakeholders, to review and comment on these draft documents.
- Please collate and forward any comments or feedback to me by 1 July 2022. Please ensure your responses are FAS cleared, as they will be incorporated in the final draft of the policy, where appropriate, and this will be forwarded to the Secretary for approval.

Please contact me by return email or Skype should you have any queries about this request.

Regards

Peter **s 47F**

Assistant Director

Client Operations Support Services

CARB CESS

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Tuesday, 9 August 2022 3:57 PM
To: s 47F Kerry
Subject: FW: Final review - People Recording Interactions with DVA Staff - Policy and Procedures.
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: Final for GC review- People Recording Interactions with DVA Staff Policy.docx; Final for GC review - Procedures.docx

Woops, sorry Kerry – this should have gone to you too.

Mea culpa
Peter

From: s 47F Peter On Behalf Of Ombudsman.DVA
Sent: Tuesday, 9 August 2022 3:52 PM
To: s 47E
Cc: Pullar, Susan
Subject: Final review - People Recording Interactions with DVA Staff - Policy and Procedures.
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Madeleine

Thank you for this feedback. We also received a lot of commentary from CBD, MHWSD CTD and CESS, all of which has been considered and has influenced the attached versions of the policy and procedures.

These documents now vary significantly from those initially considered by General Counsel Division (GCD). They cover all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), that may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions (not only conversations – for example someone walks into an office and starts filming on their mobile phone) with DVA staff anywhere that DVA staff work (DVA and SA offices, ADF bases, virtual environments). The policy and procedures have been made generic to ensure that DVA offers the same options to people regardless of State or Territory jurisdiction, and what was formerly two procedures have now been rolled up into one.

Tasking

- The a/g FAS CESS has requested the attached revised policy and procedure be reviewed by GCD, noting that the policy is designed to be published on DVA's website whilst the procedures will remain an internal document.
- Please return GCD's comments on both documents to me no later than Friday 26 August 2022.

Please email or Skype me if you have any queries about these requests.

Regards
Peter s 47F
Assistant Director
Client Operations Support Services
CARB CESS

s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Wednesday, 10 August 2022 1:42 PM
To: s 47E
Cc: s 47F Kerry
Subject: Final review - People Recording Interactions with DVA Staff - Policy and Procedures.
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Attachments: Final for GC review- People Recording Interactions with DVA Staff Policy.docx; Final for GC review - Procedures.docx

Hi CHODIV

My email below dated 17 June 2022 refers.

I've been unable to locate any feedback from CHODIV in respect of this draft policy and procedure. I have received a lot of commentary from General Counsel, CBD, MHWSD CTD and CESS, all of which has been considered and has influenced the revised versions of the policy and procedure, as attached above. I am sending them to you in case CHODIV wishes to make any comment.

These documents vary significantly from the initial drafts. They cover all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), that may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions (not only conversations – for example someone walks into an office and starts filming on their mobile phone) with DVA staff anywhere that DVA staff work (DVA and SA offices, ADF bases, virtual environments). The policy and procedures have been made generic to ensure that DVA offers the same options to people regardless of State or Territory jurisdiction, and what was formerly two procedures have now been rolled up into one.

If CHODIV would like to make any comments on the revised policy and procedure, please send them to me by COB 26 August 2022.

Regards
Peter s 47F
Assistant Director
Client Operations Support Services
CARB CESS

From: s 47F Peter <Peter s 47F dva.gov.au>
Sent: Friday, 17 June 2022 11:05 AM
To: s 47E <s 47E dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning DVA Co-ords

In August 2021, the Secretary decided that DVA should develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff ([EC21- 000782](#) and [LEX:43931](#) refer).

A copy of the draft 'DVA Clients' Recording of Calls and Images Policy' developed as a result of this decision is at [Attachment 1](#). In addition, two draft Standard Operating Procedures (SOPs) that DVA staff should use when clients state they wish to record phone calls, or to record/film images on DVA property, are at [Attachments 2 and 3](#) respectively.

When making her decision the Secretary noted that DVA's policy should align with any similar policy in use by Services Australia, therefore the information and scripts in the draft policy and SOPs were drawn from Services Australia policies currently in effect. Please note that DVA's Security Branch has already reviewed and commented on the draft DVA policy and SOPs.

The intention is to publish the final version of the 'DVA Clients' Recording of Calls and Images Policy' on DVA's website, as a complement to [DVA's Privacy Policy](#). The SOPs will remain internal documents as they will be for staff use only.

Tasking:

- Please invite all staff who work with clients, and any other stakeholders, to review and comment on these draft documents.
- Please collate and forward any comments or feedback to me by 1 July 2022. Please ensure your responses are FAS cleared, as they will be incorporated in the final draft of the policy, where appropriate, and this will be forwarded to the Secretary for approval.

Please contact me by return email or Skype should you have any queries about this request.

Regards

Peter **s 47F**

Assistant Director

Client Operations Support Services

CARB CESS

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Tuesday, 30 August 2022 11:47 AM
To: Ombudsman.DVA; s 47E
Cc: s 47F Kerry; Pullar, Susan
Subject: RE: Final review - People Recording Interactions with DVA Staff - Policy and Procedures.
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning Madeleine

We asked for GC.DIV's response to the attached request by last Friday, 26 August 2022.

Please can you let me know when we will receive it? We are very keen to equip all DVA staff with the right advice and tools to deal with these types of requests and situations.

Regards
Peter s 47F
Assistant Director
COSS CARB CESS

From: s 47F Peter On Behalf Of Ombudsman.DVA
Sent: Tuesday, 9 August 2022 3:52 PM
To: s 47E
Cc: Pullar, Susan
Subject: Final review - People Recording Interactions with DVA Staff - Policy and Procedures.
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Madeleine

Thank you for this feedback. We also received a lot of commentary from CBD, MHWSD CTD and CESS, all of which has been considered and has influenced the attached versions of the policy and procedures.

These documents now vary significantly from those initially considered by General Counsel Division (GCD). They cover all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), that may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions (not only conversations – for example someone walks into an office and starts filming on their mobile phone) with DVA staff anywhere that DVA staff work (DVA and SA offices, ADF bases, virtual environments). The policy and procedures have been made generic to ensure that DVA offers the same options to people regardless of State or Territory jurisdiction, and what was formerly two procedures have now been rolled up into one.

Tasking

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s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Tuesday, 30 August 2022 1:37 PM
To: s 47E Ombudsman.DVA
Cc: s 47F Kerry; Pullar, Susan
Subject: RE: Final review - People Recording Interactions with DVA Staff - Policy and Procedures.
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Great, thank you Madeleine.

From: s 47F Madeleine On Behalf Of s 47E
Sent: Tuesday, 30 August 2022 1:00 PM
To: Ombudsman.DVA ; s 47E
Cc: s 47F Kerry ; Pullar, Susan
Subject: RE: Final review - People Recording Interactions with DVA Staff - Policy and Procedures.
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Peter,
Apologies, in clearance this was sent back to the team for additional revisions and should be with you this afternoon, or tomorrow at the latest.
-Madeleine

From: s 47F Peter <Peter.s.47F@dva.gov.au> On Behalf Of Ombudsman.DVA
Sent: Tuesday, 30 August 2022 11:47 AM
To: Ombudsman.DVA <s.47E@dva.gov.au>; s 47E <s.47E@dva.gov.au>
Cc: s 47F Kerry <Kerry.s.47F@dva.gov.au>; Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: RE: Final review - People Recording Interactions with DVA Staff - Policy and Procedures.
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

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Regards
Peter s 47F
Assistant Director
COSS CARB CESS

From: s 47F Peter <Peter.s.47F@dva.gov.au> On Behalf Of Ombudsman.DVA
Sent: Tuesday, 9 August 2022 3:52 PM
To: s 47E <s.47E@dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>
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[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

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Regards

Peter **s 47F**

Assistant Director

Client Operations Support Services

CARB CESS

From: **s 47F** Madeleine <Madeleine.s.47F@dva.gov.au> **On Behalf Of** **s 47E**
Sent: Friday, 1 July 2022 8:59 AM
To: **s 47F** Peter <Peter.s.47F@dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>; **s 47E** <**s 47E** [dva.gov.au](mailto:s.47E@dva.gov.au)>
Subject: FW: FOR GC Clearance by 1 July- 'DVA Clients' Recording of Calls and Images Policy'
[SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Hi Peter,

Thank you for providing the General Counsel Division with the opportunity to review the DVA Clients Recording of Calls and Images Policy and associated SOPs.

This is a complex and sensitive subject matter with varying governing legislation that covers the recording of calls and images. Accordingly, we have made amendments and comments to align the Policy more closely to the relevant legislative requirements and to mitigate the identified legal risks.

In relation to the SOPs, we agree it is useful to have a script that can be followed when call recording comes up. We have made some small proposed amendments and comments for your consideration.

The attached comments have been cleared by Deputy General Counsel, as General Counsel has been unwell this week. Please do not hesitate to contact us should you have any questions or concerns.

Regards

Madeleine

From: s 47F Peter <Peter.s.47F@dva.gov.au>
Sent: Friday, 17 June 2022 11:05 AM
To: s 47E <s 47E@dva.gov.au>
Cc: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: Draft for comment - 'DVA Clients' Recording of Calls and Images Policy' [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

Good morning DVA Co-ords

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- Please collate and forward any comments or feedback to me by 1 July 2022. Please ensure your responses are FAS cleared, as they will be incorporated in the final draft of the policy, where appropriate, and this will be forwarded to the Secretary for approval.

Please contact me by return email or Skype should you have any queries about this request.

Regards
Peter s 47F
Assistant Director
Client Operations Support Services
CARB CESS

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Tuesday, 6 September 2022 11:41 AM
To: s 47F Chris
Subject: Recruitment and Recording
Attachments: People Recording Interactions with DVA Staff - Policy.docx; People Recording Interactions with DVA Staff - Procedures.docx

Hi Chris

For info, as discussed.

I'm working on the request from Susan below re recruitment – Susan originally wanted an action brief to go to Tracy Ann before taking her leave but that may have changed.

The recording policy and procedures are final - see attached. I need to work out what to do now – is approval to be by SEC or FAS, where to publish policy on DVA homepage and procedures (on intranet or in TRIM?) whether a business line or a QUEST presentation or both are needed, etc.

I'm meeting with Susan tomorrow at 11.30 to discuss.

Peter

From: Pullar, Susan
Sent: Thursday, 1 September 2022 2:29 PM
To: s 47F Daniel ; s 47F Jonathan ; s 47F Fiona ; s 47F Natalie ; s 47F Mellisa ; s 47F Stella ; s 47F Kerry ; s 47F Tammy
Cc: s 47F Peter ; s 47F Kim ; s 47F Kerri
Subject: Recruitment brief for FAS [SEC=OFFICIAL]

Hi All

Following our budget and recruitment conversations, I have asked Peter s 47F from COSS to prepare a decision brief for Traci-Ann on recruitment and staffing administrative processes. In short, he will talk to HR and you to create a proposal for ongoing recruitment approvals that will be something along the lines (hopefully) of an annual recruitment approval brief for the branch. This would cover all like for like staffing replacements ie replacing a nog with a nog, an ongoing with an ongoing etc. We would then only send up EATs where a variation is required ie converting a nog to an ongoing etc. There will need to be some guidelines around ongoing as we need to think about the cost of recruitment in how we set up recruitment rounds. In addition, we will include a section by section plan (where relevant) on conversions and anticipated timeframes for this so you will need to pull this together for your sections please. This should be inline with what we have discussed and reflect what you have already proposed for your teams.

Peter will come out directly with any additional requests or details he needs but in the meantime could you try and get your section staffing plan as per the above to Peter by cob Monday (let him know if you need longer). Nat, Kerry and Stella this component won't apply to you as you don't have conversions, Tammy apologies I can't recall while typing whether you do.

Thanks and Regards

Susan Pullar
A/g Assistant Secretary
Client Access & Rehabilitation Branch

Department of Veterans' Affairs

P: **s 47F** | ext: **s 47F** | M: **s 47F**

| E: susan.pullar@dva.gov.au

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Tuesday, 6 September 2022 11:41 AM
To: s 47F Chris
Subject: Recruitment and Recording
Attachments: People Recording Interactions with DVA Staff - Policy.docx; People Recording Interactions with DVA Staff - Procedures.docx

Hi Chris

For info, as discussed.

I'm working on the request from Susan below re recruitment – Susan originally wanted an action brief to go to Tracy Ann before taking her leave but that may have changed.

The recording policy and procedures are final - see attached. I need to work out what to do now – is approval to be by SEC or FAS, where to publish policy on DVA homepage and procedures (on intranet or in TRIM?) whether a business line or a QUEST presentation or both are needed, etc.

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From: Pullar, Susan
Sent: Thursday, 1 September 2022 2:29 PM
To: s 47F Daniel ; s 47F Jonathan ; s 47F Fiona ; s 47F Natalie ; s 47F Mellisa ; s 47F Stella ; s 47F Kerry ; s 47F Tammy
Cc: s 47F Peter ; s 47F Kim ; s 47F Kerri
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Thanks and Regards

Susan Pullar
A/g Assistant Secretary
Client Access & Rehabilitation Branch

Department of Veterans' Affairs

P: **s 47F** | ext: **s 47F** | M: **s 47F**

| E: susan.pullar@dva.gov.au

s 22 - Out of scope

From: s 47F Peter
Sent: Tuesday, 6 September 2022 5:22 PM
To: Pullar, Susan; s 47F Chris
Subject: Meeting - CARB Staffing and DVA Recording policy
Attachments: Draft action brief.docx; Rehabilitation services.docx; Client Contact Section2.xlsx; People Recording Interactions with DVA Staff - Policy.docx; People Recording Interactions with DVA Staff - Procedures.docx

Hi Susan and Chris

Our discussion tomorrow at 11.30am refers. Please see attached:

1. Draft text for FAS brief re CARB staffing
2. Rehab services (Fiona) staff spreadsheet
3. Client contact (Daniel) staff spreadsheet
4. Final - GC cleared - recording policy
5. Final - GC cleared - recording procedure (still needs a few links inserted)

Staffing: I've yet to receive input from Jonathan (who advises he can't send it because of Outlook problems) or from Melissa (who has not responded at all).

Recording: Is approval to be by SEC or FAS or EMB or all three, where are documents to be published - on DVA homepage and procedures on intranet and/or TRIM, and do we need a business line or a QUEST presentation or both?

Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 7 September 2022 9:59 AM
To: Pullar, Susan; s 47F Chris
Subject: RE: Meeting - CARB Staffing and DVA Recording policy
Attachments: ATT 2 - HART.xlsx; Draft action brief.docx

Hi both

HART changes attached, along with revised text for brief.

Peter

From: s 47F Peter
Sent: Tuesday, 6 September 2022 5:22 PM
To: Pullar, Susan ; s 47F Chris
Subject: Meeting - CARB Staffing and DVA Recording policy

Hi Susan and Chris

Our discussion tomorrow at 11.30am refers. Please see attached:

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Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 14 September 2022 9:35 AM
To: Pullar, Susan
Subject: RE: People Recording Interactions with DVA Staff- Policy and Procedures [SEC=OFFICIAL]

Thank you Susan. I'll drop by your office today and see if you're free – if not have a great holiday 😊

Peter

From: Pullar, Susan
Sent: Tuesday, 13 September 2022 7:32 PM
To: s 47F Peter
Cc: s 47F Chris
Subject: RE: People Recording Interactions with DVA Staff- Policy and Procedures [SEC=OFFICIAL]

Great job Peter. Thanks so much for all of your effort on this, they are great bodies of work.

Regards
Susan

From: s 47F Peter <Peter.s 47F@dva.gov.au>
Sent: Monday, 12 September 2022 10:56 AM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>
Cc: s 47F Chris <Chris.s 47F@dva.gov.au>
Subject: People Recording Interactions with DVA Staff- Policy and Procedures

Hi Susan

You requested a summary of how we got to where we are and some dot points about next steps. These follow below.

Regards
Peter

In August 2021, the Secretary decided that DVA should develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff ([EC21- 000782](#) refers).

When making her decision the Secretary noted that DVA's policy should align with any similar policy in use by Services Australia. Accordingly, the information in the new 'People Recording Interactions with DVA Staff- Policy', and 'People Recording Interactions with DVA Staff – Procedures' (attached above) was drawn from Services Australia scripts and procedures currently in effect. Draft versions of the policy and procedures were circulated to all divisional coordination teams. FAS cleared commentary was received from CBD, MHWSD, CTD and CESS, all of which has been considered and has influenced the final versions attached.

The new policy and procedures cover all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), who may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions (not only

conversations – for example someone visits an office and starts filming on their mobile phone) with DVA staff anywhere that DVA staff work (DVA and Services Australia offices, ADF bases, virtual environments etc.). The policy and procedures have been made generic to ensure that DVA offers the same options to all Australians, regardless of State or Territory jurisdiction.

- **Clearance:** The policy and procedures have been cleared by General Counsel Division and are ready for formal approval and implementation. As they will affect the way all DVA staff operate, they might need to be considered by EMB. As they were requested by the Secretary, they might need her approval. Alternatively, as the Secretary agreed that FAS CESS should develop the policy, perhaps the FAS CESS alone should approve both it and the procedures.
- **Publication:** In the interest of transparency, the intention is to publicise the policy externally on DVA's website. COSS will consult with the Communications team (Web Services & Design) to determine the best place to publish the policy on the website. COSS will also publish the policy and procedures on the intranet. In terms of internal marketing COSS could develop an article for publication in 'This Week at DVA', prepare a business line and/or record a QUEST presentation for inclusion in the next round of mandatory online training. External marketing to ESO's and service providers, if needed, is probably best handled through DVA's consultative mechanisms.
- **Implementation:** COSS is aiming for a 1 October 2022 implementation date. COSS will provide administrative support for the policy, including provision of a basic help desk function, maintenance of CM9 folders and an evaluation of the policy and procedures after 12 months of operation.

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 6 October 2022 11:50 AM
To: s 47F Fiona
Cc: s 47F Chris
Subject: RE: People Recording interactions _ SPC [SEC=OFFICIAL]

Hi Fiona

Thank you for this.

I'm not sure we have a threatening behaviour policy we can refer staff to. For example I found this on the intranet stating the policy is under development: [Complex and Challenging Client Behaviour Policy \(dva.gov.au\)](https://dva.gov.au/complex-and-challenging-client-behaviour-policy)

Do you have any idea who I might approach?

Peter

From: s 47F Fiona
Sent: Thursday, 6 October 2022 12:35 PM
To: s 47F Peter
Cc: s 47F Chris
Subject: FW: People Recording interactions _ SPC [SEC=OFFICIAL]

Hi Peter

Please see the below email from Traci-Ann. I assume the SPC secretariat should provide this advice for update, if not, you may wish to reach out to them.

Also, please note T-A's comment around updating the coversheet and adding the second recommendation. Can you please ensure this is captured in the EMB paper.

Good work getting this far! Almost across the line!

Cheers
Fiona

Fiona s 47F | A/G Assistant Secretary
Client Access and Rehabilitation Branch
Department of Veterans' Affairs
P: s 47F | ext: s 47F

From: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>
Sent: Thursday, 6 October 2022 10:15 AM
To: s 47F Fiona <Fiona.s.47F@dva.gov.au>
Subject: People Recording interactions _ SPC [SEC=OFFICIAL]

Hi Fiona
SPC endorsed to go to EMB with the following:

- The procedure needs to cross reference the policy/ procedure for dealing with threatening beh (clients or advocates) if behaviour escalates

Note the second recommendation that I added when I did the cover sheet - we need to have some things ready to support, please.

Peter in the Ombudsman team developed the documents.

Kind Regards,

Traci-Ann Byrnes
First Assistant Secretary
Client Engagement and Support Services Division
Department of Veterans' Affairs
p s 47F
m s 47F
e Traci-Ann.Byrnes@dva.gov.au

For what they have done, this we will do.

The Department of Veterans' Affairs acknowledge the traditional owners and we pay our respect to elders past, present and future.

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 6 October 2022 1:54 PM
To: s 47F Fiona
Subject: RE: People Recording interactions _ SPC [SEC=OFFICIAL]

Thanks Fiona, I'll send her an email.

Peter

From: s 47F Fiona
Sent: Thursday, 6 October 2022 1:29 PM
To: s 47F Peter
Cc: s 47F Chris
Subject: RE: People Recording interactions _ SPC [SEC=OFFICIAL]

Hi Peter

I would suggest someone like Stephanie s 47F She may be able to answer if there is anything or point you in the right direction.

Cheers
Fiona

Fiona s 47F | A/G Assistant Secretary
Client Access and Rehabilitation Branch
Department of Veterans' Affairs
P: s 47F | ext: s 47F

From: s 47F Peter <Peter.s.47F@dva.gov.au>
Sent: Thursday, 6 October 2022 11:50 AM
To: s 47F Fiona <Fiona.s.47F@dva.gov.au>
Cc: s 47F Chris <Chris.s.47F@dva.gov.au>
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Sent: Thursday, 6 October 2022 12:35 PM
To: s 47F Peter <Peter.s.47F@dva.gov.au>

Cc: **s 47F** Chris <Chris.s 47F@dva.gov.au>

Subject: FW: People Recording interactions _ SPC [SEC=OFFICIAL]

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Fiona s 47F | A/G Assistant Secretary
Client Access and Rehabilitation Branch
Department of Veterans' Affairs
P: **s 47F** | ext: **s 47F**

From: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>

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Kind Regards,

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First Assistant Secretary
Client Engagement and Support Services Division
Department of Veterans' Affairs
p s 47F
m s 47F
e Traci-Ann.Byrnes@dva.gov.au

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From: s 47F Peter
Sent: Thursday, 6 October 2022 2:23 PM
To: s 47F Stephanie; s 47F Tammy
Cc: s 47F Chris
Subject: Challenging Behaviours Policy
Attachments: Challenging Behaviours.DOCX

Hi Stephanie/Tammy

Fiona s 47F thought you might be able to help me with some work I'm doing. I am hoping you may be able to tell me where I can find DVA's policy/ procedure for dealing with threatening behaviours (clients or advocates) if behaviour escalates.

Some background:

- In August 2021, the Secretary requested that DVA develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff.
- I've drafted the new policy and some internal procedures which cover all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), who may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions with DVA staff anywhere that DVA staff work (DVA and Services Australia offices, ADF bases, virtual environments etc.). The policy and procedures have been made generic to ensure that DVA offers the same options to all Australians, regardless of State or Territory jurisdiction.
- The policy and procedures have been endorsed today by the Service Performance Committee (SPC) for referral to EMB - provided that the new internal procedure includes cross references DVA's policy/ procedure for dealing with threatening behaviours (clients or advocates) if behaviour escalates.
- I had a look on the intranet and found this page which states that a Challenging Client Behaviours policy is under development: [Complex and Challenging Client Behaviour Policy \(dva.gov.au\)](https://dva.gov.au/complex-and-challenging-client-behaviour-policy)
- My Director suggested that the DVA 'Policy for Managing Challenging and Complex Client Behaviour' (in TRIM container 2006639 -copy attached) might be what the SPC is referring to.

I'd like to include the correct reference in the new policy and hope that you can identify/confirm this for me.

Regards
Peter s 47F
Assistant Director
Client Operations and Support Services
CARB CESS

s 22 - Out of scope

From: s 47F Peter
Sent: Monday, 10 October 2022 12:55 PM
To: s 47F Simon
Cc: s 47F Chris
Subject: People Recording interactions with DVA staff
Attachments: SPC Coversheet.docx; People Recording Interactions with DVA Staff - Policy.docx; People Recording Interactions with DVA Staff - Procedures.docx

Hi Simon

The SPC recently agreed that a new DVA policy and procedure governing recording of DVA staff should proceed to EMB (see attached SPC brief, draft policy & draft procedure).

My FAS wants this to happen at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved.

Currently our planned internal comms are:

- publication of policy and procedure on the [intranet](#),
- an article in 'This Week at DVA',
- a business line,
- a QUEST presentation for inclusion in the next round of mandatory online training

I am to produce all of these things but have no idea on how to go about that or who to talk to about them. I'd appreciate your advice re same.

Please note the intention is to eventually publish the policy (but not the procedure) on [DVA's homepage](#), but only after the policy has had a chance to bed down internally. I'd also appreciate your advice about who I should talk to in respect of this as well.

Regards

Peter s 47F

Assistant Director

Client Operations and Support Services

From: s 47F Fiona <Fiona s 47F dva.gov.au>
Sent: Thursday, 6 October 2022 12:35 PM
To: s 47F Peter <Peter s 47F dva.gov.au>
Cc: s 47F Chris <Chris s 47F dva.gov.au>
Subject: FW: People Recording interactions _ SPC [SEC=OFFICIAL]

Hi Peter

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Also, please note T-A's comment around updating the coversheet and adding the second recommendation. Can you please ensure this is captured in the EMB paper.

Good work getting this far! Almost across the line!

Cheers

Fiona

Fiona s 47F | A/G Assistant Secretary
Client Access and Rehabilitation Branch
Department of Veterans' Affairs
P: **s 47F** | ext: **s 47F**

From: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>
Sent: Thursday, 6 October 2022 10:15 AM
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Peter in the Ombudsman team developed the documents.

Kind Regards,

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First Assistant Secretary
Client Engagement and Support Services Division
Department of Veterans' Affairs
p s 47F
m s 47F
e Traci-Ann.Byrnes@dva.gov.au

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s 22 - Out of scope

From: s 47F Simon
Sent: Monday, 10 October 2022 2:50 PM
To: s 47F Peter
Cc: s 47F Chris
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

The following people should be able to provide you guidance.

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- an article in 'This Week at DVA', - This is managed by the DRMT team, Kent s 47F is the Director
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In relation to adding this to the policy to the DVA homepage, we generally don't have policies on the homepage. We could possibly put a link to it at the very bottom of the home page below the Social media policy, but the actual policy would need to live somewhere so that the link on the homepage works. You would need to log a web job submission to get this into the work que for the Web team when the policy is ready and you have identified where on DVA.gov.au it would sit.

Cheers

Simon

Simon s 47F | Director
Web Services and Design Section
Communications Branch
Department of Veterans' Affairs
P: s 47F | s 47F | W www.dva.gov.au
M: s 47F



From: s 47F Peter <Peter.s 47F@dva.gov.au>
Sent: Monday, 10 October 2022 1:55 PM
To: s 47F Simon <Simon.s 47F@dva.gov.au>
Cc: s 47F Chris <Chris.s 47F@dva.gov.au>
Subject: People Recording interactions with DVA staff

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Client Operations and Support Services

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Client Access and Rehabilitation Branch

Department of Veterans' Affairs

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Department of Veterans' Affairs
ps 47F
ms 47F
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Sent: Monday, 10 October 2022 2:54 PM
To: s 47F Simon
Cc: s 47F Chris
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Simon, that's great.

Peter

From: s 47F Simon <Simon.s 47F dva.gov.au>
Sent: Monday, 10 October 2022 3:50 PM
To: s 47F Peter <Peter.s 47F dva.gov.au>
Cc: s 47F Chris <Chris.s 47F dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

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Simon Geraghty | Director
Web Services and Design Section
Communications Branch
Department of Veterans' Affairs
P: s 47F | s 47F | W www.dva.gov.au
M: s 47F



FOR WHAT THEY HAVE DONE,
THIS WE WILL DO.

KNOW
CONNECT
SUPPORT
RESPECT

From: s 47F Peter <Peter.s.47F@dva.gov.au>
Sent: Monday, 10 October 2022 1:55 PM
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Client Operations and Support Services

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m s 47F
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Cc: s 47F Chris
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I would like to work with someone in PSB fairly quickly to understand what needs to be done to prepare the draft policy and procedures for publication on the Policy and Guidelines page.

Regards

Peter s 47F

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Claire on behalf of s 47E
Sent: Thursday, 13 October 2022 9:12 AM
To: s 47F Peter; s 47F Wayne
Cc: s 47F Chris; s 47E s 47E
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Peter,


Thank you for the request. Our policy team, led by Wayne, will work with you.

Regards,

Claire s 47F
Projects Officer
People Services Branch, Chief Operating Officer Division
Department of Veterans' Affairs
T: s 47F
E: [claire.s 47F](mailto:claire.s 47F@dva.gov.au) dva.gov.au



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 The department acknowledges the traditional owners of the land throughout Australia and their continuing connection to country, sea and community. We pay our respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

From: s 47F Peter <Peter.s 47F@dva.gov.au>
Sent: Thursday, 13 October 2022 10:06 AM
To: s 47E <s 47E@dva.gov.au>
Cc: s 47F Chris <Chris.s 47F@dva.gov.au>
Subject: People Recording interactions with DVA staff

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Peter **s 47F**

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 9:15 AM
To: s 47E
Cc: s 47F Wayne
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Claire. I will contact Wayne shortly.

Peter

From: s 47F Claire On Behalf Of s 47E
Sent: Thursday, 13 October 2022 10:12 AM
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Cc: s 47F Chris ; s 47E ; s 47E
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Projects Officer
People Services Branch, Chief Operating Officer Division
Department of Veterans' Affairs
T: s 47F
E: [claire.s 47F](mailto:claire.s 47F@dva.gov.au) dva.gov.au



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- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally

I would like to work with someone in PSB fairly quickly to understand what needs to be done to prepare the draft policy and procedures for publication on the Policy and Guidelines page.

Regards

Peter **s 47F**

Assistant Director

Client Operations and Support Services

From: s 47F Peter
Sent: Thursday, 13 October 2022 9:22 AM
To: s 47F Kent
Cc: s 47F Chris
Subject: People Recording interactions with DVA staff
Attachments: People Recording Interactions with DVA Staff - Policy.docx; People Recording Interactions with DVA Staff - Procedures.docx

Hi Kent

Please could you let me know what I need to do to get a paragraph published in “This Week at DVA”? about a new DVA policy (and some procedures) for staff to use when people wish to record them?

Background:

The SPC recently agreed that a new DVA policy and procedure governing recording of DVA staff should proceed to EMB (see draft policy & draft procedure). My FAS wants this to happen at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

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I can get a paragraph to you pretty quickly – is that all I need to do?

Regards

Peter s 47F

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 9:25 AM
To: s 47F Stephanie; s 47F Tammy
Cc: s 47F Chris
Subject: FW: Challenging Behaviours Policy
Attachments: Challenging Behaviours.DOCX

Hi Stephanie

Do you know anyone who could help me with this query?

Regards
Peter

From: s 47F Peter
Sent: Thursday, 6 October 2022 3:23 PM
To: s 47F Stephanie <Stephanie.s 47F dva.gov.au>; s 47F Tammy <Tammy.s 47F dva.gov.au>
Cc: s 47F Chris <Chris.s 47F dva.gov.au>
Subject: Challenging Behaviours Policy

Hi Stephanie/Tammy

Fiona s 47F thought you might be able to help me with some work I'm doing. I am hoping you may be able to tell me where I can find DVA's policy/ procedure for dealing with threatening behaviours (clients or advocates) if behaviour escalates.

Some background:

- In August 2021, the Secretary requested that DVA develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff.
- I've drafted the new policy and some internal procedures which cover all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), who may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions with DVA staff anywhere that DVA staff work (DVA and Services Australia offices, ADF bases, virtual environments etc.). The policy and procedures have been made generic to ensure that DVA offers the same options to all Australians, regardless of State or Territory jurisdiction.
- The policy and procedures have been endorsed today by the Service Performance Committee (SPC) for referral to EMB - provided that the new internal procedure includes cross references DVA's policy/ procedure for dealing with threatening behaviours (clients or advocates) if behaviour escalates.
- I had a look on the intranet and found this page which states that a Challenging Client Behaviours policy is under development: [Complex and Challenging Client Behaviour Policy \(dva.gov.au\)](https://dva.gov.au/complex-and-challenging-client-behaviour-policy)
- My Director suggested that the DVA 'Policy for Managing Challenging and Complex Client Behaviour' (in TRIM container 2006639 -copy attached) might be what the SPC is referring to.

I'd like to include the correct reference in the new policy and hope that you can identify/confirm this for me.

Regards

Peter **S 47F**

Assistant Director

Client Operations and Support Services

CARB CESS

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 9:27 AM
To: s 47F Wayne
Subject: FW: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Wayne

Do have sometime today or tomorrow to discuss this via Skype?

Peter

From: s 47F Peter
Sent: Thursday, 13 October 2022 10:15 AM
To: s 47E <s 47E dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Claire. I will contact Wayne shortly.

Peter

From: s 47F Claire <Claire.s 47F dva.gov.au> On Behalf Of s 47E
Sent: Thursday, 13 October 2022 10:12 AM
To: s 47F Peter <Peter.s 47F dva.gov.au>; s 47F Wayne <Wayne.s 47F dva.gov.au>
Cc: s 47F Chris <Chris.s 47F dva.gov.au>; s 47E <s 47E dva.gov.au>; s 47E <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Peter,

Thank you for the request. Our policy team, led by Wayne, will work with you.

Regards,

Claire s 47F
Projects Officer
People Services Branch, Chief Operating Officer Division
Department of Veterans' Affairs
T: s 47F
E: claire.s 47F dva.gov.au



IMPORTANT: This email has been sent as a part of a discussion between the sender and the addressee whose name is specified above. The content of this email is confidential and personal information. The email is intended for the recipient only. It is strictly forbidden to edit or share any part of this email with any third party, or for its contents to be used for anything other than the specific context of the original email, without written consent of the sender.



The department acknowledges the traditional owners of the land throughout Australia and their continuing connection to country, sea and community. We pay our respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

From: s 47F Peter <Peter.s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 10:06 AM
To: s 47E <s 47E dva.gov.au>
Cc: s 47F Chris <Chris.s 47F dva.gov.au>
Subject: People Recording interactions with DVA staff

Hi PSB

Please could you let me know who I should contact to arrange for a new DVA policy (and some procedures) to be published on the Policy and Guidelines page under DVA's distributed authoring model for the intranet? Simon s 47F Director, Web Services and Design Section advised PSB would be able to help me with this request.

Background:

The SPC recently agreed that a new DVA policy and procedure governing recording of DVA staff should proceed to EMB (see attached SPC brief, draft policy & draft procedure). My FAS wants this to happen at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

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I would like to work with someone in PSB fairly quickly to understand what needs to be done to prepare the draft policy and procedures for publication on the Policy and Guidelines page.

Regards

Peter s 47F

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 9:35 AM
To: s 47F Stephanie; s 47F Tammy
Cc: s 47F Chris
Subject: RE: Challenging Behaviours Policy [SEC=OFFICIAL]

Thank you Steph

SPC has asked that a link, or cross reference, to DVA's 'Managing Challenging and Complex Client Behaviour' policy be included in the new recording policy

In order to meet this request I will state in the new policy that, if client behaviour is threatening or escalates, staff are to refer to DVA's 'Managing Challenging and Complex Client Behaviour' policy stored in TRIM container 2006639.

Regards
Peter

From: s 47F Stephanie <Stephanie s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 10:26 AM
To: s 47F Peter <Peter s 47F dva.gov.au>; s 47F Tammy <Tammy s 47F dva.gov.au>
Cc: s 47F Chris <Chris s 47F dva.gov.au>
Subject: RE: Challenging Behaviours Policy [SEC=OFFICIAL]

Hi Peter,

Zorka let me know that there are currently some changes outstanding and would provide the updated doc once these have been finalised.

Apologies for not closing the loop!

Kind regards,
Steph

Stephanie s 47F
Director
Service Coordination
Family Support Program Section
Department of Veterans' Affairs
E: stephanie s 47F dva.gov.au
T: s 47F

From: s 47F Peter <Peter s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 9:25 AM
To: s 47F Stephanie <Stephanie s 47F dva.gov.au>; s 47F Tammy <Tammy s 47F dva.gov.au>
Cc: s 47F Chris <Chris s 47F dva.gov.au>
Subject: FW: Challenging Behaviours Policy

Hi Stephanie

Do you know anyone who could help me with this query?

Regards
Peter

From: s 47F Peter
Sent: Thursday, 6 October 2022 3:23 PM
To: s 47F Stephanie <Stephanie.s 47F@dva.gov.au>; s 47F Tammy <Tammy.s 47F@dva.gov.au>
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Hi Stephanie/Tammy

Fiona s 47F thought you might be able to help me with some work I'm doing. I am hoping you may be able to tell me where I can find DVA's policy/ procedure for dealing with threatening behaviours (clients or advocates) if behaviour escalates.

Some background:

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- I had a look on the intranet and found this page which states that a Challenging Client Behaviours policy is under development: [Complex and Challenging Client Behaviour Policy \(dva.gov.au\)](#)
- My Director suggested that the DVA 'Policy for Managing Challenging and Complex Client Behaviour' (in TRIM container 2006639 -copy attached) might be what the SPC is referring to.

I'd like to include the correct reference in the new policy and hope that you can identify/confirm this for me.

Regards
Peter s 47F
Assistant Director
Client Operations and Support Services
CARB CESS

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 9:39 AM
To: s 47F Wayne
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

No worries Wayne.

Is there someone else in your section I could discuss my request with this week?

Peter

From: s 47F Wayne <Wayne s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 10:30 AM
To: s 47F Peter <Peter s 47F dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

I do not have any capacity today or tomorrow to reach out and discuss this initiative.

I have only just stepped into this A/g Director role and still trying to get my head around this role and what is included in its remit.

I will be in a better position on Monday or Tuesday to further discuss ways forward.

Kind regards,

Wayne s 47F (he/him/his)
A/g Director – People Strategy
People Services Branch | Chief Operating Officer Division
Department of Veterans' Affairs
p s 47F (ext. s 47F | e [wayne s 47F dva.gov.au](mailto:wayne.s.47F@dva.gov.au))

DVA acknowledges the Traditional Custodians of Country throughout Australia. We pay our respects to Elders past and present. We recognise and celebrate Aboriginal and Torres Strait Islander people as the First Peoples of Australia and their continuing spiritual and cultural connection to land, sea and community.

From: s 47F Peter <[Peter.s.47F dva.gov.au](mailto:Peter.s.47F@dva.gov.au)>
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Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Claire. I will contact Wayne shortly.

Peter

From: s 47F Claire <Claire.s 47F@dva.gov.au> **On Behalf Of** s 47E
Sent: Thursday, 13 October 2022 10:12 AM
To: s 47F Peter <Peter.s 47F@dva.gov.au>; s 47F Wayne <Wayne.s 47F@dva.gov.au>
Cc: s 47F Chris <Chris.s 47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>; s 47E <s 47E@dva.gov.au>
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Peter,

Thank you for the request. Our policy team, led by Wayne, will work with you.

Regards,

Claire s 47F
Projects Officer
People Services Branch, Chief Operating Officer Division
Department of Veterans' Affairs
T: s 47F
E: claire.s 47F@dva.gov.au



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Regards

Peter **s 47F**

Assistant Director

Client Operations and Support Services

From: s 47F Kent
Sent: Thursday, 13 October 2022 9:44 AM
To: s 47F Peter; Internal.Communication; s 47F Amy
Cc: s 47F Chris
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

We can help you with that. I've cc'd in Amy s 47F who is the guru. She will give you advice on format, content suggestions, etc. Amy needs the final AS cleared content by Friday, so she will contact you shortly to discuss.

Regards,

Kent s 47F
Director, Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Ts 47F Ms 47F
[Skype Me!](#)



Supporting you to support our Veterans and their Families

From: s 47F Peter <Peter s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 10:22 AM
To: s 47F Kent <Kent s 47F dva.gov.au>
Cc: s 47F Chris <Chris.s 47F dva.gov.au>
Subject: People Recording interactions with DVA staff

Hi Kent

Please could you let me know what I need to do to get a paragraph published in "This Week at DVA"? about a new DVA policy (and some procedures) for staff to use when people wish to record them?

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Regards

Peter **s 47F**

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 9:57 AM
To: s 47F Kent
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Kent

First it has to get cleared by EMB on 27 October - so no rush for this week, I'm aiming for Friday 28/10 or 4/11.

Peter

From: s 47F Kent <Kent s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 10:44 AM
To: s 47F Peter <Peter s 47F dva.gov.au>; Internal.Communication <s 47E dva.gov.au>; s 47F Amy <Amy.s 47F dva.gov.au>
Cc: s 47F Chris <Chris.s 47F dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

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Director, Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Ts 47F Ms 47F
[Skype Me!](#)



Supporting you to support our Veterans and their Families

From: s 47F Peter <[Peter s 47F dva.gov.au](#)>
Sent: Thursday, 13 October 2022 10:22 AM
To: s 47F Kent <[Kent s 47F dva.gov.au](#)>
Cc: s 47F Chris <[Chris.s 47F dva.gov.au](#)>
Subject: People Recording interactions with DVA staff

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Regards

Peter **S 47F**

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 10:01 AM
To: s 47F Amy
Subject: FW: People Recording interactions with DVA staff [SEC=OFFICIAL]

Sorry Amy, I didn't include you on my reply to Kent. Please see below.

Peter

From: s 47F Peter
Sent: Thursday, 13 October 2022 10:57 AM
To: s 47F Kent <Kent s 47F dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Kent

First it has to get cleared by EMB on 27 October - so no rush for this week, I'm aiming for Friday 28/10 or 4/11.

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Director, Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
T s 47F M s 47F
[Skype Me!](#)



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Sent: Thursday, 13 October 2022 10:22 AM

To: s 47F Kent <Kent.s.47F@dva.gov.au>

Cc: s 47F Chris <Chris.s.47F@dva.gov.au>

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I can get a paragraph to you pretty quickly – is that all I need to do?

Regards

Peter s 47F

Assistant Director

Client Operations and Support Services

From: s 47F Peter
Sent: Thursday, 13 October 2022 10:18 AM
To: s 47F Joshua
Subject: People Recording interactions with DVA staff
Attachments: SPC Coversheet.docx; People Recording Interactions with DVA Staff - Policy.docx; People Recording Interactions with DVA Staff - Procedures.docx

Hi Joshua

How are you? All good?

The SPC recently agreed that a new DVA policy and procedures governing recording of DVA staff should proceed to EMB (see attached SPC brief, draft policy & draft procedure).

Please read these documents and note the yellow highlighted text on page four of the procedures. We need a some sort of container in TRIM that staff can use to store these records. Can you let me know what you think the best solution is for this?

Our FAS wants the policy and procedure to be considered at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

- publication of policy and procedures on the intranet,
- an article in 'This Week at DVA',
- a business line,
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I'm working on these things but need you to help with the TRIM thing as soon as you can. Let me know if you want to get involved in the other comms stuff. The intention is to eventually publish the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally.

I will get to your Lewis reply today or tomorrow. Have to get Mulhall out first.

Regards
Peter

s 22 - Out of scope

From: s 47F Joshua
Sent: Thursday, 13 October 2022 11:54 AM
To: s 47F Peter
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]
Attachments: People Recording Interactions with DVA Staff - Procedures.docx

Hi Peter

TRIM file for those calls not related to clients included and the other TRIM references reviewed and confirmed to all be linked to where they should.

Anything else needed please let me know.

Regards

Joshua
62214764
Program Support Officer
Client Engagement and Support Services Division
Department of Veterans' Affairs

From: s 47F Peter <Peter.s 47F@dva.gov.au>
Sent: Thursday, 13 October 2022 10:18 AM
To: s 47F Joshua <Joshua.s 47F@dva.gov.au>
Subject: People Recording interactions with DVA staff

Hi Joshua

How are you? All good?

The SPC recently agreed that a new DVA policy and procedures governing recording of DVA staff should proceed to EMB (see attached SPC brief, draft policy & draft procedure).

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Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 12:51 PM
To: s 47F Joshua
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]
Attachments: People Recording Interactions with DVA Staff - Policy.docx; People Recording Interactions with DVA Staff - Procedures.docx

Josh

I need to store both the attached policy and procedures in a TRIM container that is accessible to all DVA staff. Can you arrange this and send record number to me please.

From: s 47F Joshua <Joshua s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 12:54 PM
To: s 47F Peter <Peter s 47F dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter

TRIM file for those calls not related to clients included and the other TRIM references reviewed and confirmed to all be linked to where they should.

Anything else needed please let me know.

Regards

Joshua
62214764
Program Support Officer
Client Engagement and Support Services Division
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From: s 47F Peter <Peter s 47F dva.gov.au>
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To: s 47F Joshua <Joshua s 47F dva.gov.au>
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I will get to your Lowis reply today or tomorrow. Have to get Mulhall out first.

Regards

Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 1:03 PM
To: s 47E
Subject: QUEST presentation
Attachments: People Recording Interactions with DVA Staff - Policy.docx; People Recording Interactions with DVA Staff - Procedures.docx

Hi DVA Train

Please could you let me know who I should contact to help me develop a QUEST presentation about a new DVA policy (and some procedures) for use when someone wishes to record their interactions with DVA staff.

Background:

The SPC recently agreed that a new DVA policy and procedure governing recording of DVA staff should proceed to EMB (see attached draft policy & draft procedure). My FAS wants this to happen at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

- publication of policy and procedure on the intranet,
- an article in 'This Week at DVA',
- a business line,
- a QUEST presentation for inclusion in the next round of mandatory online training after 27 October 2022
- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally

I would like to work with someone in DVATrain fairly quickly to understand what I need to do to develop a presentation for publication in QUEST .

Regards

Peter s 47F

Assistant Director

Client Operations and Support Services

From: s 47F Wayne
Sent: Thursday, 13 October 2022 1:16 PM
To: s 47F Peter
Cc: s 47F Sharon; s 47E
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

Thank you for your time today to discuss the upload of the new People recording interactions with DVA staff to the DVA intranet, [Policies and guidelines \(dva.gov.au\)](https://dva.gov.au).

The HR Policies team can pre-position this activity for you, we just need a few things from you before we can go-live and publish the policy document and provide you with the hyperlink for your internal comms messaging to refer back to

NEXT STEPS, Once FAS equivalent or EMB endorsement is received :

- Send a word version and a TRIM (CM9) record of the policy to the s 47E dva.gov.au mailbox and CC in Sharon s 47F dva.gov.au and myself
 - As you can edit a document in TRIM: we can start this process this week – we just need to make sure that any changes are made to this document saved in TRIM.
 - Please ensure that the access control on the TRIM document are set to being viewed by all DVA – you can restrict edit access to the document to your team as the business owners.
 - TRIM Helpdesk should be able to assist if you have any issues with this.
- We will generate a hyperlink on the [Policies and guidelines \(dva.gov.au\)](https://dva.gov.au) to this new policy and make a note of its inclusion under the 'Updates' heading
 - This will be in alphabetical order under the 'Policy' heading.
 - The audience will just click on the hyperlink and the TRIM location will be downloaded and appear to the right of screen for the audience to interact with.
- Once the HR Policies team have updated the intranet page it workflows to the Web Services team for final sign-off.
 - We can pre-position quick turn-around through Web Services team.
 - The service level agreement is 24-48 hours for sign-off, but we have developed a relationship with them so it can be by COB of day we upload.
- Your internal comms pieces; This week at DVA, Business line etc. can reference the [Policies and guidelines \(dva.gov.au\)](https://dva.gov.au) intranet page and the TRIM (CM9) location.
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 - When you are ready to undertake this action the Web Services Team and Diversity and Inclusion can provide some steer guidance on this.
 - As discussed we would like to see the Communications Branch establishing templates for DVA use on what accessible documents look like and what needs to included, these conversations continue.

Essentially, we could have all of our ducks in a line prior to the EMB meeting and if endorsement received we can finalise our process and get Web Services to do their bit.

With respect the QUEST video, I reached out to the PSB Corporate L&D team and they have provided the below advice.

- Ruth s 47F AD Service Delivery Learning and Development will be able to assist you with the proposed QUEST video recording and upload into DVAttrain.

Talk soon.

Kind regards,

Wayne **S 47F** (he/him/his)
A/g Director – People Strategy
People Services Branch | Chief Operating Officer Division
Department of Veterans' Affairs
p **S 47F** (ext. **S 47F** | e wayne.s.47F@dva.gov.au)

DVA acknowledges the Traditional Custodians of Country throughout Australia. We pay our respects to Elders past and present. We recognise and celebrate Aboriginal and Torres Strait Islander people as the First Peoples of Australia and their continuing spiritual and cultural connection to land, sea and community.

From: **S 47F** Peter <Peter.S.47F@dva.gov.au>
Sent: Thursday, 13 October 2022 9:39 AM
To: **S 47F** Wayne <Wayne.S.47F@dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

No worries Wayne.

Is there someone else in your section I could discuss my request with this week?

Peter

From: **S 47F** Wayne <Wayne.S.47F@dva.gov.au>
Sent: Thursday, 13 October 2022 10:30 AM
To: **S 47F** Peter <Peter.S.47F@dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

I do not have any capacity today or tomorrow to reach out and discuss this initiative.

I have only just stepped into this A/g Director role and still trying to get my head around this role and what is included in its remit.

I will be in a better position on Monday or Tuesday to further discuss ways forward.

Kind regards,

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To: **S 47F** Wayne <Wayne.S.47F@dva.gov.au>
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Hi Wayne

Do have sometime today or tomorrow to discuss this via Skype?

Peter

From: s 47F Peter
Sent: Thursday, 13 October 2022 10:15 AM
To: s 47E <s 47E dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Claire. I will contact Wayne shortly.

Peter

From: s 47F Claire <Claire.s 47F dva.gov.au> On Behalf Of s 47F
Sent: Thursday, 13 October 2022 10:12 AM
To: s 47F Peter <Peter.s 47F dva.gov.au>; s 47F Wayne <Wayne.s 47F dva.gov.au>
Cc: s 47F Chris <Chris.s 47F dva.gov.au>; s 47E <s 47E dva.gov.au>; s 47E <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Peter,

Thank you for the request. Our policy team, led by Wayne, will work with you.

Regards,

Claire s 47F
Projects Officer
People Services Branch, Chief Operating Officer Division
Department of Veterans' Affairs
T: s 47F
E: claire.s 47F dva.gov.au



IMPORTANT: This email has been sent as a part of a discussion between the sender and the addressee whose name is specified above. The content of this email is confidential and personal information. The email is intended for the recipient only. It is strictly forbidden to edit or share any part of this email with any third party, or for its contents to be used for anything other than the specific context of the original email, without written consent of the sender.



The department acknowledges the traditional owners of the land throughout Australia and their continuing connection to country, sea and community. We pay our respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

From: s 47F Peter <Peter.s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 10:06 AM
To: s 47E <s 47E dva.gov.au>
Cc: s 47F Chris <Chris.s 47F dva.gov.au>
Subject: People Recording interactions with DVA staff

Hi PSB

Please could you let me know who I should contact to arrange for a new DVA policy (and some procedures) to be published on the Policy and Guidelines page under DVA's distributed authoring model for the intranet? Simon **s 47F** Director, Web Services and Design Section advised PSB would be able to help me with this request.

Background:

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I would like to work with someone in PSB fairly quickly to understand what needs to be done to prepare the draft policy and procedures for publication on the Policy and Guidelines page.

Regards

Peter **s 47F**

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Joshua
Sent: Thursday, 13 October 2022 1:21 PM
To: s 47F Peter
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter

Policy – 222637582E
Procedures – 222637584E

Both are located in TRIM folder 2005163. This container also information relating to telephony in general and contains the TRIM files referenced in the procedures document.

Regards

Joshua
62214764
Program Support Officer
Client Engagement and Support Services Division
Department of Veterans' Affairs

From: s 47F Peter <Peter.s 47F@dva.gov.au>
Sent: Thursday, 13 October 2022 12:51 PM
To: s 47F Joshua <Joshua.s 47F@dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Josh

I need to store both the attached policy and procedures in a TRIM container that is accessible to all DVA staff. Can you arrange this and send record number to me please.

From: s 47F Joshua <Joshua.s 47F@dva.gov.au>
Sent: Thursday, 13 October 2022 12:54 PM
To: s 47F Peter <Peter.s 47F@dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter

TRIM file for those calls not related to clients included and the other TRIM references reviewed and confirmed to all be linked to where they should.

Anything else needed please let me know.

Regards

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Regards
Peter

From: s 47F Peter
Sent: Thursday, 13 October 2022 1:48 PM
To: s 47F Wayne
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Wayne.

I will send the word versions and TRIM links to you Sharon and s 47E shortly.

Regards
Peter

From: s 47F Wayne
Sent: Thursday, 13 October 2022 2:16 PM
To: s 47F Peter
Cc: s 47F Sharon ; s 47E
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

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To: **s 47F** Wayne <[Wayne **s 47F**](mailto:Wayne.s.47F@dva.gov.au) [dva.gov.au](mailto:Wayne.s.47F@dva.gov.au)>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

No worries Wayne.

Is there someone else in your section I could discuss my request with this week?

Peter

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Regards,

Claire s 47F
Projects Officer
People Services Branch, Chief Operating Officer Division
Department of Veterans' Affairs
T: s 47F
E: claire.s 47F@dva.gov.au



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Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 1:52 PM
To: s 47F Joshua
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Josh

Security: these docs need to be readable by all DVA staff but editable (is that a word?) only by me, you Chris and Susan Pullar. Can you do that?

Peter

From: s 47F Joshua <Joshua s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 2:21 PM
To: s 47F Peter <Peter s 47F dva.gov.au>
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Hi Peter

Policy – 222637582E
Procedures – 222637584E

Both are located in TRIM folder 2005163. This container also information relating to telephony in general and contains the TRIM files referenced in the procedures document.

Regards

Joshua
62214764
Program Support Officer
Client Engagement and Support Services Division
Department of Veterans' Affairs

From: s 47F Peter <Peter s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 12:51 PM
To: s 47F Joshua <Joshua s 47F dva.gov.au>
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TRIM file for those calls not related to clients included and the other TRIM references reviewed and confirmed to all be linked to where they should.

Anything else needed please let me know.

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From: s 47F Joshua
Sent: Thursday, 13 October 2022 1:53 PM
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I can ask the question and get back to you. One good thing about TRIM is that any changes in versions can be reverted and completely auditable but prevention is better.

Regards

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62214764
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Client Engagement and Support Services Division
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Sent: Thursday, 13 October 2022 10:18 AM
To: s 47F Joshua <Joshua.s.47F@dva.gov.au>
Subject: People Recording interactions with DVA staff

Hi Joshua

How are you? All good?

The SPC recently agreed that a new DVA policy and procedures governing recording of DVA staff should proceed to EMB (see attached SPC brief, draft policy & draft procedure).

Please read these documents and note the **yellow highlighted text** on page four of the procedures. We need a some sort of container in TRIM that staff can use to store these records. Can you let me know what you think the best solution is for this?

Our FAS wants the policy and procedure to be considered at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

- publication of policy and procedures on the [intranet](#),
- an article in 'This Week at DVA',
- a business line,
- a QUEST presentation for inclusion in the next round of mandatory online training

I'm working on these things but need you to help with the TRIM thing as soon as you can. Let me know if you want to get involved in the other comms stuff. The intention is to eventually publish the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally.

I will get to your Lowis reply today or tomorrow. Have to get Mulhall out first.

Regards
Peter

s 22 - Out of scope

From: s 47F SOON on behalf of s 47E
Sent: Thursday, 13 October 2022 2:54 PM
To: s 47F Peter
Cc: s 47E
Subject: RE: QUEST presentation [SEC=OFFICIAL]
Attachments: Presentation Expression of Interest - QUEST.DOCX; QUEST Presentation Template.PPTX; Presenter Information Guide and Checklist - QUEST.DOCX

Dear Peter,

Thank you for reaching out to us to express your interest in presenting a QUEST training.

We are currently in developing stage and the tentative release date of QUEST training is 21 November 2022. Each QUEST presentation is to be 5-10 minutes long (We can stretch the duration up to 13 minutes if approved by FAS CBD).

Actions required at your end:

1. Please complete the attached **Expression of Interest (EOI)** and send it to s 47E dva.gov.au by **17 Oct 2022**.
2. **AS cleared PowerPoint presentation and Talking Points** (that will be used to present the topic) by **25 Oct 2022**. Please use the attached '**QUEST Presentation template**' for the presentation.
3. **Recording** of presentation by **27 Oct 2022**.

The recording will be done via GovTeams with SD L&D team's assistance so that the presenter can focus on the delivery of the presentation. Please advise us of a suitable date/time to schedule recording at your earliest convenience. If the time frame above is not suitable for you, please let us know ASAP, we will try to stretch it as much as possible. Alternatively, we can publish the presentation in the subsequent QUEST which is March 2023.

'Presenter Information Guide and Checklist' document is also attached to this email for your information. Please feel free to contact us if you need further information about this process.

Cheers,
Soon

Soon s 47F

Service Delivery Learning & Development (SD L&D)
Operational Services
VEA Compensation and Support Branch
Client Benefits Division
Department of Veterans' Affairs

**SERVICE DELIVERY
LEARNING & DEVELOPMENT**

From: s 47F Peter <Peter s 47F dva.gov.au>
Sent: Thursday, 13 October 2022 2:03 PM
To: s 47E <s 47E dva.gov.au>
Subject: QUEST presentation

Hi DVA Train

Please could you let me know who I should contact to help me develop a QUEST presentation about a new DVA policy (and some procedures) for use when someone wishes to record their interactions with DVA staff.

Background:

The SPC recently agreed that a new DVA policy and procedure governing recording of DVA staff should proceed to EMB (see attached draft policy & draft procedure). My FAS wants this to happen at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

- publication of policy and procedure on the intranet,
- an article in 'This Week at DVA',
- a business line,
- a QUEST presentation for inclusion in the next round of mandatory online training after 27 October 2022
- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally

I would like to work with someone in DVATrain fairly quickly to understand what I need to do to develop a presentation for publication in QUEST .

Regards

Peter **s 47F**

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 13 October 2022 4:16 PM
To: s 47F Chris
Subject: RE: RFI221284 - Due 14/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Attachments: Cover Sheet.docx; Briefing Paper.docx

Hi Chris

Recording policy EMB cover sheet and briefing paper attached, requires AS clearance by lunch time Friday 14/10.

Peter

From: s 47F Chris <Chris.s 47F dva.gov.au>
Sent: Tuesday, 11 October 2022 12:46 PM
To: s 47F Kerry <Kerry.s 47F dva.gov.au>; s 47F Michelle <Michelle.s 47F dva.gov.au>; s 47F Peter <Peter.s 47F dva.gov.au>; s 47F Lisa <Lisa.s 47F dva.gov.au>
Cc: s 47E <s 47E dva.gov.au>
Subject: FW: RFI221284 - Due 14/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Importance: High

Hey team,

Tasking for the next EMB meeting is below.

Noting the short turnaround time, can you please progress as a priority.

As you know, Susan will be back in the AS chair from this Thursday, and I'd like to seek her clearance on these by not later than mid-day on Friday – if this deadline is an issue, happy to discuss further.

Many thanks, and regards

Chris s 47F

A/g Director - Client Operations Support Section

Client Access & Rehabilitation Branch | Client Engagement & Support Services

[Department of Veterans' Affairs](#) | Gnabra Building – 21 Genge St. Canberra City

Ph: s 47F | Ext: s 47F | Mob: s 47F | E: chris.s 47F dva.gov.au

From: s 47F Cassandra <Cassandra.s 47F dva.gov.au> On Behalf Of s 47E
Sent: Tuesday, 11 October 2022 12:35 PM
To: s 47F Chris <Chris.s 47F dva.gov.au>
Cc: s 47E <s 47E dva.gov.au>
Subject: RFI221284 - Due 14/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Importance: High

Good afternoon

We have been requested to provide the following papers for the upcoming **Performance and Assurance EMB meeting**, which is being held on 27 October 2022.

Topic Name	Paper Y/N	Responsible EMB Member	COMMENTS
People Recording Interaction with DVA Staff – Policy and Procedure	Y	Traci-Ann	Please use the SPC paper as reference, however, please ensure you mention in the EMB coversheet the additional advice Traci-Ann sought regarding dealing with difficult clients.
CESS Client Interactions Dashboard	Y	Traci-Ann	
Client Feedback Update	Y	Traci-Ann	

The following documents can be found here:

- [Performance & Assurance Cover Sheet](#)
- [EMB Submission Template](#)
- [Governance SharePoint site](#)
- [Frequently Asked Questions](#)

To meet the deadline, can you please provide your AS cleared papers to **S 47E** **Friday, 14 October 2022**.

dva.gov.au by **COB**

If you have any questions, please let me know.

Thanks,
Cass

Cassandra S 47F

Senior Coordination Officer

CESS Executive Support Team | Client Engagement and Support Services Division

Department of Veterans' Affairs

Phone: **S 47F** | Ext: **S 47F** | Mob: **S 47F**

Please email **S 47E** on all CESS Division

s 22 - Out of scope

From: s 47F Peter
Sent: Friday, 14 October 2022 9:36 AM
To: s 47F Chris
Subject: Attachments
Attachments: Attachment A - People Recording Interactions with DVA Staff - Policy.docx; Attachment B - People Recording Interactions with DVA Staff - Procedures.docx

s 22 - Out of scope

From: s 47F Peter
Sent: Friday, 14 October 2022 10:26 AM
To: s 47F Chris
Subject: EMB
Attachments: EMB Cover Sheet - People Recording Interactions with DVA Staff.docx; EMB Brief - People Recording Interactions with DVA Staff.docx

As discussed.

Peter

s 22 - Out of scope

From: Internal.Communication
Sent: Friday, 14 October 2022 12:09 PM
To: Ombudsman.DVA
Cc: Internal.Communication
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]
Attachments: This Week in DVA - What if a client wants to record you_AW comments.docx

Hi Peter

Thanks for sending the draft and the quick chat over the phone. My comments are marked up in the attachment.

Happy to discuss.

Kind regards

Amy s 47F | Assistant Director
Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Tel **s 47F** Ext **s 47F** Mobile **s 47F**
amy.s.47F@dva.gov.au
www.dva.gov.au



From: **s 47F** Peter **On Behalf Of** Ombudsman.DVA
Sent: Friday, 14 October 2022 12:21 PM
To: Internal.Communication
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Amy

My first draft is attached. Word count is 72. I sourced the icon from Freesvg.org and assume there are no copyright issues.

Please let me know if this is suitable. If so I will incorporate the intranet link ,when available, and seek AS clearance.

Regards
Peter

From: Internal.Communication <**s 47E** dva.gov.au>
Sent: Friday, 14 October 2022 9:50 AM
To: **s 47F** Peter <Peter.s.47F@dva.gov.au>

Cc: Internal.Communication <s 47E dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

No worries Peter – there's a placeholder for you in the 2/11 edition. If the intranet link or the article gets held up we can always push it back. Just let us know ☺

Kind regards

Amy s 47F | Assistant Director

Department Response Management Operations

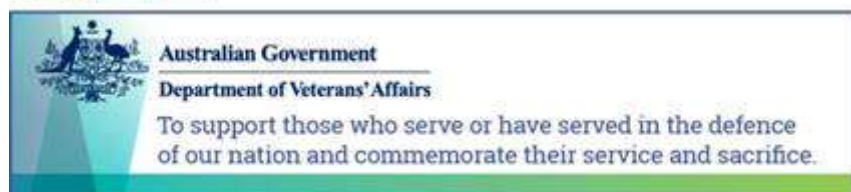
Chief Operating Officer Division

Department of Veterans' Affairs

Tel s 47F Ext s 47F Mobile s 47F

amy.s 47F@dva.gov.au

www.dva.gov.au



From: s 47F Peter <Peter s 47F dva.gov.au>

Sent: Friday, 14 October 2022 9:40 AM

To: Internal.Communication <s 47E dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Amy

I'm not sure of the actual publication date for in *This Week at DVA* – first the hyperlinks I will use have to be created in the intranet Policies & Forms page under Human Resources, so it will depend on how PSB goes with that. They think they can do it in the week starting 31 October, and that they should be ready by 2 November - but we'll see.

Let's still aim for the 2 November edition. I will provide you with an AS cleared paragraph and I'll try and find an icon. I will keep in touch with you to let you know how things are going.

Thanks again for your help Amy.

Regards

Peter

From: Internal.Communication <s 47E dva.gov.au>

Sent: Thursday, 13 October 2022 5:54 PM

To: s 47F Peter <Peter s 47F dva.gov.au>

Cc: Internal.Communication <s 47E dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter

Lovely to talk to you today.

As discussed, to publish the article in the 2 Nov edition of *This Week at DVA*, please send the draft to Internal Comms inbox (cc'd) by **noon Monday 31 October 2022**. Below are some pointers about the article:

- The article is to be a paragraph (**50-70 words maximum**) with a clear informative purpose and directing staff to further information as needed (**provide link**).
- If your paragraph is longer than 70 words, we will summarise that paragraph for the bulletin, and may link it to your submission which would be put on the intranet as a news item.
- We strongly encourage you to also provide a picture/icon to go with the article and any alt-text for the picture/icon. (**Noting copyright**)
- The content is to be cleared at the [AS level](#).

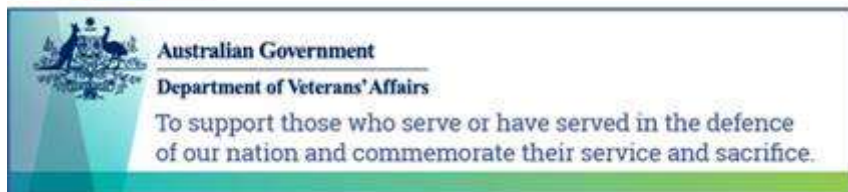
In terms of the other comm channels you mentioned - I've added the contact points (in red)

- publication of policy and procedure on the intranet, **Resource owner of the intranet page – if you need to find the resource owner, Web Services can help but if it's a PSB site I might be able to help you out as well ☺**
- a business line, **business areas can add them by following instructions on [the intranet page](#), if you run into any issues please contact Web Services**
- a QUEST presentation for inclusion in the next round of mandatory online training - **PSB L&D area**
- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally – **for external comms we generally contact Conan S 47F or Daniel S 47F (Newsroom, Comms Branch)**

Happy to discuss.

Kind regards

Amy s 47F | Assistant Director
Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Tel **s 47F** Ext **s 47F** Mobile **s 47F**
amy.s.47F@dva.gov.au
www.dva.gov.au



From: **s 47F** Peter <Peter.s.47F@dva.gov.au>
Sent: Thursday, 13 October 2022 11:01 AM
To: **s 47F** Amy <Amy.s.47F@dva.gov.au>
Subject: FW: People Recording interactions with DVA staff [SEC=OFFICIAL]

Sorry Amy, I didn't include you on my reply to Kent. Please see below.

Peter

From: **s 47F** Peter
Sent: Thursday, 13 October 2022 10:57 AM
To: **s 47F** Kent <Kent.s.47F@dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Kent

First it has to get cleared by EMB on 27 October - so no rush for this week, I'm aiming for Friday 28/10 or 4/11.

Peter

From: s 47F Kent <Kent.s.47F@dva.gov.au>

Sent: Thursday, 13 October 2022 10:44 AM

To: s 47F Peter <Peter.s.47F@dva.gov.au>; Internal.Communication <s.47E@dva.gov.au>; s 47F Amy <Amy.s.47F@dva.gov.au>

Cc: s 47F Chris <Chris.s.47F@dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

We can help you with that. I've cc'd in Amy s 47F who is the guru. She will give you advice on format, content suggestions, etc. Amy needs the final AS cleared content by Friday, so she will contact you shortly to discuss.

Regards,

Kent s 47F

Director, Department Response Management Operations

Chief Operating Officer Division

Department of Veterans' Affairs

T s 47F M s 47F

[Skype Me!](#)



Supporting you to support our Veterans and their Families

From: s 47F Peter <Peter.s.47F@dva.gov.au>

Sent: Thursday, 13 October 2022 10:22 AM

To: s 47F Kent <Kent.s.47F@dva.gov.au>

Cc: s 47F Chris <Chris.s.47F@dva.gov.au>

Subject: People Recording interactions with DVA staff

Hi Kent

Please could you let me know what I need to do to get a paragraph published in "This Week at DVA"? about a new DVA policy (and some procedures) for staff to use when people wish to record them?

Background:

The SPC recently agreed that a new DVA policy and procedure governing recording of DVA staff should proceed to EMB (see draft policy & draft procedure). My FAS wants this to happen at the EMB scheduled for 27 October 2022

but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

- publication of policy and procedure on the intranet,
- an paragraph in 'This Week at DVA',
- a business line,
- a QUEST presentation for inclusion in the next round of mandatory online training
- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally

I can get a paragraph to you pretty quickly – is that all I need to do?

Regards

Peter **s 47F**

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter
Sent: Monday, 17 October 2022 9:57 AM
To: s 47E
Cc: s 47E SOON; ~ Kerry
Subject: Presentation Expression of Interest
Attachments: Presentation Expression of Interest - QUEST.DOCX

Hi Soon

My expression of interest is attached.

Regards
Peter

s 22 - Out of scope

From: s 47F SOON
Sent: Monday, 17 October 2022 10:10 AM
To: s 47F Peter; s 47E
Cc: s 47F Kerry
Subject: RE: Presentation Expression of Interest [SEC=OFFICIAL]

Good Morning Peter,

Thanks for your email and its attachment. I just would like to ask two questions:

1. Approx. date of AS cleared PPT and TPs for the presentation will be ready. This is for our planning and report purpose
2. If you are happy with mentioning this presentation in the Secretary's Introduction video for this QUEST. This will be recorded on 31 Oct. If there is any possibility that this presentation may not be ready for this round of QUEST, please advise us not to include it in the video.

Please let me know if you need any further information about the QUEST process.

Cheers,
Soon

From: s 47F Peter <Peter s 47F dva.gov.au>
Sent: Monday, 17 October 2022 10:57 AM
To: s 47E <s 47E dva.gov.au>
Cc: s 47F SOON <SOON s 47F dva.gov.au>; s 47F Kerry <Kerry s 47F dva.gov.au>
Subject: Presentation Expression of Interest

Hi Soon

My expression of interest is attached.

Regards
Peter

s 22 - Out of scope

From: s 47F SOON
Sent: Monday, 17 October 2022 10:31 AM
To: s 47F Peter
Subject: RE: Presentation Expression of Interest [SEC=OFFICIAL]

Hi Peter,

Thanks for your advice on my questions. Will do accordingly.

Cheers,
Soon

From: s 47F Peter <Peter s 47F dva.gov.au>
Sent: Monday, 17 October 2022 11:29 AM
To: s 47F SOON <SOON s 47F dva.gov.au>
Subject: RE: Presentation Expression of Interest [SEC=OFFICIAL]

Hi Soon

I am drafting the PPT and TPs today. I will seek AS clearance tomorrow morning. I hoped to have AS cleared PPT and TPs with you by lunchtime on Wednesday 19 October 2022.

The draft policy and procedures at the heart of the presentation will be considered by EMB on 27 October 2022. I cannot anticipate the board's decisions, so must assume it is possible the presentation may not be ready for this round of QUEST. Accordingly I advise you not to include it in the Secretary's video.

Regards
Peter

From: s 47F SOON <SOON s 47F dva.gov.au>
Sent: Monday, 17 October 2022 11:10 AM
To: s 47F Peter <Peter s 47F dva.gov.au>; s 47E <s 47E dva.gov.au>
Cc: s 47F Kerry <Kerry s 47F dva.gov.au>
Subject: RE: Presentation Expression of Interest [SEC=OFFICIAL]

Good Morning Peter,

Thanks for your email and its attachment. I just would like to ask two questions:

1. Approx. date of AS cleared PPT and TPs for the presentation will be ready. This is for our planning and report purpose
2. If you are happy with mentioning this presentation in the Secretary's Introduction video for this QUEST. This will be recorded on 31 Oct. If there is any possibility that this presentation may not be ready for this round of QUEST, please advise us not to include it in the video.

Please let me know if you need any further information about the QUEST process.

Cheers,
Soon

From: s 47F Peter <Peter.s.47F@dva.gov.au>
Sent: Monday, 17 October 2022 10:57 AM
To: s 47E <s.47E@dva.gov.au>
Cc: s 47F SOON <SOON.s.47F@dva.gov.au>; s 47F Kerry <Kerry.s.47F@dva.gov.au>
Subject: Presentation Expression of Interest

Hi Soon

My expression of interest is attached.

Regards

Peter

From: s 47F Peter
Sent: Monday, 17 October 2022 1:12 PM
To: Pullar, Susan
Cc: s 47F Kerry
Subject: Internal Comms - People Recording Interactions with DVA Staff
Attachments: Attachment 1 - This Week in DVA - What if someone wants to record you.docx; Attachment 2 - QUEST PPT Presentation - People Recording Interactions with DVA Staff.PPTX

Hi Susan

Traci-Ann would like all internal communication products for the new 'People Recording Interactions with DVA Staff' policy and procedures ready to be delivered immediately EMB makes the decision to implement them at its meeting scheduled for 27 October 2022.

To achieve this, I need AS approval of some of these products before other divisions will action them, according to the timeframes below:

- Short paragraph for 'This Week in DVA': please approve text and image at [Attachment 1](#) by COB Monday 24 October 2022.
- QUEST power-point presentation: please approve slides and notes at [Attachment 2](#) by lunch time on Wednesday 19 October 2022 (I can make the text simpler with fewer slides if you prefer).

I will organise a Business line shortly, using the text from the 'This Week in DVA' paragraph, if you agree this.

I have arrangements in place for new links to the policy and procedures to be published on this [page](#) of the intranet, once EMB has approved them.

If there are other internal comms you wish me to produce then please let me know.

Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Monday, 17 October 2022 3:34 PM
To: Pullar, Susan
Subject: What Traci-Ann wants
Attachments: SPC Coversheet.docx

From: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>
Sent: Thursday, 6 October 2022 10:15 AM
To: s 47F Fiona <Fiona s 47F dva.gov.au>
Subject: People Recording interactions _ SPC [SEC=OFFICIAL]

Hi Fiona

SPC endorsed to go to EMB with the following:

- The procedure needs to cross reference the policy/ procedure for dealing with threatening beh (clients or advocates) if behaviour escalates

Note the second recommendation that I added when I did the cover sheet - we need to have some things ready to support, please.

Peter in the Ombudsman team developed the documents.

Kind Regards,

Traci-Ann Byrnes
First Assistant Secretary
Client Engagement and Support Services Division
Department of Veterans' Affairs
p s 47F
m s 47F
e Traci-Ann.Byrnes@dva.gov.au

For what they have done, this we will do.

The Department of Veterans' Affairs acknowledge the traditional owners and we pay our respect to elders past, present and future.

s 22 - Out of scope

From: Pullar, Susan
Sent: Monday, 17 October 2022 4:12 PM
To: s 47E
Cc: S 47F Peter
Subject: RF1221284 - Due 14/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Attachments: Attachment A - People Recording Interactions with DVA Staff - Policy.docx; Attachment B - People Recording Interactions with DVA Staff - Procedures.docx; EMB Brief - People Recording Interactions with DVA Staff.docx; EMB Cover Sheet - People Recording Interactions with DVA Staff.docx
Importance: High

Hi Cass

Please find attached AS cleared EMB papers on the Recording Policy. For FAS clearance please.

Thanks
Susan

Susan Pullar
A/g Assistant Secretary
Client Access & Rehabilitation Branch
[Department of Veterans' Affairs](#)

P: s 47F | ext: s 47F | M: s 47F | E: susan.pullar@dva.gov.au

s 22 - Out of scope

From: s 47F Peter
Sent: Tuesday, 18 October 2022 9:45 AM
To: Pullar, Susan
Cc: s 47F Chris; s 47F Kerry
Subject: RE: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Attachments: EMB Cover Sheet - People Recording Interactions with DVA Staff.docx; Attachment B - People Recording Interactions with DVA Staff - Procedures.docx

Hi Susan

I copied the text in the cover sheet from the SPC coversheet but added in commentary about internal comms, as per Traci-Ann's request, in the last paragraph. I have highlighted this in yellow in the attached version.

SPC wanted references to DVA's Challenging Behaviours policy inserted into the procedures. Please see two yellow highlighted dot points in the attached version of the procedures.

Regards
Peter

From: Pullar, Susan
Sent: Tuesday, 18 October 2022 10:36 AM
To: s 47F Peter
Cc: s 47F Chris; s 47F Kerry
Subject: FW: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Importance: High

Hi Peter

Can you provide the below please.

Thanks
Susan

From: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>
Sent: Tuesday, 18 October 2022 10:33 AM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>; s 47F Chris <Chris s 47F dva.gov.au>
Cc: s 47E <s 47E dva.gov.au>; s 47F Danielle <Danielle s 47F dva.gov.au>
Subject: FW: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Importance: High

Hi Susan

May I get the detail on where the change was made in the procedure that I requested after SPC so I don't have to search for it and also the change should be referred to in the coversheet – this is the same coversheet I wrote for SPC with the names changed.

Kind Regards,

Traci-Ann Byrnes
First Assistant Secretary
Client Engagement and Support Services Division
Department of Veterans' Affairs
p s 47F
m s 47F
e Traci-Ann.Byrnes@dva.gov.au

For what they have done, this we will do.

The Department of Veterans' Affairs acknowledge the traditional owners and we pay our respect to elders past, present and future.

From: s 47F Cassandra <Cassandra.s 47F@dva.gov.au> On Behalf Of s 47E
Sent: Monday, 17 October 2022 5:17 PM
To: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>
Cc: s 47E <s 47E@dva.gov.au>; s 47F Ellie <Ellie.s 47F@dva.gov.au>; s 47F Danielle <Danielle.s 47F@dva.gov.au>
Subject: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Importance: High

Hi Traci-Ann

For your FAS clearance, please find attached CARB's AS cleared EMB papers for the upcoming Performance and Assurance meeting on 27 October 2022.

The items CESS has on the agenda are:

Topic Name	Paper Y/N	Responsible EMB Member
People Recording Interaction with DVA Staff – Policy and Procedure	Y	Traci-Ann
CESS Client Interactions Dashboard	Y	Traci-Ann
Client Feedback Update	Y	Traci-Ann

These papers are due back to the EMB Secretariat by **2PM Tuesday, 18 October 2022.**

Thanks,
Cass

Cassandra s 47F

Senior Coordination Officer
CESS Executive Support Team | Client Engagement and Support Services Division
Department of Veterans' Affairs
Phone: s 47F | Ext: s 47F | Mob: s 47F

Please email s 47E on all CESS Division coord matters

From: s 47F Slavica <Slavica.s 47F@dva.gov.au> On Behalf Of s 47E
Sent: Monday, 10 October 2022 5:03 PM
To: s 47E <s 47E@dva.gov.au>

Cc: **s 47E** <**s 47E** dva.gov.au>

Subject: CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg - Due 2pm 18 Oct 2022
[SEC=OFFICIAL]

Good afternoon,

Please use the links to the correct template provided below to ensure business continuity in peak times. Papers will be sent back to the business area for updating if incorrect templates are used.

Action Required	Call for Performance & Assurance EMB 2 Submissions
Due Date	2pm Tuesday, 18 October 2022
Next Meeting is scheduled for	Thursday, 27 October 2022 – 2:00pm-4:00pm
Clearance Required	FAS Cleared for Cover Sheet Submissions Deputy President/ Deputy Secretary Clearance for EMB Submission
Mandatory Consultation	For EMB submissions CFO, GC, CHO (if medical)
Submit to	s 47E dva.gov.au
Items for the Forward Work Plan	Requires Deputy Secretary/ Deputy President Clearance or FAS who report directly to the Secretary. Forward Work Plan updates can be made here

Updates to papers Papers cannot be updated once submitted to Secretariat

Late Papers Once the agenda has been finalised, papers cannot be submitted without prior approval from the EMB Chair. It is the responsibility of the business area to gain Chair approval.

The following documents can be found here or in CM9 (TRIM) 2006165

- [Performance & Assurance Cover Sheet](#)
- [EMB Submission Template](#)
- [Governance SharePoint site](#)
- [Frequently Asked Questions](#)

Agenda Item is:

Topic Name	Paper Y/N	Responsible EMB Member	Presenter	Observer
People Recording Interaction with DVA Staff – Policy and Procedure	Y	Traci-Ann		
CESS Client Interactions Dashboard	Y	Traci-Ann		
Client Feedback Update	Y	Traci-Ann		

Please ensure you have attached all the required documentation in an easy to read format.
Checklist must be completed.

- ☐ P&A Cover Sheet
- ☐ EMB Submission Template *(if required)*
- ☐ Attachments

Attachments	Topic Name
A	<i>(EMB Submission Template Title to be A if required)</i>
B	<i>(All other attachments to follow from B and all listed on coversheet)</i>
C	
D	
E	

Kind Regards

Slavica

Slavica s 47F

Secretariat Officer

Governance & Ministerial Events Section Parliamentary & Governance Branch

Ph: s 47F | **Ext: s 47F**

E: [Slavica.s 47F](mailto:Slavica.s 47F@dva.gov.au) [dva.gov.au](mailto:Slavica.s 47F@dva.gov.au)

s 22 - Out of scope

From: s 47F Peter
Sent: Tuesday, 18 October 2022 9:51 AM
To: Pullar, Susan
Cc: s 47F Chris; s 47F Kerry
Subject: RE: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Attachments: EMB Cover Sheet - People Recording Interactions with DVA Staff.docx

Revised EMB cover sheet attached, includes internal comms and reference to challenging behaviours policy.

From: s 47F Peter
Sent: Tuesday, 18 October 2022 10:46 AM
To: Pullar, Susan
Cc: s 47F Chris; s 47F Kerry
Subject: RE: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]

Sorry all, will add ref to the challenging behavioius into the cover sheet as well – stand by

From: s 47F Peter
Sent: Tuesday, 18 October 2022 10:45 AM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>
Cc: s 47F Chris <Chris.s 47F@dva.gov.au>; s 47F Kerry <Kerry.s 47F@dva.gov.au>
Subject: RE: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]

Hi Susan

I copied the text in the cover sheet from the SPC coversheet but added in commentary about internal comms, as per Traci-Ann's request, in the last paragraph. I have highlighted this in yellow in the attached version.

SPC wanted references to DVA's Challenging Behaviours policy inserted into the procedures. Please see two yellow highlighted dot points in the attached version of the procedures.

Regards
Peter

From: Pullar, Susan <Susan.Pullar@dva.gov.au>
Sent: Tuesday, 18 October 2022 10:36 AM
To: s 47F Peter <Peter.s 47F@dva.gov.au>
Cc: s 47F Chris <Chris.s 47F@dva.gov.au>; s 47F Kerry <Kerry.s 47F@dva.gov.au>
Subject: FW: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Importance: High

Hi Peter

Can you provide the below please.

Thanks
Susan

From: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>
Sent: Tuesday, 18 October 2022 10:33 AM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>; s 47F Chris <Chris.s 47F@dva.gov.au>
Cc: s 47E <s 47E@dva.gov.au>; s 47F Danielle <Danielle.s 47F@dva.gov.au>
Subject: FW: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Importance: High

Hi Susan

May I get the detail on where the change was made in the procedure that I requested after SPC so I don't have to search for it and also the change should be referred to in the coversheet – this is the same coversheet I wrote for SPC with the names changed.

Kind Regards,

Traci-Ann Byrnes
First Assistant Secretary
Client Engagement and Support Services Division
Department of Veterans' Affairs
p s 47F
m s 47F
e Traci-Ann.Byrnes@dva.gov.au

For what they have done, this we will do.

The Department of Veterans' Affairs acknowledge the traditional owners and we pay our respect to elders past, present and future.

From: s 47F Cassandra <Cassandra.s 47F@dva.gov.au> On Behalf Of s 47E
Sent: Monday, 17 October 2022 5:17 PM
To: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>
Cc: s 47E <s 47E@dva.gov.au>; s 47F Ellie <Ellie.s 47F@dva.gov.au>; s 47F Danielle <Danielle.s 47F@dva.gov.au>
Subject: For FAS clearance - RFI221284 - Due 2PM 18/10 - CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg [SEC=OFFICIAL]
Importance: High

Hi Traci-Ann

For your FAS clearance, please find attached CARB's AS cleared EMB papers for the upcoming Performance and Assurance meeting on 27 October 2022.

The items CESS has on the agenda are:

Topic Name	Paper Y/N	Responsible EMB Member
People Recording Interaction with DVA Staff – Policy and Procedure	Y	Traci-Ann
CESS Client Interactions Dashboard	Y	Traci-Ann

These papers are due back to the EMB Secretariat by **2PM Tuesday, 18 October 2022**.

Thanks,
Cass

Cassandra s 47F

Senior Coordination Officer

CESS Executive Support Team | Client Engagement and Support Services Division

Department of Veterans' Affairs

Phone: **s 47F** | Ext: **s 47F** | Mob: **s 47F**

Please email CESS.EXEC.SUPPORT on all CESS Division coord matters

From: **s 47F** Slavica <Slavica.s 47F@dfa.gov.au> On Behalf Of **s 47E**

Sent: Monday, 10 October 2022 5:03 PM

To: **s 47E** <**s 47E@dfa.gov.au**>

Cc: **s 47E** <**s 47E@dfa.gov.au**>

Subject: CESS - ACTION REQUIRED: Papers and action items re: EMB 2 P&A 27 Oct mtg - Due 2pm 18 Oct 2022 [SEC=OFFICIAL]

Good afternoon,

Please use the links to the correct template provided below to ensure business continuity in peak times. Papers will be sent back to the business area for updating if incorrect templates are used.

Action Required	Call for Performance & Assurance EMB 2 Submissions
Due Date	2pm Tuesday, 18 October 2022
Next Meeting is scheduled for	Thursday, 27 October 2022 – 2:00pm-4:00pm
Clearance Required	FAS Cleared for Cover Sheet Submissions Deputy President/ Deputy Secretary Clearance for EMB Submission
Mandatory Consultation	For EMB submissions CFO, GC, CHO (if medical)
Submit to	s 47E dfa.gov.au
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Updates to papers Papers cannot be updated once submitted to Secretariat

Late Papers Once the agenda has been finalised, papers cannot be submitted without prior approval from the EMB Chair. It is the responsibility of the business area to gain Chair approval.

The following documents can be found here or in CM9 (TRIM) 2006165

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- [Governance SharePoint site](#)
- [Frequently Asked Questions](#)

Agenda Item is:

Topic Name	Paper Y/N	Responsible EMB Member	Presenter	Observer
People Recording Interaction with DVA Staff – Policy and Procedure	Y	Traci-Ann		

CESS Client Interactions Dashboard	Y	Traci-Ann		
Client Feedback Update	Y	Traci-Ann		

Please ensure you have attached all the required documentation in an easy to read format.
Checklist must be completed.

- ☐ P&A Cover Sheet
- ☐ EMB Submission Template *(if required)*
- ☐ Attachments

Attachments	Topic Name
A	<i>(EMB Submission Template Title to be A if required)</i>
B	<i>(All other attachments to follow from B and all listed on coversheet)</i>
C	
D	
E	

Kind Regards
Slavica

Slavica **s 47F**

Secretariat Officer

Governance & Ministerial Events Section Parliamentary & Governance Branch

Ph: **s 47F** | Ext: **s 47F**

E: [Slavica.s 47F](mailto:Slavica.s 47F@dva.gov.au) dva.gov.au

s 22 - Out of scope

From: s 47F Peter
Sent: Tuesday, 25 October 2022 9:19 AM
To: Pullar, Susan
Subject: FW: Internal Comms - People Recording Interactions with DVA Staff
Attachments: Attachment 1 - This Week in DVA - What if someone wants to record you.docx; Attachment 2 - QUEST PPT Presentation - People Recording Interactions with DVA Staff.PPTX

Hi Susan

The QUEST people need this power-point cleared before I can record it and I have to record before 2 November if you want it in the last QUEST for this year.

The text for 'This Week in DVA' and the business is not urgent – the former comes out once a week, the latter occurs on demand.

Peter

From: s 47F Peter
Sent: Monday, 17 October 2022 2:12 PM
To: Pullar, Susan
Cc: s 47F Kerry
Subject: Internal Comms - People Recording Interactions with DVA Staff

Hi Susan

Traci-Ann would like all internal communication products for the new 'People Recording Interactions with DVA Staff' policy and procedures ready to be delivered immediately EMB makes the decision to implement them at its meeting scheduled for 27 October 2022.

To achieve this, I need AS approval of some of these products before other divisions will action them, according to the timeframes below:

- Short paragraph for 'This Week in DVA': please approve text and image at [Attachment 1](#) by COB Monday 24 October 2022.
- QUEST power-point presentation: please approve slides and notes at [Attachment 2](#) by lunch time on Wednesday 19 October 2022 (I can make the text simpler with fewer slides if you prefer).

I will organise a Business line shortly, using the text from the 'This Week in DVA' paragraph, if you agree this.

I have arrangements in place for new links to the policy and procedures to be published on this [page](#) of the intranet, once EMB has approved them.

If there are other internal comms you wish me to produce then please let me know.

Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 26 October 2022 8:36 AM
To: Pullar, Susan
Subject: RE: Internal Comms - People Recording Interactions with DVA Staff [SEC=OFFICIAL]
Attachments: Attachment 2 - QUEST PPT Presentation - People Recording Interactions with DVA Staff.PPTX

Hi Susan

Revised power-point attached. I have inserted references to other Commonwealth agencies on slide 2 (and in the notes on slide 2).

I will forward the attached version to the QUEST people today and will record something early next week. EMB is tomorrow. Please let me know before COB on Friday if changes are required to the policy, procedures or this version of the power-point..

Regards
Peter

From: Pullar, Susan
Sent: Wednesday, 26 October 2022 7:55 AM
To: s 47F Peter
Subject: RE: Internal Comms - People Recording Interactions with DVA Staff [SEC=OFFICIAL]

Hi Peter

Apologies for the delay. I have made a minor change to the 'This week' so use the one attached please. The Quest presentation is good but could you please insert a line on other agencies recording.

Thanks
Susan

From: s 47F Peter <Peter.s 47F@dva.gov.au>
Sent: Tuesday, 25 October 2022 10:19 AM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>
Subject: FW: Internal Comms - People Recording Interactions with DVA Staff

Hi Susan

The QUEST people need this power-point cleared before I can record it and I have to record before 2 November if you want it in the last QUEST for this year.

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Peter

From: s 47F Peter
Sent: Monday, 17 October 2022 2:12 PM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>
Cc: s 47F Kerry <Kerry.s 47F@dva.gov.au>
Subject: Internal Comms - People Recording Interactions with DVA Staff

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I have arrangements in place for new links to the policy and procedures to be published on this [page](#) of the intranet, once EMB has approved them.

If there are other internal comms you wish me to produce then please let me know.

Regards
Peter

s 22 - Out of scope

From: Pullar, Susan
Sent: Wednesday, 26 October 2022 8:56 AM
To: Byrnes, Traci-Ann
Cc: s 47F Peter; s 47F Danielle; s 47F Kerry
Subject: FW: Internal Comms - People Recording Interactions with DVA Staff [SEC=OFFICIAL]
Attachments: Attachment 2 - QUEST PPT Presentation - People Recording Interactions with DVA Staff.PPTX;
Attachment 1 - This Week in DVA - What if someone wants to record you.docx

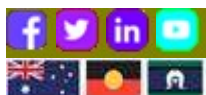
Hi Traci-Ann

Attached is the QUEST presentation for the Recording Policy which is currently scheduled for recording on Friday (pending EMB approval of the policy on Thursday), sending to you incase you want to clear it. I have also attached the text for 'This Week in DVA' which will be used to develop a business line also.

I'll touch base with you following EMB to identify any changes to the policy that may need to be considered in the comms and confirm the policy was endorsed prior to progressing the comms.

Thanks

Susan Pullar | A/g Assistant Secretary
Client Access & Rehabilitation Branch
Client Engagement and Support Services Division
Department of Veterans' Affairs
Tel s 47F | Ext s 47F | Mobile s 47F
Susan.pullar@dva.gov.au
www.dva.gov.au



s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 26 October 2022 9:02 AM
To: s 47F SOON
Subject: RE: Recording policy and procedures presentation [SEC=OFFICIAL]

Yes Soon, delivery script will be the same as the notes in the PPT.

Can we set the recording session for 2.00pm on Monday please.

Peter

From: s 47F SOON
Sent: Wednesday, 26 October 2022 9:55 AM
To: s 47F Peter
Subject: RE: Recording policy and procedures presentation [SEC=OFFICIAL]

Good Morning Peter,

Thanks for the presentation. I can arrange a Monday (31 Oct) recording session (Tuesday is public holiday in Melbourne). In the worst case scenario, we will do it on Wednesday (2 Nov), however, we'd like to avoid it if possible. If there are any changes of circumstances, please let me know ASAP.

We need delivery script for this presentation, but I guess it will be the same as the notes in the PPT file? If so, I will put them together into a Word doc and send it to you sometime today.

Please let me know the most convenient time on Monday for our recording session. Then, I will send you an invitation. If anything changes, we can always reschedule or cancel it.

Cheers,
Soon

From: s 47F Peter <Peter.s.47F@dva.gov.au>
Sent: Wednesday, 26 October 2022 9:46 AM
To: s 47F SOON <SOON.s.47F@dva.gov.au>
Subject: Recording policy and procedures presentation

Hi Soon

My AS has cleared the attached presentation (and notes), but please understand the policy and procedures are being considered by the Executive Management Board tomorrow. EMB might require changes to these documents or it could decide that DVA will not implement this policy at all.

I should know the EMB decision by Friday afternoon. Is it possible to record the presentation on Monday or Tuesday? Do you need anything else from me at this point?

Regards
Peter

s 22 - Out of scope

From: s 47F SOON
Sent: Thursday, 27 October 2022 7:38 AM
To: s 47F Peter
Subject: RE: Recording policy and procedures presentation [SEC=OFFICIAL]
Attachments: Script for People Recording Interactions with DVA Staff.docx

Good Morning Peter,

Please find the attached document for the script of your presentation, which is basically 'copy and paste' of the notes in the PPT. I will see you on Monday afternoon.

Cheers,
Soon

From: s 47F Peter
Sent: Wednesday, 26 October 2022 10:02 AM
To: s 47F SOON
Subject: RE: Recording policy and procedures presentation [SEC=OFFICIAL]

Yes Soon, delivery script will be the same as the notes in the PPT.

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From: s 47F SOON <SOON s 47F dva.gov.au>
Sent: Wednesday, 26 October 2022 9:55 AM
To: s 47F Peter <Peter s 47F dva.gov.au>
Subject: RE: Recording policy and procedures presentation [SEC=OFFICIAL]

Good Morning Peter,

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Cheers,
Soon

From: s 47F Peter <Peter s 47F dva.gov.au>
Sent: Wednesday, 26 October 2022 9:46 AM
To: s 47F SOON <SOON s 47F dva.gov.au>
Subject: Recording policy and procedures presentation

Hi Soon

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I should know the EMB decision by Friday afternoon. Is it possible to record the presentation on Monday or Tuesday? Do you need anything else from me at this point?

Regards

Peter

s 22 - Out of scope

From: Pullar, Susan
Sent: Thursday, 27 October 2022 3:05 PM
To: Kerry; ^{s 47F} s 47F Peter
Subject: FW: EMB Feedback [SEC=OFFICIAL]

Kerry and Peter

Please see the below on recording policy and dashboards.

Thanks

Susan

From: Byrnes, Traci-Ann
Sent: Thursday, 27 October 2022 3:32 PM
To: Pullar, Susan
Cc: Perry, Wayne ; Kennedy, Sarah
Subject: EMB Feedback [SEC=OFFICIAL]

Hi Susan

The People Recording Interactions was endorsed. Vicki noted that she had the Dealing with Complex Behaviours policy so if our link isn't live yet, we may need to wait for that? Otherwise we are good to go.

Regarding our dashboard report:

I would be grateful if your Health approvals workshop would consider whether the thresholds in our report are appropriate (e.g 7 days/ 14 days/ 28 days) for the various items. If we agree the highest priority items are shortest and OK – that is fine, just needs to be verified for Nov EMB as an action item along with back brief on our action plan from the workshop.

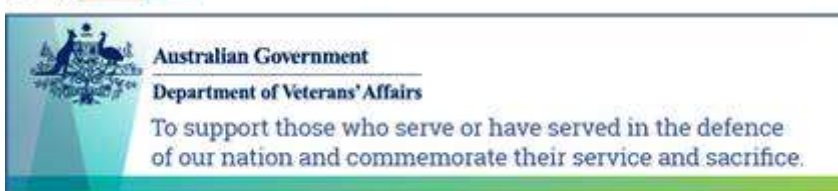
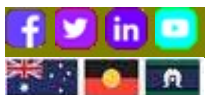
Regarding complaints report:

It was agreed that the charts are useful for highlighting trends but details on the nature of the feedback (complaints, compliments and suggestions) would be more useful for the covering paper. Happy to discuss.

Kind Regards,

Traci-Ann Byrnes

First Assistant Secretary
Client Engagement and Support Services Division
Department of Veterans' Affairs
Tel ^{s 47F} s 47F Mobile ^{s 47F} s 47F
Traci-Ann.Byrnes@dva.gov.au
www.dva.gov.au



s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 27 October 2022 3:29 PM
To: Pullar, Susan; s 47F Kerry
Subject: RE: EMB Feedback [SEC=OFFICIAL]

Thank you Susan, that's good news.

I knew and understood the Challenging Behaviours policy was under review, but I put the link in any way to satisfy the SPC (and Traci-Ann's) request to do so.

The QUEST video won't go out until 21 November and I can hold off the business line and 'This Week In DVA' article until then. This means I have three weeks to insert a link to the new version of the Challenging Behaviours policy.

If Traci-Ann asks, please let her know of same and that the internal comms will roll out from 21 November.

I'm scheduled to do the QUEST recording this Monday. I may have a haircut beforehand. 😊

Peter

From: Pullar, Susan
Sent: Thursday, 27 October 2022 4:05 PM
To: s 47F Kerry ; s 47F Peter
Subject: FW: EMB Feedback [SEC=OFFICIAL]

Kerry and Peter

Please see the below on recording policy and dashboards.

Thanks

Susan

From: Byrnes, Traci-Ann <Traci-Ann.Byrnes@dva.gov.au>
Sent: Thursday, 27 October 2022 3:32 PM
To: Pullar, Susan <Susan.Pullar@dva.gov.au>
Cc: Perry, Wayne <Wayne.Perry@dva.gov.au>; Kennedy, Sarah <Sarah.Kennedy@dva.gov.au>
Subject: EMB Feedback [SEC=OFFICIAL]

Hi Susan

The People Recording Interactions was endorsed. Vicki noted that she had the Dealing with Complex Behaviours policy so if our link isn't live yet, we may need to wait for that? Otherwise we are good to go.

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Kind Regards,

Traci-Ann Byrnes

First Assistant Secretary

Client Engagement and Support Services Division

Department of Veterans' Affairs

Tel (s 47F Mobile s 47F

Traci-Ann.Byrnes@dva.gov.au

www.dva.gov.au



s 22 - Out of scope

From: s 47F Kerry
Sent: Friday, 28 October 2022 8:49 AM
To: s 47E
Cc: S 47F Peter
Subject: RE: RFI221374 - Due 2PM 28/10 - Request for articles for This Week at DVA 2 November 2022 [SEC=OFFICIAL]

Hi Cass

COSS will be including an article about People Recording Interactions but it will not be ready for next week's bulletin. It is dependent on the updated Challenging Behaviours policy being cleared by Vicki Rundle, most likely sometime next week but no guarantees. Peter s 47F is working closely with the 'This Week at DVA Team' already and they understand the situation.

The People Recording Interactions policy was endorsed by EMB this week and the communications have already been AS cleared so it should be an easy process for the following week's bulletin.

Kind Regards

Kerry s 47F
Acting Director
Client Operations Support Section
Client Access and Rehabilitation Branch
Telephone 1800 VETERAN (1800 838 372) | ext s 47F
www.dva.gov.au



From: s 47F Cassandra On Behalf Of s 47E
Sent: Friday, 28 October 2022 9:22 AM
To: s 47F Jonathan ; s 47F Natalie ; s 47F Tammy ; s 47F Kerry ; s 47F Angelo ; s 47F Kim ; s 47F Stella
Cc: s 47E
Subject: RFI221374 - Due 2PM 28/10 - Request for articles for This Week at DVA 2 November 2022 [SEC=OFFICIAL]
Importance: High

Hi all

Please send through your Director cleared input/NIL to s 47E dva.gov.au by **2PM TODAY, Friday 28 October 2022.**

Thanks,
Cass

Cassandra s 47F

Senior Coordination Officer

CESS Executive Support Team | Client Engagement and Support Services Division

Department of Veterans' Affairs

Phone: s 47F | Ext: s 47F | Mob: s 47F

Please email s 47E on all CESS Division coord matters

From: s 47F Catherine <Catherine.s 47F dva.gov.au> **On Behalf Of** s 47E

Sent: Thursday, 27 October 2022 5:13 PM

To: s 47F Paige <Paige.s 47F dva.gov.au>; s 47F Rebecca <Rebecca.s 47F dva.gov.au>;
s 47E <s 47E dva.gov.au>

Subject: RFI221374 - Due 28/10 - Request for articles for This Week at DVA 2 November 2022 [SEC=OFFICIAL]

Good afternoon

Please let us know if you have any content/all staff messages for next weeks all staff weekly bulletin.

- The article is to be a paragraph (**50-70 words maximum**) with a clear informative purpose and directing staff to further information as needed (**provide link**).
- If your paragraph is longer than 70 words, we will summarise that paragraph for the bulletin, and may link it to your submission which would be put on the intranet as a news item.
- We strongly encourage you to also provide a picture/icon to go with the article and any alt-text for the picture/icon. (**Noting copyright**)
- The content is to be cleared at the **AS level**.

To meet the deadline provide your AS cleared response to s 47E by **COB Friday 28 October 2022**

Thank you

Cath

Catherine s 47F

Executive Coordinator | Client Engagement and Support Services Division | Department of Veterans' Affairs

P: s 47F **Ext:** s 47F Catherine.s 47F dva.gov.au



To support those who serve or have served in the defence of our nation and commemorate their service and sacrifice.

s 22 - Out of scope

From: s 47F Heather
Sent: Friday, 28 October 2022 9:39 AM
To: s 47F Peter
Cc: ENGAGEMENT
Subject: Staff recording [SEC=OFFICIAL]

Hi Peter

I understand there is a policy being developed around 'recording staff' – in the TED team the nature of our work does include 'recording' of staff e.g. staff participating in co-design engagements. Although to be fair I don't know what is in or out of scope for your policy

Is it possible to have any input into/sight of this policy

Many thanks in advance

Heather

Heather s 47F

Executive Director

Transform, Engage, Design (TED)

Department of Veterans' Affairs

Ph s 47F | ext s 47F | m s 47F | e [heather.s 47F](mailto:heather.s47F@dva.gov.au) dva.gov.au

*To support those who serve or have served in the defence of our nation
and commemorate their service and sacrifice.*



For the latest
Transform, Engage, Design
Information

Click here for the **TED Collaborative Site**

s 22 - Out of scope

From: s 47F Peter
Sent: Friday, 28 October 2022 10:09 AM
To: s 47F Heather
Cc: ENGAGEMENT
Subject: RE: Staff recording [SEC=OFFICIAL]
Attachments: People Recording Interactions with DVA Staff - Policy.docx

Hi Heather

The 'People Recording Interactions with DVA Staff' policy was approved by EMB yesterday. Draft versions were circulated to all divisional coord teams for comment and FAS cleared responses were received from CBD, MHWSD, CTD and CESS. I'm sorry you didn't get a chance to comment on those drafts.

The policy sets out DVA's position in respect of people (including DVA clients, their representatives, members of the public and third party organisations) interacting with the Department of Veterans' Affairs (DVA) who wish to record those interactions on mobile phones or other recording devices. It does not cover DVA staff recording other DVA staff. Commonwealth organisations are also excluded from the policy - so, for example, Services Australia is able to record a meeting or phone call with DVA if it wishes.

The policy will help you and your staff if, for example, a veteran wishes to record you without asking for your permission beforehand.

I've attached a copy of the approved policy for your perusal. Please do not circulate this widely, as some internal comms ('This Week in DVA', business line, QUEST presentation) about both it and internal procedures will roll out over the next few weeks.

Regards
Peter

From: s 47F Heather <Heather.s 47F dva.gov.au>
Sent: Friday, 28 October 2022 10:39 AM
To: s 47F Peter <Peter.s 47F dva.gov.au>
Cc: ENGAGEMENT <ENGAGEMENT@dva.gov.au>
Subject: Staff recording [SEC=OFFICIAL]

Hi Peter

I understand there is a policy being developed around 'recording staff' – in the TED team the nature of our work does include 'recording' of staff e.g. staff participating in co-design engagements. Although to be fair I don't know what is in or out of scope for your policy

Is it possible to have any input into/sight of this policy

Many thanks in advance

Heather

Heather s 47F

Executive Director

Transform, Engage, Design (TED)

Department of Veterans' Affairs

Ph s 47F | ext s 47F | m s 47F | e heather.s 47F dva.gov.au

*To support those who serve or have served in the defence of our nation
and commemorate their service and sacrifice.*



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Information

Click here for the **TED Collaborative Site**

s 22 - Out of scope

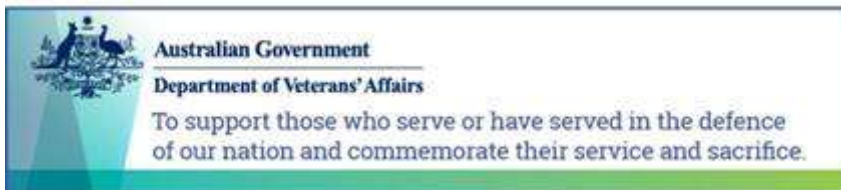
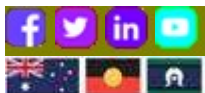
From: s 47F Heather
Sent: Friday, 28 October 2022 2:16 PM
To: s 47F Peter
Cc: ENGAGEMENT
Subject: RE: Staff recording [SEC=OFFICIAL]

Many thanks Peter – that is really helpful information



Heather

Heather s 47F
Executive Director
Transform, Engage, Design (TED)
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s 22 - Out of scope

From: s 47F Peter
Sent: Monday, 31 October 2022 8:49 AM
To: s 47F SOON
Subject: RE: QUEST Presentation Recording [SEC=OFFICIAL]

Yes, the EMB endorsed the policy Soon. I will see you at 2.00pm

Regards
Peter

From: s 47F SOON
Sent: Monday, 31 October 2022 8:33 AM
To: s 47F Peter
Subject: QUEST Presentation Recording [SEC=OFFICIAL]

Good Morning Peter,

I am just wondering if the EMB decision has been made, and if so, if we are going ahead with the recording your QUEST presentation this afternoon. Look forward to hearing a good news.

Cheers,
Soon

Soon s 47F

Service Delivery Learning & Development (SD L&D)
Operational Services
VEA Compensation and Support Branch
Client Benefits Division
Department of Veterans' Affairs



s 22 - Out of scope

From: s 47F SOON
Sent: Monday, 31 October 2022 8:50 AM
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Subject: RE: QUEST Presentation Recording [SEC=OFFICIAL]

Awesome!!! Will see you then 😊

Cheers,
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To: Internal.Communication; Ombudsman.DVA
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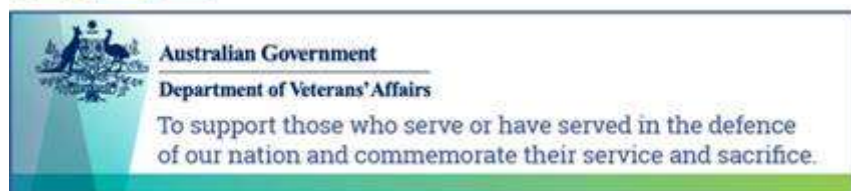
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Department Response Management Operations
Chief Operating Officer Division

✉ s 47E [dva.gov.au](mailto:s 47E@dva.gov.au)



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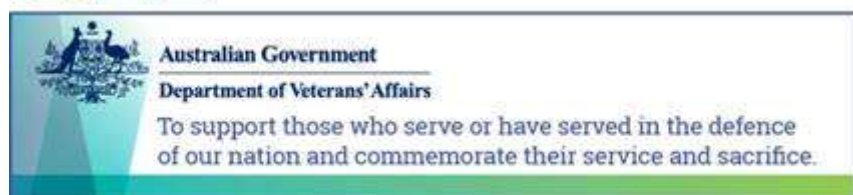
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Happy to discuss.

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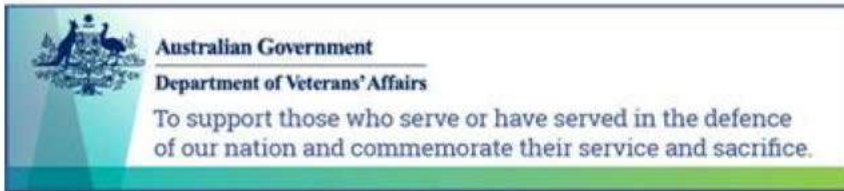
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Sent: Friday, 14 October 2022 9:40 AM
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Thank you Amy

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Thanks again for your help Amy.

Regards
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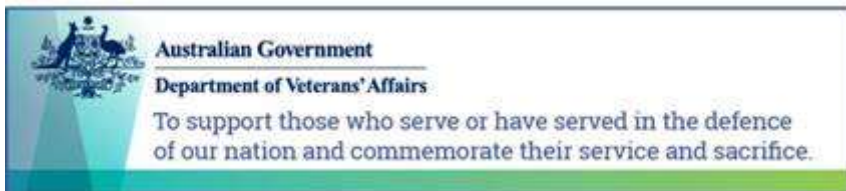
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From: S 47F Peter <Peter.S.47F@dva.gov.au>
Sent: Thursday, 13 October 2022 11:01 AM
To: S 47F Amy <Amy.S.47F@dva.gov.au>
Subject: FW: People Recording interactions with DVA staff [SEC=OFFICIAL]

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Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Kent

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Peter

From: S 47F Kent <Kent.S.47F@dva.gov.au>
Sent: Thursday, 13 October 2022 10:44 AM
To: S 47F Peter <Peter.S.47F@dva.gov.au>; Internal.Communication <S.47E@dva.gov.au>; S 47F Amy <Amy.S.47F@dva.gov.au>
Cc: S 47F Chris <Chris.S.47F@dva.gov.au>
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Regards,

Kent **s 47F**

Director, Department Response Management Operations

Chief Operating Officer Division

Department of Veterans' Affairs

Ts 47F Ms 47F

[Skype Me!](#)



Supporting you to support our Veterans and their Families

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s 22 - Out of scope

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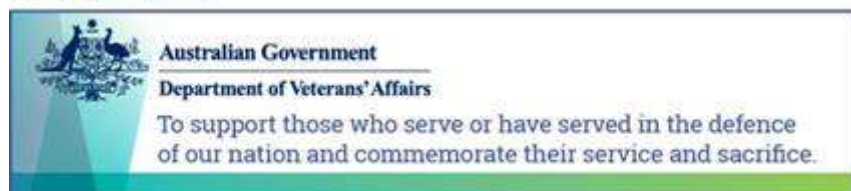
No worries at all.

Thanks Peter. ☺

Sarah s 47F

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✉ **s 47E** dva.gov.au



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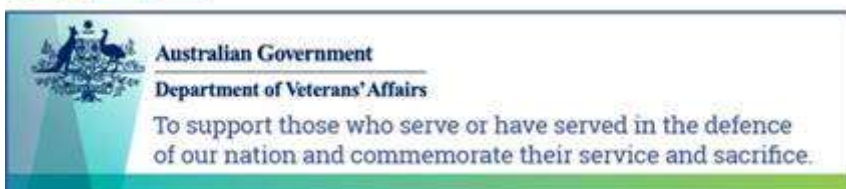
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To: s 47E Ombudsman.DVA
Cc: s 47F Wayne
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Hi Sharon

I'm the contact person for the policy and procedures Sharon.

Yesterday I recorded a presentation for the QUEST session on 21 November 2022 – the policy and procedures will need to be available through the intranet before then, as I refer people to the HR 'Policies and Forms' page. Please let me know if this date is a problem.

Regards
Peter

From: s 47F Sharon <Sharon.s 47F@dva.gov.au> **On Behalf Of** s 47E
Sent: Tuesday, 1 November 2022 8:09 PM
To: Ombudsman.DVA <s 47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Good afternoon Peter

Wayne is currently out of the office. I will endeavour to look at this for you ASAP, however I have a few urgent tasks to get through. Please note that I am 3 hours behind you here in Perth.

Can you please advise who staff would contact if they have any questions surrounding the policy? PSB will not be placed to advise on this as it is not a HR owned policy.

Kind regards

Sharon.

Sharon s 47F
Assistant Director, People Strategy
People Services Branch | Chief Operating Officer Division
Department of Veterans' Affairs (Perth office)
Phone: s 47F | Ext. s 47F
Email: sharon.s 47F@dva.gov.au



The department acknowledges the traditional owners of the land throughout Australia and their continuing connection to country, sea and community. We pay our respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

From: s 47F Peter <Peter.s 47F@dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Tuesday, 1 November 2022 6:55 AM

To: s 47F Sharon <Sharon.s.47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>; s 47F Wayne <Wayne.s.47F@dva.gov.au>

Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures

Good morning Wayne

My email below refers. On 27 October 2022, EMB endorsed the new 'People Recording Interactions with DVA Staff' policy and procedures for implementation from 1 November 2022.

Please let me know when the CM9 record numbers below are linked to, and available through, the [Policies and guidelines \(dva.gov.au\)](#) intranet page.

Regards
Peter

From: s 47F Peter

Sent: Friday, 14 October 2022 12:44 PM

To: s 47F Sharon <Sharon.s.47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>; s 47F Wayne <Wayne.s.47F@dva.gov.au>

Subject: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures

Hi Wayne

Your email dated yesterday, 13 October 2022, refers:

- Please see attached word versions of the new policy and procedure documents, as requested.
- CM9 record numbers are Policy – 222637582E; Procedures – 222637584E. I'm told these documents are now viewable in CM9 by all DVA staff but editing is restricted.
- I understand you will generate a hyperlink on the [Policies and guidelines \(dva.gov.au\)](#) to the new policy and procedures in CM9.
- I understand you will workflow the updated intranet page to Web Services for final sign off.

As discussed, the new policy and procedures will be considered by EMB on 27 October 2022 and I expect they will be approved at that meeting. I am hoping we can have the new hyperlinks operable from 1 November 2022.

I will keep you updated.

Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Wednesday, 2 November 2022 10:44 AM
To: s 47F SOON
Subject: RE: Edited Video for Your QUEST Presentation [SEC=OFFICIAL]

That is good to go Soon.

Thank you for your help with this.

In 2023 I may need to do another presentation about how DVA works with the Commonwealth Ombudsman.

Please can you tell me when the first QUEST is scheduled for 2023 and the cut-off date for recording?

Thanks again,
Peter

rom: s 47F SOON
Sent: Wednesday, 2 November 2022 11:32 AM
To: s 47F Peter
Subject: Edited Video for Your QUEST Presentation [SEC=OFFICIAL]

Good Morning Peter,

Please find the below link for the edited video for your presentation recorded on Monday. Please let me know if it is good to go ASAP.

<https://web.microsoftstream.com/video/6276cff8-38df-439c-8a5f-0f093ff10a94>

Cheers,
Soon

Soon s 47F

Service Delivery Learning & Development (SD L&D)
Operational Services
VEA Compensation and Support Branch
Client Benefits Division
Department of Veterans' Affairs



s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 3 November 2022 9:37 AM
To: s 47F Kerry
Subject: RE: FOR ACTION before 12pm Friday 4 November___ FW: RFI221408 - Due 4/11 - Request for articles for This Week at DVA 9 November 2022 [SEC=OFFICIAL]

It is ready Kerry but it says the policy and procedure are available on the intranet - but this hasn't happened yet because Web Services hasn't done that bit yet.

I will escalate this with you on Monday if Web Services hasn't made any progress.

Peter

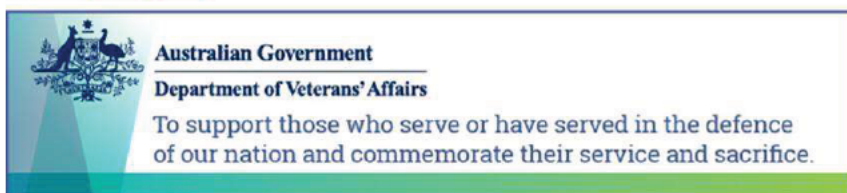
From: s 47F Kerry
Sent: Thursday, 3 November 2022 10:30 AM
To: s 47F Peter
Subject: FW: FOR ACTION before 12pm Friday 4 November___ FW: RFI221408 - Due 4/11 - Request for articles for This Week at DVA 9 November 2022 [SEC=OFFICIAL]

Hi Peter

Just checking - Is the People recording all ready to go?

Kind Regards

Kerry s 47F
Acting Director
Client Operations Support Section
Client Access and Rehabilitation Branch
Telephone 1800 VETERAN (1800 838 372) | ext s 47F
www.dva.gov.au



From: s 47F Paige <Paige s 47F [dva.gov.au](mailto:paige.s47f@dva.gov.au)>
Sent: Thursday, 3 November 2022 10:26 AM
To: s 47F Natalie <Natalie.s 47F [dva.gov.au](mailto:natalie.s47f@dva.gov.au)>; s 47F Kerry <Kerry.s 47F [dva.gov.au](mailto:kerry.s47f@dva.gov.au)>; s 47F Stella <Stella.s 47F [dva.gov.au](mailto:stella.s47f@dva.gov.au)>; s 47F Kim <Kim.s 47F [dva.gov.au](mailto:kim.s47f@dva.gov.au)>; s 47F Jonathan <Jonathan.s 47F [dva.gov.au](mailto:jonathan.s47f@dva.gov.au)>; s 47F Kerrie <Kerrie.s 47F [dva.gov.au](mailto:kerrie.s47f@dva.gov.au)>; s 47F Fiona <Fiona.s 47F [dva.gov.au](mailto:fiona.s47f@dva.gov.au)>
Subject: FOR ACTION before 12pm Friday 4 November___ FW: RFI221408 - Due 4/11 - Request for articles for This Week at DVA 9 November 2022 [SEC=OFFICIAL]

Good morning all,

Please review the below and provide input or a nil response before **12pm Friday 4 November.**

Kind regards,

Paige s 47F Executive Assistant to Sarah Kennedy
Client Programs Branch
Client Engagement and Support Services Division
Department of Veterans' Affairs
Tel: **s 47F** | Ext: **s 47F**
[Paige s 47F](mailto:Paige.s.47F@dva.gov.au) dva.gov.au
www.dva.gov.au



From: **s 47F** Catherine <Catherine.s.47F@dva.gov.au> **On Behalf Of** **s 47E**

Sent: Thursday, 3 November 2022 10:24 AM

To: **s 47F** Paige <[Paige s 47F](mailto:Paige.s.47F@dva.gov.au) dva.gov.au>; **s 47E** <**s 47E** dva.gov.au>

Subject: RFI221408 - Due 4/11 - Request for articles for This Week at DVA 9 November 2022 [SEC=OFFICIAL]

Good morning

Please let us know if you have any content/all staff messages for next weeks all staff weekly bulletin

- The article is to be a paragraph (**50-70 words maximum**) with a clear informative purpose and directing staff to further information as needed (**provide link**).
- If your paragraph is longer than 70 words, we will summarise that paragraph for the bulletin, and may link it to your submission which would be put on the intranet as a news item.
- We strongly encourage you to also provide a picture/icon to go with the article and any alt-text for the picture/icon. (**Noting copyright**)
- The content is to be cleared at the AS level.

To meet the deadline provide your AS cleared input to **s 47E** by **COB Friday 4 November 2022.**

Thank you
Cath

Catherine s 47F

Executive Coordinator | Client Engagement and Support Services Division | Department of Veterans' Affairs

P: s 47F **Ext: s 47F** [Catherine s 47F](mailto:Catherine.s.47F@dva.gov.au) dva.gov.au



To support those who serve or have served in the defence of our nation and commemorate their service and sacrifice.

s 22 - Out of scope

From: s 47F Rebecca
Sent: Monday, 7 November 2022 11:09 AM
To: s 47F Trent; s 47F Kerry; s 47F Peter; s 47F Michelle
Subject: RE: Input for Div meeting [SEC=UNOFFICIAL]

FMT input is:

- Currently we are supporting the Legislation Improvement Team to respond to feedback received through the Royal Commission and the Legislative reform teams.
- FMT are presenting in the upcoming QUEST regarding Best Practice for complaint handling and resolution

Rebecca | Assistant Director - Feedback Management Team
Client Operations Support Section
Client Access and Rehabilitation Branch
[Department of Veterans' Affairs](#)
Telephone 1800 VETERAN (1800 838 372)



The Department acknowledges the traditional owners of the land throughout Australia and their continuing connection to country, sea and community. We pay our respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past, present and emerging.

From: s 47F Trent
Sent: Monday, 7 November 2022 11:48 AM
To: s 47F Kerry ; s 47F Peter ; s 47F Michelle ; s 47F Rebecca
Subject: RE: Input for Div meeting [SEC=UNOFFICIAL]

Hi all,

From a Telephony/WFM perspective I would suggest the following two topics:

- VCES are transitioning into a scheduled environment on the Workforce Management platform to help ensure they have consistent phone coverage throughout the day and prevent calls overflowing to VAN;
- Post Call Survey statistics from 4 July 2022 are available at the [Telephony Knowledge Centre](#) ** only if Kim s 47F is comfortable promoting this

Thanks,

Trent s 47F | Acting Assistant Director
Telephony Operations Support
Client Operational Support | Client Access & Rehabilitation
Client Engagement & Support Services Division
Department of Veterans' Affairs
s 47F
trent.s 47F@dva.gov.au
www.dva.gov.au





From: s 47F Kerry <Kerry s 47F dva.gov.au>

Sent: Monday, 7 November 2022 11:26 AM

To: s 47F Peter <Peter s 47F dva.gov.au>; s 47F Michelle <Michelle s 47F dva.gov.au>; s 47F Rebecca <Rebecca s 47F dva.gov.au>; s 47F Trent <Trent s 47F dva.gov.au>

Subject: FW: Input for Div meeting [SEC=UNOFFICIAL]

Hi all

Any thought on this from a COSS perspective? I've included a few things off the top of my head – feel free to add

- Key current priorities (SSO Attachment, F2F paper)
- key recent achievements 'a big thing in CARB/your section' (VCES agreement to be scheduled on telephones – reducing VAN workload)
- anything (something) that is going really well in your space (Feedback address complaints from RC)
- something coming up (QUEST training to publicise Ombudsman as per Secretary's request in SWU)
- a recent innovation or success (People recording policy endorsement at EMB, and communication plan to promote - This week at DVA article and QUEST training in Nov)

Kind Regards

Kerry s 47F

Acting Director

Client Operations Support Section

Client Access and Rehabilitation Branch

Telephone 1800 VETERAN (1800 838 372) | ext s 47F

www.dva.gov.au



From: Pullar, Susan <Susan.Pullar@dva.gov.au>

Sent: Monday, 7 November 2022 10:33 AM

To: s 47F Jonathan <Jonathan s 47F dva.gov.au>; s 47F Fiona <Fiona s 47F dva.gov.au>; s 47F Natalie <Natalie s 47F dva.gov.au>; s 47F Stella <Stella s 47F dva.gov.au>; s 47F Kerry <Kerry s 47F dva.gov.au>; s 47F Tammy <Tammy s 47F dva.gov.au>; s 47F Kim <Kim s 47F dva.gov.au>

Cc: s 47F Paige <Paige s 47F dva.gov.au>

Subject: Input for Div meeting [SEC=UNOFFICIAL]

Hi team

Apologies for the late email on this, I was hoping to draft something on the weekend for validation rather than doing the reverse but ran out of time.

As you know, this week we have Divisional meetings, each Branch Head will present for 8-10mins on the following. Grateful for a few thoughts by cob today from your teams please against any of the below (you don't need to point something against each as they will cross over, just included to help with thinking.

- Key current priorities
- key recent achievements 'a big thing in CARB/your section'
- anything (something) that is going really well in your space
- something coming up
- a recent innovation or success

Thanks and Regards

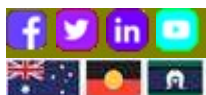
Susan

Susan Pullar | A/g Assistant Secretary
Client Access & Rehabilitation Branch
Client Engagement and Support Services Division
Department of Veterans' Affairs

Tel **(s 47F)** | Ext **s 47F** | Mobile **s 47F**

Susan.pullar@dva.gov.au

www.dva.gov.au



s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Monday, 7 November 2022 1:15 PM
To: s 47F Sarah
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Sarah, Still trying to get it up on the intranet – so yes, next week please.

Peter

From: s 47F Sarah
Sent: Monday, 7 November 2022 12:23 PM
To: Ombudsman.DVA
Cc: Internal.Communication
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

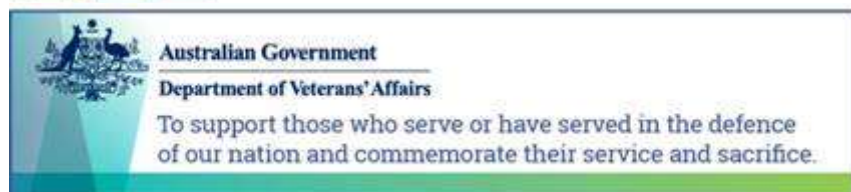
Hi Peter,

Any update on this one? Would you like to delay it to next week?

Warm regards,

Sarah s 47F
Department Response Support Officer
Department Response Management Operations
Chief Operating Officer Division
✉ s 47E

dva.gov.au



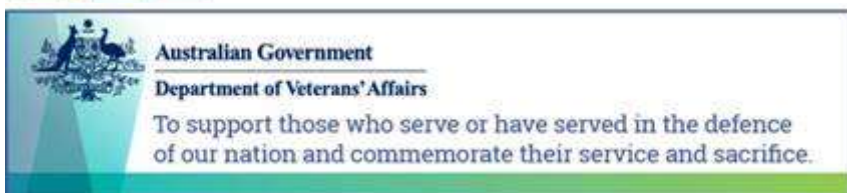
From: Internal.Communication
Sent: Monday, 31 October 2022 12:12 PM
To: Ombudsman.DVA <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

No worries at all.

Thanks Peter. ☺

Sarah s 47F
Department Response Support Officer
Department Response Management Operations
Chief Operating Officer Division
✉ s 47E

dva.gov.au



From: s 47F Peter <Peter s 47F dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Monday, 31 October 2022 11:49 AM
To: Internal.Communication <s 47E dva.gov.au>; Ombudsman.DVA <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Sarah

It's going well. EMB has approved the policy and I am recording my QUEST presentation this afternoon.

I think we should wait until next week for the article. I need to get the final version linked through the intranet first.

Regards
Peter

From: Internal.Communication <s 47E dva.gov.au>
Sent: Monday, 31 October 2022 11:53 AM
To: Ombudsman.DVA <s 47E dva.gov.au>
Cc: Internal.Communication <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

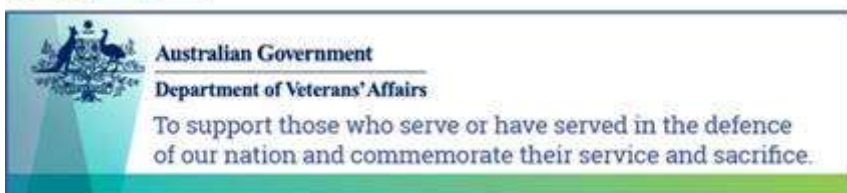
Hi Peter,

I just wanted to see how this was progressing, and if you still wanted us to run the article on Wednesday?

Thanking you

Sarah s 47F
Department Response Support Officer
Department Response Management Operations
Chief Operating Officer Division

✉ s 47E dva.gov.au



From: Internal.Communication <s 47E dva.gov.au>
Sent: Friday, 14 October 2022 12:09 PM
To: Ombudsman.DVA <s 47E dva.gov.au>
Cc: Internal.Communication <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

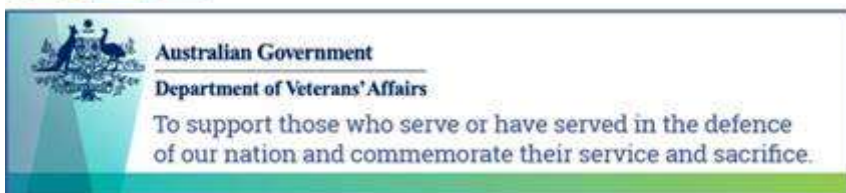
Hi Peter

Thanks for sending the draft and the quick chat over the phone. My comments are marked up in the attachment.

Happy to discuss.

Kind regards

Amy s 47F | Assistant Director
Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Tel s 47F Ext s 47F Mobile s 47F
amy.s 47F@dva.gov.au
www.dva.gov.au



From: s 47F Peter <Peter.s 47F@dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Friday, 14 October 2022 12:21 PM
To: Internal.Communication <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Amy

My first draft is attached. Word count is 72. I sourced the icon from Freesvg.org and assume there are no copyright issues.

Please let me know if this is suitable. If so I will incorporate the intranet link ,when available, and seek AS clearance.

Regards
Peter

From: Internal.Communication <s 47E dva.gov.au>
Sent: Friday, 14 October 2022 9:50 AM
To: s 47F Peter <Peter.s 47F@dva.gov.au>
Cc: Internal.Communication <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

No worries Peter – there's a placeholder for you in the 2/11 edition. If the intranet link or the article gets held up we can always push it back. Just let us know ☺

Kind regards

Amy s 47F | Assistant Director
Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Tel **s 47F** Ext **s 47F** Mobile **s 47F**
amy.s.47F@dva.gov.au
www.dva.gov.au



From: **s 47F** Peter <Peter.s.47F@dva.gov.au>
Sent: Friday, 14 October 2022 9:40 AM
To: Internal.Communication <**s 47E** [dva.gov.au](mailto:s.47E@dva.gov.au)>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Amy

I'm not sure of the actual publication date for in *This Week at DVA* – first the hyperlinks I will use have to be created in the intranet Policies & Forms page under Human Resources, so it will depend on how PSB goes with that. They think they can do it in the week starting 31 October, and that they should be ready by 2 November - but we'll see.

Let's still aim for the 2 November edition. I will provide you with an AS cleared paragraph and I'll try and find an icon. I will keep in touch with you to let you know how things are going.

Thanks again for your help Amy.

Regards
Peter

From: Internal.Communication <**s 47E** [dva.gov.au](mailto:s.47E@dva.gov.au)>
Sent: Thursday, 13 October 2022 5:54 PM
To: **s 47F** Peter <Peter.s.47F@dva.gov.au>
Cc: Internal.Communication <**s 47E** [dva.gov.au](mailto:s.47E@dva.gov.au)>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter

Lovely to talk to you today.

As discussed, to publish the article in the 2 Nov edition of *This Week at DVA*, please send the draft to Internal Comms inbox (cc'd) by **noon Monday 31 October 2022**. Below are some pointers about the article:

- The article is to be a paragraph (**50-70 words maximum**) with a clear informative purpose and directing staff to further information as needed (**provide link**).
- If your paragraph is longer than 70 words, we will summarise that paragraph for the bulletin, and may link it to your submission which would be put on the intranet as a news item.

- We strongly encourage you to also provide a picture/icon to go with the article and any alt-text for the picture/icon. (**Noting copyright**)
- The content is to be cleared at the AS level.

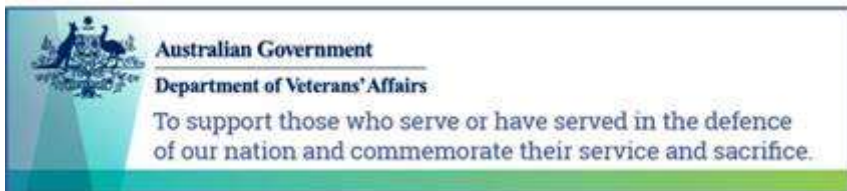
In terms of the other comm channels you mentioned - I've added the contact points (in red)

- publication of policy and procedure on the intranet, **Resource owner of the intranet page** – if you need to find the resource owner, Web Services can help but if it's a PSB site I might be able to help you out as well 😊
- a business line, **business areas can add them by following instructions on the intranet page**, if you run into any issues please contact Web Services
- a QUEST presentation for inclusion in the next round of mandatory online training - **PSB L&D area**
- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally – **for external comms we generally contact Conan S 47F or Daniel S 47F (Newsroom, Comms Branch)**

Happy to discuss.

Kind regards

Amy S 47F | Assistant Director
 Department Response Management Operations
 Chief Operating Officer Division
 Department of Veterans' Affairs
 Tel **S 47F** Ext **S 47F** Mobile **S 47F**
amy.s.47F@dva.gov.au
www.dva.gov.au



From: **S 47F** Peter <Peter.S.47F@dva.gov.au>
Sent: Thursday, 13 October 2022 11:01 AM
To: **S 47F** Amy <Amy.S.47F@dva.gov.au>
Subject: FW: People Recording interactions with DVA staff [SEC=OFFICIAL]

Sorry Amy, I didn't include you on my reply to Kent. Please see below.

Peter

From: **S 47F** Peter
Sent: Thursday, 13 October 2022 10:57 AM
To: **S 47F** Kent <Kent.S.47F@dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Kent

First it has to get cleared by EMB on 27 October - so no rush for this week, I'm aiming for Friday 28/10 or 4/11.

Peter

From: s 47F Kent <Kent.s.47F@dva.gov.au>

Sent: Thursday, 13 October 2022 10:44 AM

To: s 47F Peter <Peter.s.47F@dva.gov.au>; Internal.Communication <s.47E@dva.gov.au>; s 47F Amy <Amy.s.47F@dva.gov.au>

Cc: s 47F Chris <Chris.s.47F@dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

We can help you with that. I've cc'd in Amy s 47F who is the guru. She will give you advice on format, content suggestions, etc. Amy needs the final AS cleared content by Friday, so she will contact you shortly to discuss.

Regards,

Kent s 47F

Director, Department Response Management Operations

Chief Operating Officer Division

Department of Veterans' Affairs

T s 47F M s 47F

[Skype Me!](#)



Supporting you to support our Veterans and their Families

From: s 47F Peter <Peter.s.47F@dva.gov.au>

Sent: Thursday, 13 October 2022 10:22 AM

To: s 47F Kent <Kent.s.47F@dva.gov.au>

Cc: s 47F Chris <Chris.s.47F@dva.gov.au>

Subject: People Recording interactions with DVA staff

Hi Kent

Please could you let me know what I need to do to get a paragraph published in "This Week at DVA"? about a new DVA policy (and some procedures) for staff to use when people wish to record them?

Background:

The SPC recently agreed that a new DVA policy and procedure governing recording of DVA staff should proceed to EMB (see draft policy & draft procedure). My FAS wants this to happen at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

- publication of policy and procedure on the intranet,
- an paragraph in 'This Week at DVA',
- a business line,
- a QUEST presentation for inclusion in the next round of mandatory online training

- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally

I can get a paragraph to you pretty quickly – is that all I need to do?

Regards

Peter **S 47F**

Assistant Director

Client Operations and Support Services

s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Wednesday, 9 November 2022 9:18 AM
To: s 47E Ombudsman.DVA
Cc: s 47F Wayne
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

That's great Sharon. Thanks again for all your help. 😊

Regards
Peter

From: s 47F Sharon <Sharon.s 47F dva.gov.au> **On Behalf Of** s 47E
Sent: Tuesday, 8 November 2022 7:00 PM
To: Ombudsman.DVA <s 47E dva.gov.au>; s 47E <s 47E dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Hi Peter

I have uploaded the policy onto the Policy and Guidelines as per below, and asked for the approval to be done ASAP internally in PSB.

s 22 - Out of scope

- People Recording Interactions with DVA Staff Policy and Procedures - November 2022

s 22 - Out of scope

When I am online tomorrow (Wednesday) I will check the progress of the approval and let you know how it is going. The last page update was approved by Web Services within a couple of hours so I am hopeful it will be done by COB Wednesday.

Kind regards

Sharon.

Sharon s 47F | Assistant Director
People Strategy | People Services Branch
COO Division
Department of Veterans' Affairs (Perth Office)
Tel s 47F Ext. s 47F
sharon.s 47F dva.gov.au
www.dva.gov.au



From: s 47F Peter <Peter.s.47F@dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Monday, 7 November 2022 11:22 AM
To: s 47E <s.47E@dva.gov.au>; Ombudsman.DVA <s.47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s.47F@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Hi Sharon

People come and go – happy for my name to be in the policy and procedures but perhaps the best contact point for queries should be the DVA Ombudsman Team via email at: s.47E@dva.gov.au

I'm happy for you to put this contact information in the two documents wherever you think is the best fit.

When do you think the documents will be on the intranet? I've got comms people asking me for a go ahead which depends on this.

Peter

From: s 47F Sharon <Sharon.s.47F@dva.gov.au> **On Behalf Of** s 47E
Sent: Friday, 4 November 2022 1:18 PM
To: Ombudsman.DVA <s.47E@dva.gov.au>; s 47E <s.47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s.47F@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Hi Peter

Thank you for confirming that you are the contact person for this policy. The HR Policies and Guidelines page is generally for HR owned and supported policies, and queries go through to the HR Helpdesk for support. We will need to make it clear somewhere that the policy queries go to you. Is there somewhere in the Policy that you could put in some contact details?

Kind regards

Sharon.

From: s 47F Peter <Peter.s.47F@dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Wednesday, 2 November 2022 6:50 AM
To: s 47E <s.47E@dva.gov.au>; Ombudsman.DVA <s.47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s.47F@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Hi Sharon

I'm the contact person for the policy and procedures Sharon.

Yesterday I recorded a presentation for the QUEST session on 21 November 2022 – the policy and procedures will need to be available through the intranet before then, as I refer people to the HR 'Policies and Forms' page. Please let me know if this date is a problem.

Regards
Peter

From: s 47F Sharon <Sharon.s 47F@dva.gov.au> **On Behalf Of** s 47E
Sent: Tuesday, 1 November 2022 8:09 PM
To: Ombudsman.DVA <s 47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Good afternoon Peter

Wayne is currently out of the office. I will endeavour to look at this for you ASAP, however I have a few urgent tasks to get through. Please note that I am 3 hours behind you here in Perth.

Can you please advise who staff would contact if they have any questions surrounding the policy? PSB will not be placed to advise on this as it is not a HR owned policy.

Kind regards

Sharon.

Sharon s 47F
Assistant Director, People Strategy
People Services Branch | Chief Operating Officer Division
Department of Veterans' Affairs (Perth office)
Phone: s 47F | Ext. s 47F
Email: sharon.s 47F@dva.gov.au



The department acknowledges the traditional owners of the land throughout Australia and their continuing connection to country, sea and community. We pay our respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

From: s 47F Peter <Peter.s 47F@dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Tuesday, 1 November 2022 6:55 AM
To: s 47F Sharon <Sharon.s 47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>; s 47F Wayne <Wayne.s 47F@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures

Good morning Wayne

My email below refers. On 27 October 2022, EMB endorsed the new 'People Recording Interactions with DVA Staff' policy and procedures for implementation from 1 November 2022.

Please let me know when the CM9 record numbers below are linked to, and available through, the [Policies and guidelines \(dva.gov.au\)](#) intranet page.

Regards
Peter

From: s 47F Peter

Sent: Friday, 14 October 2022 12:44 PM

To: s 47F Sharon <[Sharon.s 47F dva.gov.au](#)>; s 47E <s 47E [dva.gov.au](#)>; s 47F Wayne <[Wayne.s 47F dva.gov.au](#)>

Subject: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures

Hi Wayne

Your email dated yesterday, 13 October 2022, refers:

- Please see attached word versions of the new policy and procedure documents, as requested.
- CM9 record numbers are Policy – 222637582E; Procedures – 222637584E. I'm told these documents are now viewable in CM9 by all DVA staff but editing is restricted.
- I understand you will generate a hyperlink on the [Policies and guidelines \(dva.gov.au\)](#) to the new policy and procedures in CM9.
- I understand you will workflow the updated intranet page to Web Services for final sign off.

As discussed, the new policy and procedures will be considered by EMB on 27 October 2022 and I expect they will be approved at that meeting. I am hoping we can have the new hyperlinks operable from 1 November 2022.

I will keep you updated.

Regards
Peter

s 22 - Out of scope

From: s 47F Sharon on behalf of s 47E
Sent: Wednesday, 9 November 2022 9:34 AM
To: Ombudsman.DVA
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Good morning Peter

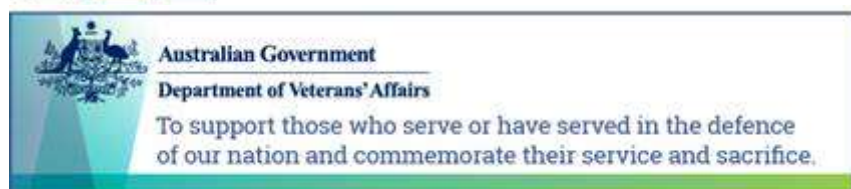
It is live! Nice and quick turnaround from Web Services. Can you please check it and make sure it looks OK?

And you are welcome.

Kind regards

Sharon

Sharon s 47F | Assistant Director
People Strategy | People Services Branch
COO Division
Department of Veterans' Affairs (Perth Office)
Tel s 47F Ext. s 47F
[sharon.s 47F](mailto:sharon.s 47F@dva.gov.au) dva.gov.au
www.dva.gov.au



From: s 47F Peter On Behalf Of Ombudsman.DVA
Sent: Wednesday, 9 November 2022 7:18 AM
To: s 47E ; Ombudsman.DVA
Cc: s 47F Wayne
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

That's great Sharon. Thanks again for all your help. ☺

Regards
Peter

From: s 47F Sharon <[Sharon.s 47F](mailto:Sharon.s 47F@dva.gov.au) dva.gov.au> On Behalf Of s 47E
Sent: Tuesday, 8 November 2022 7:00 PM
To: Ombudsman.DVA <s 47E [dva.gov.au](mailto:s 47E@dva.gov.au)>; s 47E <s 47E [dva.gov.au](mailto:s 47E@dva.gov.au)>
Cc: s 47F Wayne <[Wayne.s 47F](mailto:Wayne.s 47F@dva.gov.au) dva.gov.au>

s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Wednesday, 9 November 2022 9:48 AM
To: s 47E Ombudsman.DVA
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Looks good Sharon, links are working.

I owe you a coffee. ☺

Peter

From: s 47F Sharon On Behalf Of s 47E
Sent: Wednesday, 9 November 2022 10:34 AM
To: Ombudsman.DVA
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Good morning Peter

It is live! Nice and quick turnaround from Web Services. Can you please check it and make sure it looks OK?

And you are welcome.

Kind regards

Sharon

Sharon s 47F | Assistant Director
People Strategy | People Services Branch
COO Division
Department of Veterans' Affairs (Perth Office)
Tel s 47F Ext. s 47F
[sharon.s.47F](mailto:sharon.s.47F@dva.gov.au) dva.gov.au
www.dva.gov.au



From: s 47F Peter <Peter.s.47F@dva.gov.au> On Behalf Of Ombudsman.DVA
Sent: Wednesday, 9 November 2022 7:18 AM
To: s 47E <s 47E [dva.gov.au](mailto:s.47E@dva.gov.au)>; Ombudsman.DVA <s 47E [dva.gov.au](mailto:s.47E@dva.gov.au)>
Cc: s 47F Wayne <Wayne.s.47F@dva.gov.au>

Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

That's great Sharon. Thanks again for all your help. 😊

Regards
Peter

From: s 47F Sharon <Sharon.s 47F@dva.gov.au> **On Behalf Of** s 47E
Sent: Tuesday, 8 November 2022 7:00 PM
To: Ombudsman.DVA <s 47E@dva.gov.au>; s 47E <s 47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Hi Peter

I have uploaded the policy onto the Policy and Guidelines as per below, and asked for the approval to be done ASAP internally in PSB.

s 22 - Out of scope

- [People Recording Interactions with DVA Staff Policy and Procedures - November 2022](#)

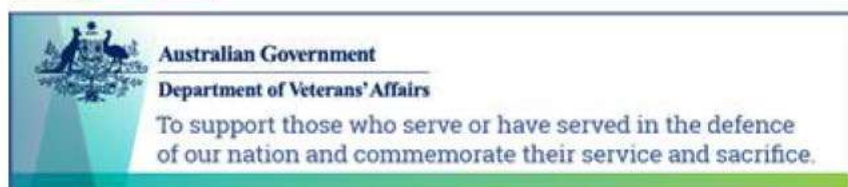
s 22 - Out of scope

When I am online tomorrow (Wednesday) I will check the progress of the approval and let you know how it is going. The last page update was approved by Web Services within a couple of hours so I am hopeful it will be done by COB Wednesday.

Kind regards

Sharon.

Sharon s 47F | Assistant Director
People Strategy | People Services Branch
COO Division
Department of Veterans' Affairs (Perth Office)
Tel **s 47F** Ext. **s 47F**
sharon.s 47F@dva.gov.au
www.dva.gov.au



From: s 47F Peter <Peter.s 47F@dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Monday, 7 November 2022 11:22 AM
To: s 47E <s 47E@dva.gov.au>; Ombudsman.DVA <s 47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Hi Sharon

People come and go – happy for my name to be in the policy and procedures but perhaps the best contact point for queries should be the DVA Ombudsman Team via email at: s 47E [dva.gov.au](mailto:s 47E@dva.gov.au)

I'm happy for you to put this contact information in the two documents wherever you think is the best fit.

When do you think the documents will be on the intranet? I've got comms people asking me for a go ahead which depends on this.

Peter

From: s 47F Sharon <Sharon.s 47F@dva.gov.au> **On Behalf Of** s 47E
Sent: Friday, 4 November 2022 1:18 PM
To: Ombudsman.DVA <s 47E@dva.gov.au>; s 47E <s 47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Hi Peter

Thank you for confirming that you are the contact person for this policy. The HR Policies and Guidelines page is generally for HR owned and supported policies, and queries go through to the HR Helpdesk for support. We will need to make it clear somewhere that the policy queries go to you. Is there somewhere in the Policy that you could put in some contact details?

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Hi Sharon

I'm the contact person for the policy and procedures Sharon.

Yesterday I recorded a presentation for the QUEST session on 21 November 2022 – the policy and procedures will need to be available through the intranet before then, as I refer people to the HR 'Policies and Forms' page. Please let me know if this date is a problem.

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Sent: Tuesday, 1 November 2022 8:09 PM
To: Ombudsman.DVA <s 47E@dva.gov.au>
Cc: s 47F Wayne <Wayne.s 47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures [SEC=OFFICIAL]

Good afternoon Peter

Wayne is currently out of the office. I will endeavour to look at this for you ASAP, however I have a few urgent tasks to get through. Please note that I am 3 hours behind you here in Perth.

Can you please advise who staff would contact if they have any questions surrounding the policy? PSB will not be placed to advise on this as it is not a HR owned policy.

Kind regards

Sharon.

Sharon s 47F
Assistant Director, People Strategy
People Services Branch | Chief Operating Officer Division
Department of Veterans' Affairs (Perth office)
Phone: s 47F | Ext. s 47F
Email: sharon.s 47F@dva.gov.au



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From: s 47F Peter <Peter.s 47F@dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Tuesday, 1 November 2022 6:55 AM
To: s 47F Sharon <Sharon.s 47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>; s 47F Wayne <Wayne.s 47F@dva.gov.au>
Subject: RE: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures

Good morning Wayne

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Regards
Peter

From: s 47F Peter

Sent: Friday, 14 October 2022 12:44 PM

To: s 47F Sharon <Sharon.s 47F@dva.gov.au>; s 47E <s 47E@dva.gov.au>; s 47F Wayne <Wayne.s 47F@dva.gov.au>

Subject: New intranet hyperlinks - People Recording Interactions with DVA Staff - Policy and Procedures

Hi Wayne

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I will keep you updated.

Regards
Peter

s 22 - Out of scope

From: s 47F Peter
Sent: Thursday, 10 November 2022 2:24 PM
To: s 47F Kim
Subject: People Recording Interactions with DVA Staff

Hi Kim

See policy and procedures link under "Policies" - [Policies and guidelines \(dva.gov.au\)](https://dva.gov.au/policies-and-guidelines)

Peter

s 22 - Out of scope

From: Internal.Communication
Sent: Thursday, 10 November 2022 2:32 PM
To: Ombudsman.DVA
Cc: s 47F Sarah
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Peter

Kind regards

Amy s 47F | Assistant Director
Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Tel s 47F Ext s 47F Mobile s 47F
amy.s 47F@dva.gov.au
www.dva.gov.au



From: s 47F Peter **On Behalf Of** Ombudsman.DVA
Sent: Wednesday, 9 November 2022 2:16 PM
To: s 47F Sarah
Cc: Internal.Communication
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Sarah

The links are now up on the intranet – please run the article next Wednesday 16 November 2022.

Thank you for your help with this. 😊

Regards
Peter

From: s 47F Sarah <Sarah s 47F @dva.gov.au>
Sent: Monday, 7 November 2022 12:23 PM
To: Ombudsman.DVA <s 47E @dva.gov.au>
Cc: Internal.Communication <s 47E @dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

Any update on this one? Would you like to delay it to next week?

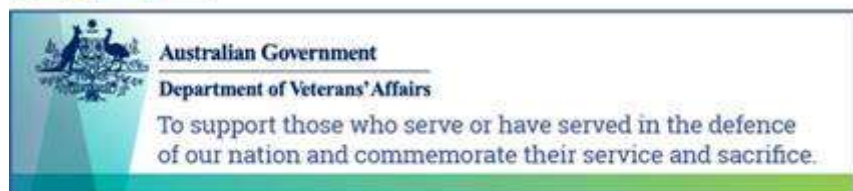
Warm regards,

Sarah s 47F

Department Response Support Officer
Department Response Management Operations
Chief Operating Officer Division

✉ **s 47E**

dva.gov.au



From: Internal.Communication

Sent: Monday, 31 October 2022 12:12 PM

To: Ombudsman.DVA <**s 47E** dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

No worries at all.

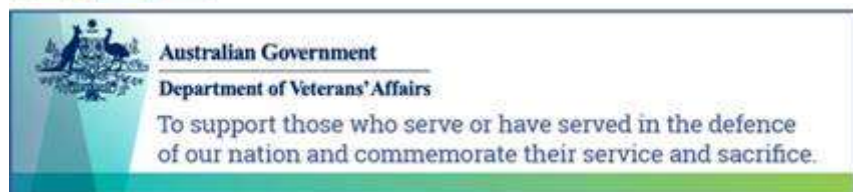
Thanks Peter. ☺

Sarah s 47F

Department Response Support Officer
Department Response Management Operations
Chief Operating Officer Division

✉ **s 47E**

dva.gov.au



From: **s 47F** Peter <[Peter s 47F](https://dva.gov.au) dva.gov.au> **On Behalf Of** Ombudsman.DVA

Sent: Monday, 31 October 2022 11:49 AM

To: Internal.Communication <**s 47E** dva.gov.au>; Ombudsman.DVA <**s 47E** dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Sarah

It's going well. EMB has approved the policy and I am recording my QUEST presentation this afternoon.

I think we should wait until next week for the article. I need to get the final version linked through the intranet first.

Regards
Peter

From: Internal.Communication <s 47E dva.gov.au>
Sent: Monday, 31 October 2022 11:53 AM
To: Ombudsman.DVA <s 47E dva.gov.au>
Cc: Internal.Communication <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

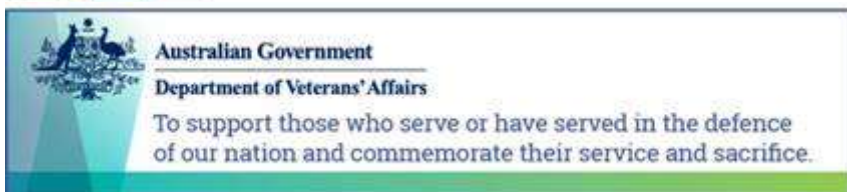
Hi Peter,

I just wanted to see how this was progressing, and if you still wanted us to run the article on Wednesday?

Thanking you

Sarah s 47F
Department Response Support Officer
Department Response Management Operations
Chief Operating Officer Division

✉ s 47E dva.gov.au



From: Internal.Communication <s 47E dva.gov.au>
Sent: Friday, 14 October 2022 12:09 PM
To: Ombudsman.DVA <s 47E dva.gov.au>
Cc: Internal.Communication <s 47E dva.gov.au>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter

Thanks for sending the draft and the quick chat over the phone. My comments are marked up in the attachment.

Happy to discuss.

Kind regards

Amy s 47F | Assistant Director
Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Tel s 47F Ext s 47F Mobile s 47F
amy.s 47F@dva.gov.au
www.dva.gov.au



From: s 47F Peter <Peter.s.47F@dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Friday, 14 October 2022 12:21 PM
To: Internal.Communication <s 47E [dva.gov.au](mailto:s.47E@dva.gov.au)>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Amy

My first draft is attached. Word count is 72. I sourced the icon from Freesvg.org and assume there are no copyright issues.

Please let me know if this is suitable. If so I will incorporate the intranet link ,when available, and seek AS clearance.

Regards
Peter

From: Internal.Communication <s 47E [dva.gov.au](mailto:s.47E@dva.gov.au)>
Sent: Friday, 14 October 2022 9:50 AM
To: s 47F Peter <Peter.s.47F@dva.gov.au>
Cc: Internal.Communication <s 47E [dva.gov.au](mailto:s.47E@dva.gov.au)>
Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

No worries Peter – there's a placeholder for you in the 2/11 edition. If the intranet link or the article gets held up we can always push it back. Just let us know 😊

Kind regards

Amy s 47F | Assistant Director
Department Response Management Operations
Chief Operating Officer Division
Department of Veterans' Affairs
Tel s 47F Ext s 47F Mobile s 47F
amy.s.47F@dva.gov.au
www.dva.gov.au



From: s 47F Peter <Peter.s.47F@dva.gov.au>
Sent: Friday, 14 October 2022 9:40 AM

To: Internal.Communication <**S 47E** dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Amy

I'm not sure of the actual publication date for in *This Week at DVA* – first the hyperlinks I will use have to be created in the intranet Policies & Forms page under Human Resources, so it will depend on how PSB goes with that. They think they can do it in the week starting 31 October, and that they should be ready by 2 November - but we'll see.

Let's still aim for the 2 November edition. I will provide you with an AS cleared paragraph and I'll try and find an icon. I will keep in touch with you to let you know how things are going.

Thanks again for your help Amy.

Regards

Peter

From: Internal.Communication <**S 47E** dva.gov.au>

Sent: Thursday, 13 October 2022 5:54 PM

To: **S 47F** Peter <**Peter S 47F** dva.gov.au>

Cc: Internal.Communication <**S 47E** dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter

Lovely to talk to you today.

As discussed, to publish the article in the 2 Nov edition of *This Week at DVA*, please send the draft to Internal Comms inbox (cc'd) by **noon Monday 31 October 2022**. Below are some pointers about the article:

- The article is to be a paragraph (**50-70 words maximum**) with a clear informative purpose and directing staff to further information as needed (**provide link**).
- If your paragraph is longer than 70 words, we will summarise that paragraph for the bulletin, and may link it to your submission which would be put on the intranet as a news item.
- We strongly encourage you to also provide a picture/icon to go with the article and any alt-text for the picture/icon. (**Noting copyright**)
- The content is to be cleared at the AS level.

In terms of the other comm channels you mentioned - I've added the contact points (in red)

- publication of policy and procedure on the intranet, **Resource owner of the intranet page – if you need to find the resource owner, Web Services can help but if it's a PSB site I might be able to help you out as well ☺**
- a business line, **business areas can add them by following instructions on the intranet page, if you run into any issues please contact Web Services**
- a QUEST presentation for inclusion in the next round of mandatory online training - **PSB L&D area**
- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally – **for external comms we generally contact Conan **S 47F** or Daniel **S 47F** (Newsroom, Comms Branch)**

Happy to discuss.

Kind regards

Amy **S 47F** | Assistant Director

Department Response Management Operations

Chief Operating Officer Division

Department of Veterans' Affairs

Tel **s 47F** Ext **s 47F** Mobile **s 47F**

amy.s.47F@dva.gov.au

www.dva.gov.au



From: **s 47F** Peter <Peter.s.47F@dva.gov.au>

Sent: Thursday, 13 October 2022 11:01 AM

To: **s 47F** Amy <Amy.s.47F@dva.gov.au>

Subject: FW: People Recording interactions with DVA staff [SEC=OFFICIAL]

Sorry Amy, I didn't include you on my reply to Kent. Please see below.

Peter

From: **s 47F** Peter

Sent: Thursday, 13 October 2022 10:57 AM

To: **s 47F** Kent <Kent.s.47F@dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Kent

First it has to get cleared by EMB on 27 October - so no rush for this week, I'm aiming for Friday 28/10 or 4/11.

Peter

From: **s 47F** Kent <Kent.s.47F@dva.gov.au>

Sent: Thursday, 13 October 2022 10:44 AM

To: **s 47F** Peter <Peter.s.47F@dva.gov.au>; Internal.Communication <**s 47E** [dva.gov.au](mailto:s.47E@dva.gov.au)>; **s 47F** Amy <Amy.s.47F@dva.gov.au>

Cc: **s 47F** Chris <Chris.s.47F@dva.gov.au>

Subject: RE: People Recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter,

We can help you with that. I've cc'd in Amy **s 47F** who is the guru. She will give you advice on format, content suggestions, etc. Amy needs the final AS cleared content by Friday, so she will contact you shortly to discuss.

Regards,

Kent **s 47F**

Director, Department Response Management Operations

Chief Operating Officer Division



Supporting you to support our Veterans and their Families

From: **s 47F** Peter <Peter.s.47F@dva.gov.au>
Sent: Thursday, 13 October 2022 10:22 AM
To: **s 47F** Kent <Kent.s.47F@dva.gov.au>
Cc: **s 47F** Chris <Chris.s.47F@dva.gov.au>
Subject: People Recording interactions with DVA staff

Hi Kent

Please could you let me know what I need to do to get a paragraph published in "This Week at DVA"? about a new DVA policy (and some procedures) for staff to use when people wish to record them?

Background:

The SPC recently agreed that a new DVA policy and procedure governing recording of DVA staff should proceed to EMB (see draft policy & draft procedure). My FAS wants this to happen at the EMB scheduled for 27 October 2022 but also wants internal communications developed prior to the EMB meeting, to support immediate release if approved. Currently our planned internal comms are:

- publication of policy and procedure on the intranet,
- an paragraph in 'This Week at DVA',
- a business line,
- a QUEST presentation for inclusion in the next round of mandatory online training
- eventual publication of the policy (but not the procedure) on DVA's external homepage, but only after the policy has had a chance to bed down internally

I can get a paragraph to you pretty quickly – is that all I need to do?

Regards

Peter **s 47F**

Assistant Director

Client Operations and Support Services

From: s 47F Peter
Sent: Tuesday, 15 November 2022 1:23 PM
To: s 47F Scott
Subject: RE: People Recording Interactions with DVA Staff [SEC=OFFICIAL]

Hi Scott

Did you have a look at the procedures as well as the policy?

Steps from the procedures are extracted below. The text highlighted in red below should help you.

I'm not sure what you mean by the question "If the client insists they should request permission in writing first, do I have that right?" What would the client be requesting permission for? And what do you mean about your rights in that situation?

Peter

STEP 1: Person says they are recording or plan to record the interaction

Tell the person:

'DVA does not authorise people to record interactions, unless there is a prior arrangement in place to allow for this. I do not give you my consent to record this interaction. I will be unable to help you with your business until you stop recording.'

- *If the person requests information about an agreed arrangement, go to STEP 3,*

STEP 3: Making a reasonable adjustment for a person

DVA is committed to ensuring an accessible and inclusive service environment to enable people to participate in all aspects of DVA's service offerings.

Definition: 'Reasonable adjustment' refers to assistance or adjustments DVA makes to reduce or eliminate barriers that prevent a person accessing DVA's services.

Reasonable adjustments for people seeking to record an interaction: Reasonable adjustments that must be presented to a person seeking to record interactions with DVA staff include, but are not limited to, the provision of:

- A follow up email summarising the interaction.
- A copy of DVA's recording of the phone conversation, where available, (CM9 document 20985991E provides the process for accessing phone call recordings),

- a copy of any policies relevant to the interaction if requested,
- access to the National Relay Service and Telephone Interpreter Service if required (See here: [Accessibility | Department of Veterans' Affairs \(dva.gov.au\)](https://www.dva.gov.au/accessibility)), and/or
- in face-to-face interactions on DVA premises, equipment such as seating and computer aids like headsets and ergonomic keyboards, or modifications to lighting if required and where they are available.

If the person insists such alternatives are unsatisfactory to them, staff must:

Tell the person:

‘DVA may permit people to record an interaction with DVA staff where DVA agrees that a reasonable adjustment is required to help the person to access DVA’s services.’

Information to request if a person asks for a reasonable adjustment: Staff must request the following information from the person to enable a decision to be made about the proposed recording:

- the nature of the person’s circumstances that require DVA to make a reasonable adjustment, if the person is prepared to identify them (for example, disability),
- any proof or evidence **the person wishes to offer** about their circumstances,
- any the reasons the person wishes to give for wanting to record the interaction,
- any exceptional matters they wish to be taken into account, and
- any written assurance the person wishes to give that the proposed recording will be used for private purposes only and will not be published in any way.

Decision-making process: DVA staff in supervisory positions (APS6 and above) are authorised to assess and make decisions about requests from people to record interactions with DVA staff.

Decision makers must consider any information offered by the person in support of their request for a reasonable adjustment.

If the decision-maker decides that the request to record the interaction is a reasonable adjustment that DVA should make after considering the person’s particular circumstances, all information offered by them and whether or not the person has provided a written assurance about their usage of the recording, the decision-maker must then consider:

- the impact of not recording the interaction for the person,
- the location of any recording to mitigate the risk of other people, private conversations or government business being included in the recording, and
- health and safety risks to DVA staff and other people present when deciding on the location for the interaction to proceed.

Generally, while prior approval must be sought by the person from DVA ahead of any proposed recording, reasonable adjustment can be made by DVA if refusing, or stopping, the recording would cause an unintentional effect of hardship or vulnerability for the person.

Every request to record must be treated as a separate event. Decisions-makers may take into account any previous approvals that have been made in respect of the person. If the person’s circumstances are identical to those previously considered in an approval then a similar decision will be justified. If the person identifies any new factors then these must be taken into account by the decision-maker in making their new decision.

After taking all these matters into consideration, the decision-maker must document and record their decision, along with their reasons for making it. The decision-maker must also record and file any written assurance given by the person that the recording will not be published. The decision-maker must tell the person about the decision in writing and, if that means recording is to occur, how, when and where the recording will be made.

Requests in relation to an existing client should be recorded on the client file. If the request is made by a third party and it is not about a client, the request, associated evidence and the decision should be recorded in CM9 container 2215969.

Review of decision: If the person is unhappy with the decision and requests a review, the decision-maker must advise the person in writing that the decision will be referred for review to an Executive Level staff member at least one level senior to the original decision-maker.

STEP 9: Third Party Organisations

There may be circumstances where third party organisations interacting with DVA (for example, a contracted home care provider, community nursing agency, Ex-Services Organisation, a large health care provider) routinely record all of their own inbound and outbound communications or wish to do so.

When staff of a Third Party organisation advise they will be recording a call, or other interaction (for example a video conference), **they must be asked to notify DVA of their organisation's terms of usage**. Such organisations must comply with Commonwealth, State and/or Territory privacy laws, and comply with any surveillance legislation applicable to their recording practices.

If the DVA officer taking the call is provided with these terms of usage and they are satisfied with the identity of a caller from the Third Party organisation, they may proceed with the call. If not, the DVA officer must end the call.

Establishing identity: If DVA staff have any doubt about a caller's identity, they must ask the person to provide their full name, the name of their organisation, their position title and their organisation's telephone number. If in doubt about the person's credentials, staff should check the organisation's number in the directory and call the organisation to verify the person is an authorised representative.

Commonwealth Departments and agencies staff wishing to record interactions with DVA for business reasons are not considered to be Third Party Organisations.

From: s 47F Scott

Sent: Tuesday, 15 November 2022 2:01 PM

To: s 47F Peter

Subject: FW: People Recording Interactions with DVA Staff [SEC=OFFICIAL]

G'day Peter

Kim has sent this through and I'm about to draw VAN's attention with a summary of the policy but just have a couple of questions?

From what I can gather, DVA's general stance is to refuse any attempts to record but in the policy it refers to suggesting to the client alternatives to recording the interaction.

Is there anything official as to what the alternatives would be? Or would they be the same as the 'adjustments' stated?

If the client insists they should request permission in writing first, do I have that right? And third Parties must outline their terms of use?

Scott s 47F | VAN QI Manager

Client Operational Support Section | Client Access & Rehabilitation Branch

Client Engagement & Support Services Division

Tel s 47F

From: s 47F Kim <Kim.s 47F@dva.gov.au>

Sent: Friday, 11 November 2022 11:23 AM

To: s 47F Daniel <Daniel.s 47F@dva.gov.au>; s 47F Lisa <Lisa.s 47F@dva.gov.au>; s 47F Simone <Simone.s 47F@dva.gov.au>; s 47F Daniel <Daniel.s 47F@dva.gov.au>; s 47F Scott <Scott.s 47F@dva.gov.au>; s 47F Bruce <Bruce.s 47F@dva.gov.au>; s 47F Craig <Craig.s 47F@dva.gov.au>; s 47F Kim <Kim.s 47F@dva.gov.au>; s 47F Sotiria <Sotiria.s 47F@dva.gov.au>; s 47F Anthony <Anthony.s 47F@dva.gov.au>; s 47F Rachelle <Rachelle.s 47F@dva.gov.au>; s 47F Michelle <Michelle.s 47F@dva.gov.au>; s 47F Trent <Trent.s 47F@dva.gov.au>; s 47F Louise <Louise.s 47F@dva.gov.au>; s 47F Amelia <Amelia.s 47F@dva.gov.au>; s 47F Janet <Janet.s 47F@dva.gov.au>; s 47F Liam <Liam.s 47F@dva.gov.au>; s 47F Lee <Lee.s 47F@dva.gov.au>; s 47F Louise <Louise.s 47F@dva.gov.au>; s 47F Kim <Kim.s 47F@dva.gov.au>; s 47F Michelle <Michelle.s 47F@dva.gov.au>; Taylor, Beth <Beth.Taylor@dva.gov.au>; Toh, Justin <Justin.Toh@dva.gov.au>; s 47F Karen <Karen.s 47F@dva.gov.au>; s 47F Trent <Trent.s 47F@dva.gov.au>; s 47F Matt <Matt.s 47F@dva.gov.au>

Subject: FW: People Recording Interactions with DVA Staff [SEC=OFFICIAL]

For your awareness

With thanks

Kim

From: s 47F Peter <Peter.s 47F@dva.gov.au>

Sent: Thursday, 10 November 2022 3:24 PM

To: s 47F Kim <Kim.s 47F@dva.gov.au>

Subject: People Recording Interactions with DVA Staff

Hi Kim

See policy and procedures link under "Policies" - [Policies and guidelines \(dva.gov.au\)](https://dva.gov.au/policies-and-guidelines)

Peter

s 22 - Out of scope

From: s 47F Matthew
Sent: Wednesday, 16 November 2022 12:19 PM
To: Ombudsman.DVA
Subject: 222637582E People Recording Interactions with DVA Staff - Policy [SEC=OFFICIAL]
Attachments: 222637582E People Recording Interactions with DVA Staff - Policy.DOCX

Hi Ombudsman team,

May I seek clarification please about whether this interaction recording policy applies internally within DVA? DVA staff routinely recording internal meetings during MS Teams meetings. If so I suggest this could be made explicit.

Thank you in advance.

Matthew s 47F | Assistant Director Workforce Planning
Business Enabling Services | Business Operations
Mental Health and Wellbeing Services Division
Department of Veterans' Affairs

s 47F

Matthews 47F @dva.gov.au

www.dva.gov.au



s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Wednesday, 16 November 2022 12:40 PM
To: s 47F Matthew
Subject: RE: 222637582E People Recording Interactions with DVA Staff - Policy [SEC=OFFICIAL]

Hi Matthew

No the policy doesn't apply within DVA, or to other Commonwealth agency staff wanting to record their interactions with DVA.

This point has been queried by the TED team as well. I will add a line to the procedures to make it clear it does not apply internally to DVA.

Thank you for your feedback.

Regards
Peter s 47F
Assistant Director
Client Operations and Support Services
CARB CESS

From: s 47F , Matthew
Sent: Wednesday, 16 November 2022 1:19 PM
To: Ombudsman.DVA
Subject: 222637582E People Recording Interactions with DVA Staff - Policy [SEC=OFFICIAL]

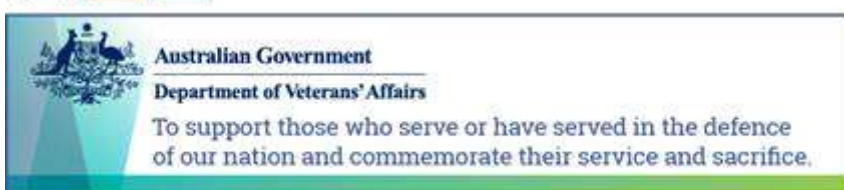
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Matthew ^s | Assistant Director Workforce Planning
Business Enabling Services | Business Operations
Mental Health and Wellbeing Services Division
Department of Veterans' Affairs

s 47F
[Matthews 47F @dva.gov.au](mailto:Matthews 47F@dva.gov.au)
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Client Operations and Support Services
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Mental Health and Wellbeing Services Division
Department of Veterans' Affairs

s 47F
[Matthew s 47F @dva.gov.au](#)
www.dva.gov.au



s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Thursday, 17 November 2022 2:12 PM
To: s 47F Simon
Subject: RE: New policy - publication on DVA website [SEC=OFFICIAL]

Thanks Simon.

From: s 47F Simon
Sent: Thursday, 17 November 2022 3:09 PM
To: Ombudsman.DVA
Subject: RE: New policy - publication on DVA website [SEC=OFFICIAL]

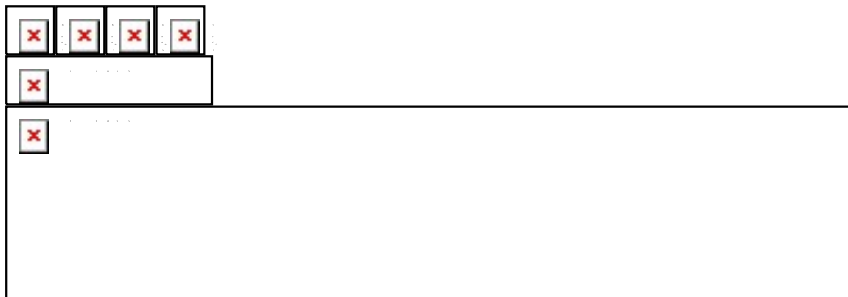
Hi Peter,

The web job submission form can be found here <https://intranet.dvastaff.dva.gov.au/Pages/web-services-job-submission-form.aspx>

Cheers

Simon

Simon s 47F | Director
Web Services and Design Section | Communications Branch
Mental Health and Wellbeing Services Review Division
Department of Veterans' Affairs
Tel | s 47F | Ext s 47F
M s 47F
simon.s.47F@dva.gov.au
www.dva.gov.au



From: s 47F Peter <Peter.s.47F@dva.gov.au> On Behalf Of Ombudsman.DVA
Sent: Thursday, 17 November 2022 3:07 PM
To: s 47F Simon <Simon.s.47F@dva.gov.au>
Subject: New policy - publication on DVA website

Hi Simon

It's time to have the new 'People Recording Interactions with DVA Staff' policy published on DVA's website.

I sent the request below to webservices but haven't received a reply. The last time I raised this with you, you said that I should lodge a web job submission. Is there someone in your team, or somewhere else, I can ask how to go about that?

There's no rush on this – it would be good to have it published before Christmas though.

Regards
Peter

From: s 47F Peter
Sent: Tuesday, 1 November 2022 10:13 AM
To: Web Services <s 47E dva.gov.au>
Subject: New policy - publication on DVA website

Hi Web Services

On 27 October 2022, EMB endorsed the new 'People Recording Interactions with DVA Staff' policy and procedures for implementation from 1 November 2022.

As part of this decision, EMB agreed that the policy (but not the procedures) was to be published on DVA's website.

Please advise what you need from me to enable publication (TRIM ref only, or PDF versions etc); where on the website the policy will be published (it relates to Privacy, so perhaps on this page: [Privacy | Department of Veterans' Affairs \(dva.gov.au\)](https://dva.gov.au/privacy)); formatting and accessibility issues and anything else.

Regards
Peter s 47F
Assistant Director
Client operations and Support Services

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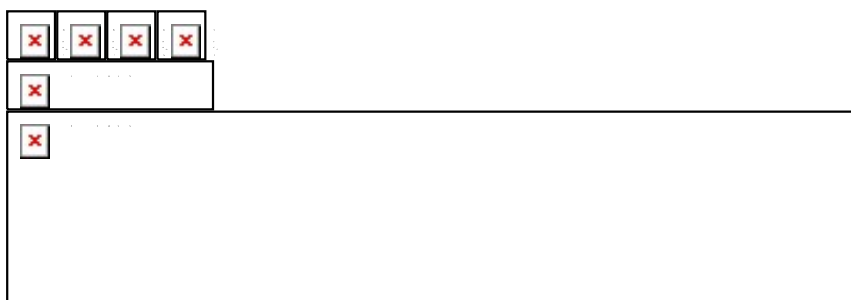
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Regards
Peter s 47F
Assistant Director
Client operations and Support Services

s 22 - Out of scope

From: s 47F Scott on behalf of VAN.Quality.Improvement
Sent: Monday, 30 January 2023 1:27 PM
To: Ombudsman.DVA
Subject: FW: s 47F [SEC=OFFICIAL]

G'day guys

FYI

An interesting case surrounding the recording of interactions by clients.

I have recommended, that in these cases, all we can go by is the client's word that they aren't recording and carry on with the call/enquiry..

Scott s 47F | VAN Quality Manager
Client Operational Support Section | Client Access & Rehabilitation Branch
Client Engagement & Support Services Division
Tel s 47F

From: s 47F Rosemary <Rosemary s 47F dva.gov.au>
Sent: Monday, 23 January 2023 3:09 PM
To: VAN.Quality.Improvement <s 47E dva.gov.au>
Subject: FW: s 47F [SEC=OFFICIAL]

Good Afternoon

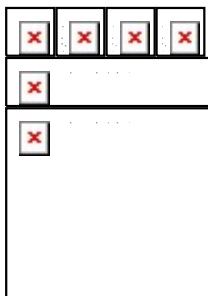
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Marni gave general info before the client asked if he was covered for hearing - Marni mentioned the google pixel message and asked him if he was recording the call, he said I've been told this before but no I'm not recording the call.

We looked at the L&D topic re clients recording calls/DVA policy (whilst the client was on the phone) but what is the process if there is a message that the client is recording the call but the client says no I'm not recording the call ?



Regards
Rosemary s 47F
Learning & Development Officer
Veterans' Access Network
Ph: s 47F
1800 838 372 (1800 VETERAN)



From: s 47F Marni <Marni.s.47F@dva.gov.au>
Sent: Monday, 23 January 2023 10:44 AM
To: s 47F Rosemary <Rosemary.s.47F@dva.gov.au>
Subject: s 47F [SEC=OFFICIAL]



Marni / Client Contact Officer
PN 62353701
Client Contact Section / Client Access & Rehabilitation Branch
Client Engagement & Support Services
Department of Veterans' Affairs
Veterans Access Network
Tel. 1800 VETERAN (1800 838 372)
GPO Box 9998 Brisbane Qld 4001
<https://www.dva.gov.au/form/general-enquiries> / www.dva.gov.au



s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Tuesday, 31 January 2023 10:41 AM
To: VAN.Quality.Improvement
Cc: s 47F Michelle; s 47F Kerry
Subject: RE: s 47F [SEC=OFFICIAL]

Hi Scott

In my view, it's up to the person taking the call to make a judgment about what they should do in this situation, but I'd expect them to:

- consider the complexity of the information being conveyed to the caller, and to
- decide whether they were comfortable with being recorded, regardless of what the caller has said.

If they're not comfortable then I would suggest they advise the caller that DVA has rules about call recording, that they do not give consent to being recorded and that the caller should request prior approval to record. If the client insists they are not recording but the staff member remains unconvinced, then the clients should be asked to reset their phone and to call back. Whatever the staff member does, they should make clear and accurate notes about the conversation and its outcome.

But this is a matter for the VAN managers to decide how they want to handle these situations, within the context of the policy and guidelines, not me.

Regards
Peter

From: s 47F Scott <Scott s 47F dva.gov.au> **On Behalf Of** VAN.Quality.Improvement
Sent: Monday, 30 January 2023 2:27 PM
To: Ombudsman.DVA <s 47E dva.gov.au>
Subject: FW: s 47F [SEC=OFFICIAL]

G'day guys

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I have recommended, that in these cases, all we can go by is the client's word that they aren't recording and carry on with the call/enquiry..

Scott s 47F | VAN Quality Manager
Client Operational Support Section | Client Access & Rehabilitation Branch
Client Engagement & Support Services Division
Tel s 47F

From: s 47F Rosemary <Rosemary s 47F dva.gov.au>
Sent: Monday, 23 January 2023 3:09 PM

To: VAN.Quality.Improvement <s 47E dva.gov.au>
Subject: FW: s 47F [SEC=OFFICIAL]

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Regards
Rosemary s 47F
Learning & Development Officer
Veterans' Access Network
s 47F
1800 838 372 (1800 VETERAN)



From: s 47F Marni <Marni s 47F dva.gov.au>
Sent: Monday, 23 January 2023 10:44 AM
To: s 47F Rosemary <Rosemary s 47F dva.gov.au>
Subject: s 47F [SEC=OFFICIAL]

Marni / Client Contact Officer
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GPO Box 9998 Brisbane Qld 4001
<https://www.dva.gov.au/form/general-enquiries> / www.dva.gov.au

s 22 - Out of scope

From: s 47F Scott on behalf of VAN.Quality.Improvement
Sent: Thursday, 2 February 2023 8:54 AM
To: Ombudsman.DVA
Subject: RE: s 47F [SEC=OFFICIAL]

Wise words, thanks Peter.

Scott s 47F | VAN Quality Manager
Client Operational Support Section | Client Access & Rehabilitation Branch
Client Engagement & Support Services Division
Tel s 47F

From: s 47F Peter <Peter s 47F dva.gov.au> **On Behalf Of** Ombudsman.DVA
Sent: Tuesday, 31 January 2023 11:41 AM
To: VAN.Quality.Improvement <s 47E dva.gov.au>
Cc: s 47F Michelle <Michelle.s 47F dva.gov.au>; s 47F Kerry <Kerry s 47F dva.gov.au>
Subject: RE: s 47F [SEC=OFFICIAL]

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Regards
Peter

From: s 47F Scott <Scott s 47F dva.gov.au> **On Behalf Of** VAN.Quality.Improvement
Sent: Monday, 30 January 2023 2:27 PM
To: Ombudsman.DVA <s 47E dva.gov.au>
Subject: FW: s 47F [SEC=OFFICIAL]

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Client Operational Support Section | Client Access & Rehabilitation Branch
Client Engagement & Support Services Division
Tel **s 47F**

From: **s 47F** Rosemary <Rosemarys47F@dva.gov.au>
Sent: Monday, 23 January 2023 3:09 PM
To: VAN.Quality.Improvement <**s 47E** dva.gov.au>
Subject: FW: **s 47F** [SEC=OFFICIAL]

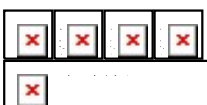
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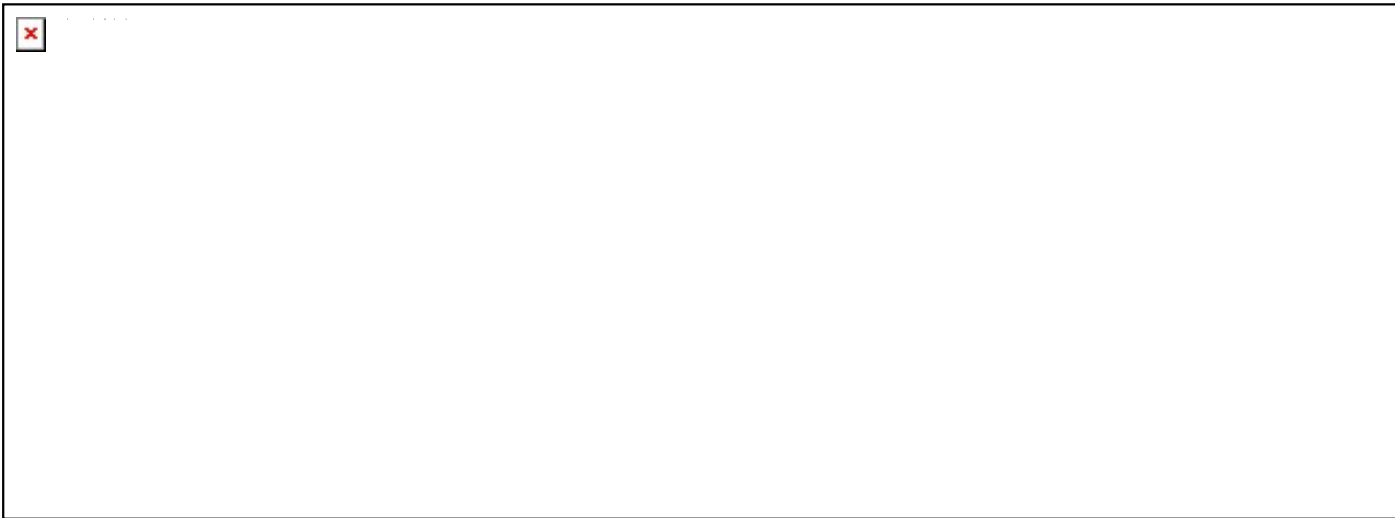


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1 800 838 372 (1 800 VETERAN)





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Client Engagement & Support Services
Department of Veterans' Affairs
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Tel. 1800 VETERAN (1800 838 372)
GPO Box 9998 Brisbane Qld 4001
<https://www.dva.gov.au/form/general-enquiries> / www.dva.gov.au



s 22 - Out of scope

From: Web Services <no.reply@dva.gov.au>
Sent: Tuesday, 14 February 2023 9:40 AM
To: s 47F Peter
Subject: Thank you: job or general enquiry sent to Web Services

Thank you for your submission or enquiry to Web Services.

We will respond to you as soon as we can.

Your submission ID is 8402

You can check all your submissions and status at:

<https://dvashare.dvastaff.dva.gov.au/BusinessUnits/Admin/ICPS/WST/Lists/Web%20Services%20Job%20Submission/>

s 22 - Out of scope

From: s 47F Teresa on behalf of Web Services
Sent: Thursday, 16 February 2023 9:51 AM
To: s 47F Peter
Cc: Ombudsman.DVA
Subject: FW: SUBMISSION 8402 : New submission received [SEC=OFFICIAL]

Morning Peter

Can you;

- let us know where on the page you want this document to sit, and
- provide a PDF version of the document for accessibility purposes - (attached to your job submission - **do not** email it to us)

Once you have provided the above, we can process your job.

Regards

Teresa s 47F | Web Officer
Publishing and Design Team | Communications Branch
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From: Web Services <no.reply@dva.gov.au>
Sent: Tuesday, 14 February 2023 10:40 AM
To: Web Services <s 47E@dva.gov.au>
Subject: SUBMISSION 8402 : New submission received

A new task or enquiry has been submitted.

Submission ID: 8402

Name of submission: Publish DVA Policy on DVA Website - PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

Contact Person: s 47F Peter

High priority: No

Reason for urgency: --- Please provide a reason for urgency ---

Critical Due Date: 28/02/2023 12:00:00 AM

Job Category: ;#External website;#

Website: DVA Website

Affected URL:

Affected URL:

Affected URL:

Affected URL:

Affected URL:

Description of work:

On 27 October 2022 the EMB endorsed new policy and procedures for use when people wish to record their interactions with DVA staff. These documents have been published internally on the internet.

The EMB also decided that the policy should be published on DVA's website. A copy of th policy is attached.

The new policy is probably best made available to the public on the DVA Privacu Policy page here: [DVA Privacy Policy | Department of Veterans' Affairs](#)

EL2 approval:

Attachments: True

View the submission at:

<https://dvashare.dvastaff.dva.gov.au/BusinessUnits/Admin/ICPS/WST/Lists/Web%20Services%20Job%20Submission/>

From: s 47F Lisa
Sent: Thursday, 20 April 2023 5:03 PM
To: s 47F Kerry; s 47F Peter; s 47F Rebecca; s 47F Michelle
Subject: Call Recording [SEC=OFFICIAL]

Hi team

A follow on to our chat about call recording on Tuesday...

Michelle, to fill you in, at our Tuesday EL meeting Kerry mentioned that at her Brisbane workshop in early May, she has a one-on-one meeting with T-A to chat about anything T-A may not know about (have I captured that correctly Kerry?). We spoke about Call Recording and why there isn't a DVA wide directive and/or policy that anyone dealing directly with clients need to be using softphone so that calls are recorded. At present, and it mostly happens in CBD, there are a lot of telephone conversations that aren't being recorded and most likely should be. From a COSS perspective, it would assist us in multiple ways.

I spoke to Trent to get his input, thinking he would be all excited. But the way he explained it is that a lot of CBD calls aren't recorded as the client rings the delegates desk phone extension directly – and when this happens calls cannot be recorded. And it's actively encouraged that clients do this as it's the quickest and most efficient way for them to speak with their delegate, that they shouldn't be coming through 1800VETERAN and as such, the softphone.

There is some talk in Services Australia (who also have this issue) about system changes but there is definitely no ETA around this, it's just talk at the moment.

Trent thinks there may be other, more pressing, hot issues that Kerry needs to chat to T-A about. I tend to agree.

Great idea whilst it lasted though.

Lisa

s 22 - Out of scope

From: s 47F Peter on behalf of Ombudsman.DVA
Sent: Wednesday, 5 July 2023 2:34 PM
To: Benz, Victoria
Subject: RE: Policy on people recording interactions with DVA staff [SEC=OFFICIAL]

Thank you Victoria

From: Benz, Victoria <Victoria.Benz@dva.gov.au>
Sent: Wednesday, 5 July 2023 2:23 PM
To: Ombudsman.DVA <s 47E dva.gov.au>
Subject: RE: Policy on people recording interactions with DVA staff [SEC=OFFICIAL]

Thanks Peter

We have so many staff join that we need to have constant reminders on these things. I've provided my branch with this info, so happy for you to reconsider not highlighting this in next week's email.

Cheers,
Victoria

From: s 47F Peter <Peter s 47F dva.gov.au> On Behalf Of Ombudsman.DVA
Sent: Wednesday, 5 July 2023 2:02 PM
To: Benz, Victoria <Victoria.Benz@dva.gov.au>
Subject: RE: Policy on people recording interactions with DVA staff [SEC=OFFICIAL]

Hi again Victoria

Last November I was asked to deliver a QUEST presentation about the recording policy and procedures. It serves as an introduction to these documents and provides CM9 links to both. Your line staff may find it useful.

It is accessible on DVA Train by searching for the following topic: QUEST Q2 2022-2023: Video 03 – Peter s 47F – People Recording Interactions with DVA Staff – Policy and Procedures

For info.

Peter

From: Benz, Victoria <Victoria.Benz@dva.gov.au>
Sent: Wednesday, 5 July 2023 12:16 PM
To: Ombudsman.DVA <s 47E dva.gov.au>
Subject: RE: Policy on people recording interactions with DVA staff [SEC=OFFICIAL]

Great, thanks Peter. Very helpful

Have a good day
Victoria

From: s 47F Peter <Peter s 47F dva.gov.au> On Behalf Of Ombudsman.DVA
Sent: Wednesday, 5 July 2023 10:46 AM

To: Benz, Victoria <Victoria.Benz@dva.gov.au>

Subject: RE: Policy on people recording interactions with DVA staff [SEC=OFFICIAL]

Hi Victoria

I thought carefully about referencing the procedures in the policy but decided that because the policy is published on DVA's website, it was best not to refer to internal decision-making processes in this publicly facing document.

The policy and procedures are published here on the intranet (under P ☺): [Policies and guidelines \(dva.gov.au\)](#)

I will write something for next week's DVA email.

Regards
Peter

From: Benz, Victoria <Victoria.Benz@dva.gov.au>

Sent: Wednesday, 5 July 2023 10:31 AM

To: Ombudsman.DVA <**s 47E** dva.gov.au>

Subject: RE: Policy on people recording interactions with DVA staff [SEC=OFFICIAL]

Hi Peter

Thanks for your quick response, and that's great to hear these procedures are already there. It would be good to maybe refer to those in the policy, as otherwise staff may not know. Maybe in next week's email, there could be reference to these processes too?

Many thanks
Victoria

From: **s 47F** Peter <**Peter s 47F** dva.gov.au> **On Behalf Of** Ombudsman.DVA

Sent: Wednesday, 5 July 2023 10:23 AM

To: Benz, Victoria <Victoria.Benz@dva.gov.au>

Subject: RE: Policy on people recording interactions with DVA staff [SEC=OFFICIAL]

Hi Victoria

There are detailed procedures for staff to use when anyone is recording their interaction with DVA. These procedures are at 222637584E in CM9.

- STEP 1 describes what staff should do if someone advises they are recording an interaction with DVA.
- STEP 5 describes what to do if staff are advised of the recording after an interaction.

Thank you for your email. Please let me know if you have any other queries.

Regards
Peter **s 47F**
Assistant Director
Client Operations and Support Services
CARB CESS

From: Benz, Victoria <Victoria.Benz@dva.gov.au>
Sent: Wednesday, 5 July 2023 9:56 AM
To: Ombudsman.DVA <[s 47E](mailto:s47E@dva.gov.au) dva.gov.au>
Subject: Policy on people recording interactions with DVA staff [SEC=OFFICIAL]

Hi team,

Was good to read about the policy on people recording interactions with DVA staff that was circulated in the 'This week at DVA' email.

However, this policy is silent on what staff should do where third parties advise after or during an interaction that they are recording the conversation. This happens with our claims delegates, where advocates or veterans (typically who are disgruntled, sometimes abusive) say they are recording the conversation without advising our staff beforehand or seeking permission. Am sure this would happen to all client-facing staff in other teams as well.

It would therefore be helpful to provide policy guidance on what staff should do in that instance, such as requesting the recording cease immediately and/or whether it is appropriate to terminate a phone call where they refuse.

Thanks,
Victoria

Victoria Benz
Deputy Commissioner NSW/ACT
Assistant Secretary, Claims Assessment & Management Branch
Client Benefits Division

Tel s 47F
Victoria.benz@dva.gov.au or dc.nsw.and.act@dva.gov.au

Executive Assistant: Sophia [s 47F](mailto:s47F@dva.gov.au) ([Sophia.s 47F](mailto:Sophia.s47F@dva.gov.au) dva.gov.au)
Executive Officer: Jessica [s 47F](mailto:jessica.s47F@dva.gov.au) ([jessica.s 47F](mailto:jessica.s47F@dva.gov.au) dva.gov.au)

Making Flexibility Work – if you receive an email from me outside of normal business hours, I'm sending it at a time that suits me. Unless it's marked urgent, I'm not expecting you to read or reply until normal business hours.

s 22 - Out of scope

From: s 47F Peter
Sent: Tuesday, 17 October 2023 10:49 AM
To: s 47F Rebecca
Subject: EMB sample

Here you go Bec. Let me know if you need anything else.

Peter



Australian Government
Department of Veterans' Affairs

ELECTRONIC RECORDS

NB: These documents have been obtained from an electronic record. An original hard-copy version of this record does not exist.



DVA PEOPLE POLICY – REASONABLE ADJUSTMENT

Table of Contents

Version Control	2
INTRODUCTION.....	3
Commitment	3
Aims	3
Principles	3
Coverage	3
LEGAL AND OTHER AUTHORITIES	3
DEFINITIONS	4
ROLES AND RESPONSIBILITIES	5
DVA responsibilities	5
Managers responsibilities	5
Employee responsibilities	5
People Services Branch (PSB) responsibilities	5
KEY FEATURES OF THE POLICY, PRACTICES AND PROCESSES.....	5
Application of Reasonable Adjustment.....	5
Exceptions	6
Accessing Reasonable Adjustment.....	6
EVALUATION/REVIEW	7
RESOURCES	7
Related DVA policies	7
Useful Web Sites	7

Version Control

Date of Change	Summary of changes	Reason	Approved by
8/02/2017	New Policy	Support employees who have illness/injury to enable them to remain at/return to work	Roger Winzenberg
25/07/2017	Change of Branch Name	Update to reflect change of branch name to People & Security Branch	Roger Winzenberg
12/04/2018	Review policy, check links	Broken link fixed	Karen s 47F
1/06/2018	Updated to new template	New template	Karen s 47F
21/01/2018	Change of branch name	Updated to reflect change of branch name to People Services	Karen s 47F

INTRODUCTION

Commitment

DVA is committed to ensuring an accessible and inclusive work environment to enable people with disability to participate in all aspects of employment.

In keeping with the requirements of the *Disability Discrimination Act 1992*, DVA will apply the principle of reasonable adjustment to remove barriers to participation in work by employees and potential employees with disability.

Aims

DVA's Reasonable Adjustment Policy aims to

- ensure reasonable adjustment is provided in accordance with the relevant legislative framework
- minimise absences and assist with early return to work
- create an awareness among DVA employees and Managers of their rights and responsibilities under this policy and
- exercise a duty of care towards all employees.

Principles

This policy is based on the following principles

- individual differences are recognised and valued
- people with disability have the same fundamental rights and opportunities as other employees in the workplace
- information will be disclosed only with the consent of the employee with a disability. However, in order to provide adjustments, information about the impact of the employee's disability on their work performance may be disclosed to the Case Manager and Manager.

Coverage

This policy applies to all ongoing and non-ongoing DVA employees.

LEGAL AND OTHER AUTHORITIES

- *Public Service Act 1999*
- *Disability Discrimination Act 1992*
- *Fair Work Act 2009*
- *Work Health and Safety Act (Cth) 2011*
- *Safety Rehabilitation and Compensation Act 1988 (SRC Act)*
- *Privacy Act 1988*
- DVA Enterprise Agreement (EA)

Definitions

For the purposes of this policy, the following definitions apply:

Disability	This Policy adopts the broad definition of disability as used in the Disability Discrimination Act 1992 and can be summarised as: any condition that restricts a person's mental, sensory or mobility functions. It can be temporary or permanent, total or partial, lifelong or acquired, and visible or invisible. It can be caused by many factors including trauma, genetics or disease
Disclosure	Refers to an employee's personal decision to tell DVA, their Manager or other employees about their disability. There is no legal obligation for an employee to disclose their disability, unless it is likely to affect their performance to meet the inherent requirements of their job, including ensuring the safety of themselves and other employees.
Discrimination	The <i>Disability Discrimination Act 1992</i> refers to direct and indirect discrimination.
Direct Discrimination	When a person or persons treats or proposes to treat a person with a disability less favourably than a person without disability in the same or similar circumstances. This includes not making a reasonable adjustment for the person where the failure to make the adjustment would result in the person being treated less favourably than a person without disability.
Indirect Discrimination	When a person or persons requires or proposes to require a person with disability to comply with a policy, practice or requirement that is likely to result in disadvantage. This includes not providing reasonable adjustment, where failure to provide reasonable adjustment is likely to disadvantage the person with disability.
Inherent requirements	Requirements, tasks or skills that are essential to the position. They are tasks or skills which cannot be allocated elsewhere, are a major part of the job, or have significant consequences if they are not performed. Inherent requirements relate to <i>what</i> must be accomplished rather than <i>how</i> it is accomplished
Reasonable Adjustment	Refers to assistance or adjustments made to reduce or eliminate the effects of a disability. This may include adjustments to the work environment or methods such as providing technical aids, changing the physical layout of the workplace e.g. moving equipment / furniture or job design.
Unjustifiable Hardship	Is determined on a case-by-case basis. Employers are obliged to provide reasonable adjustment unless such an adjustment would result in unjustifiable hardship to the employer. This can generally be determined by considering the cost of the adjustment required in light of the organisation's financial position and the extent to which the adjustment will result in substantial benefits or detriments to other employees including those without disability.

ROLES AND RESPONSIBILITIES

DVA responsibilities

- provide a safe and healthy workplace
- provide support to Managers to provide reasonable adjustment to employees with disability
- take a consistent and fair approach to providing reasonable adjustment.

Manager responsibilities

- take appropriate action when notified of a barrier that prevents an employee's access or inclusion in the workplace
- seek advice from PSB to obtain relevant medical information whether any adjustments or changes could be made to equipment, software or work practices to enable the employee to work productively and safely
- ensure they are clear and specific about the inherent requirements of the position.

Employee responsibilities

- notify their Manager or the relevant PSB Case Manager of any barriers they believe prevent access or inclusion
- provide appropriate medical or other information relevant to the process of identifying appropriate adjustment
- employees/colleagues also have a level of responsibility to provide assistance (if required) and if able to do so.

People Services Branch (PSB) Responsibilities

- provide advice to Managers and employees about this policy
- arrange employee health assessments where a medical opinion is required
- ensure the confidentiality of employee's medical reports by providing only necessary information required for the management of the employee with disability
- assist in the sourcing and purchasing of equipment and/or software
- co-ordinate the delivery of the training required for the use of new equipment/software.

KEY FEATURES OF THE POLICY, PRACTICES AND PROCESSES

Application of reasonable adjustment

The principle of reasonable adjustment applies to all areas of employment.

Reasonable adjustment during **recruitment** may include, but is not limited to:

- making job documentation (*position description, duty statement, selection criteria etc*) available in preferred formats on request. If necessary, application deadlines may be extended to candidates who require alternative formats which may delay their application
- arranging interpreters, readers or attendants for job interviews.

During employment reasonable adjustment may be provided by changing **work practices**, for example:

- modifying attendance times or allowing flexible scheduling
- allowing time off to attend medical appointments or counselling

- allowing longer breaks
- providing materials in alternative formats
- exchanging one job task for another or allocating duties to another employee
- recognition that team support may impact on performance expectations.

Reasonable adjustment can be made by providing **training and equipment**, for example:

- placing workstations in an appropriate area that meets the needs of the employee
- provision of equipment including specific seating, computer aids, TTY, large screen computer monitors
- modifications to lighting
- modifications to computer hardware, software or accessories, for example, specific keyboards, headsets, monitors
- general training for team leaders and employees
- specific training for the employee with disability.

Exceptions

DVA is not required to make changes to workplace policies, guidelines, practices and operations or provide adjustments resulting in undue hardship for the DVA.

DVA will investigate all effective options to accommodate a request for adjustment, but not all requests may be able to be met.

Accessing Reasonable Adjustment

There is no defined list of the adjustments which may be requested to assist with a medical condition. Each case needs to be considered on its own merits and take into account the particular circumstances of the employee.

Employees, their Manager or the PSB Case Manager may request a reasonable adjustment at any time.

When an application is received, the relevant Manager, the employee and the PSB Case Manager will:

- assess the effects of the disability - the employee will be required to provide appropriate documentary evidence of any functional limitations
- access information about the inherent requirements of the specific position
- determine any job-related limitations created by the employee's disability
- identify and assess the effectiveness of possible adjustments
- recommend the most appropriate adjustment(s) for both the employee and the work area and the feasibility of these adjustments.

DVA is not required to make adjustments which will involve changing the inherent requirements of a job. It is not unlawful to refuse to employ/transfer/promote a person who cannot perform the inherent requirements of a position.

Where further information or evaluation is required, the PSB Case Manager (as appropriate and with the employee's consent) will liaise with relevant medical professionals and/or disability service providers.

Employees dissatisfied with a decision or action taken in relation to a request for reasonable adjustment may seek a review of the decision under DVA People Policy - Review of Actions.

Requests for reasonable adjustment associated with access to DVA's accommodation will be managed by the Property Operations section of the Resources Group.

Funding for reasonable adjustments relating to assistive technology, equipment and other matters will be negotiated between the relevant work unit and the PSB.

EVALUATION/REVIEW

This Policy will be reviewed in June 2019.

RESOURCES

Related DVA policies

- DVA People Policy - Review of Actions and Resolving Workplace Issues Policy
- DVA People Policy - Fitness for Duty Policy
- DVA People Policy - Return to Work Policy
- DVA People Policy - Early Intervention Policy
- DVA People Policy – Workplace Diversity Policy and Action Plan

Useful Web Sites

There are many useful websites, including:

- Australian Public Service Commission (<http://www.apsc.gov.au>)
 - Australian Human Rights Commission (<http://www.humanrights.gov.au>)
 - Australian Network on Disability (<http://www.and.org.au>)
 - People with Disability (<http://www.pwd.org.au>)
 - Job Access (www.jobaccess.gov.au)
-



What if someone wants to record you?

DVA has released a new policy and procedures for staff to use when people want to record their dealings with DVA staff. People will need to explain to DVA why they wish to record and asked to provide evidence they wish DVA staff to consider when deciding whether or not to consent to any recording. The new policy and procedures are on the Intranet [here](#):



Australian Government
Department of Veterans' Affairs

Quarterly Update – Education, Support & Training (QUEST)
Delegate Training Day Q2, November 2022

People Recording Interactions with DVA Staff – Policy and Procedures

Presenter: Peter **S 47F**
Assistant Director, Client Operations and Support Section, CARB, CESS

SERVICE DELIVERY LEARNING & DEVELOPMENT

CM: 2214103

Scope

All people and organisations interacting with DVA:

- clients, client representatives, general public, third party organisations (but not other Commonwealth agencies)

who wish to use any type of recording device:

- telephones, mobiles, cameras

to record their interactions with DVA staff anywhere that DVA staff work:

- DVA and Services Australia offices, ADF bases, virtual environments etc.

The Policy

DVA's policy position is that generally DVA staff are to refuse to consent to any person recording any interaction with DVA staff, unless a prior arrangement has been obtained by DVA, and DVA has agreed that a reasonable adjustment must be made to enable that person to access DVA's services.



Reasonable Adjustment

Reasonable adjustments that must be presented to a person seeking to record interactions with DVA staff include, but are not limited to, the provision of:

- A follow up email summarising the interaction.
- A copy of DVA's recording of the phone conversation, where available, (CM9 document 20985991E provides the process for accessing phone call recordings),
- a copy of any policies relevant to the interaction if requested,
- access to the National Relay Service and Telephone Interpreter Service if required, and/or
- in face-to-face interactions on DVA premises, equipment such as seating and computer aids like headsets and ergonomic keyboards, or modifications to lighting, if required and where they are available.

Staff must request the following information from the person to enable a decision to be made about the proposed recording:

- the nature of the person's circumstances that require DVA to make a reasonable adjustment, if the person is prepared to identify them (for example, disability),
- any proof or evidence the person wishes to offer about their circumstances,
- any the reasons the person wishes to give for wanting to record the interaction,
- any exceptional matters they wish to be taken into account, and
- any written assurance the person wishes to give that the proposed recording will be used for private purposes only and will not be published in any way.

STEP ONE: What to do if a person says they are recording you, or plan to record you

Tell the person:

'DVA does not authorise people to record interactions, unless there is a prior arrangement in place to allow for this. I do not give you my consent to record this interaction. I will be unable to help you with your business until you stop recording.'

If the person:

- complies with the request, go to STEP 2,
- requests information about an agreed arrangement, go to STEP 3,
- does not comply with the request go to STEP 4,
- says they have recorded the interaction, but only at the end of it, go to STEP 5,
- continues to record the interaction and/or refuses to leave the premises, go to STEP 6,
- has queries about DVA's own use of call recording technology, go to STEP 7,
- begins to exhibit counterproductive or aggressive behaviour, go to STEP 8, or
- states they are from an external organisation, go to STEP 9.

Conclusion

- The new policy and procedures will be published on DVA's 'Policies and Forms' intranet page under the Human Resources section.
- Thank you for listening today. Please make sure to have a look the policy and procedure just in case, one day, someone wants to record you.
- If you have any questions about this session please refer them to **S 47E** @dva.gov.au or use the 'Contact Administrator' button in DVATrain.

Quiz - People Recording Interactions With DVA Staff

1. Who is covered by this policy?

- ▶ Client advocates
- ▶ Families of veterans.
- ▶ 5G conspiracists.
- ▶ All of the above.

2. People can record DVA staff whenever they like.

- ▶ True
- ▶ False

3. DVA staff decide whether an adjustment to normal service delivery arrangements is reasonable or not.

- ▶ True
- ▶ False

QUEST Talking Points – People Recording Interactions with DVA Staff: Policy and Procedures

SLIDE ONE

- Hello everyone. We live in a world of wonders, one where almost everything is, or can be, recorded and stored, forever, in the cloud or the ether, on someone's phone and or in someone else's drives.
- So what should we do if someone tries to record us when we're working for DVA and going about our daily jobs?
- Recently DVA's Executive Management Board approved the implementation of new policy and procedures for staff to use when faced with this issue. They cover:

SLIDE TWO

- all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations),
- who may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions (not only conversations – for example someone visits an office and starts filming on their mobile phone)
- with DVA staff anywhere that DVA staff work (DVA and Services Australia offices, ADF bases, virtual environments etc.).
- The policy and procedures have been made generic to ensure that DVA offers the same options to all Australians, regardless of State or Territory jurisdiction.

- At the heart of the policy is one simple position:

SLIDE THREE

'DVA's policy position is that generally DVA staff are to refuse to consent to any person recording any interaction with DVA staff, unless a prior arrangement has been obtained by DVA, and DVA has agreed that a reasonable adjustment must be made to enable that person to access DVA's services.'

- In short, this means that DVA staff should not consent to any recording of any interaction with anyone, unless that person has compelling reasons to support their wish to record us.
- DVA is committed to ensuring an accessible and inclusive service environment to enable people to participate in all aspects of DVA's service offerings. In keeping with the requirements of the Disability Discrimination Act 1992, DVA will apply the principle of 'reasonable adjustment' to remove barriers to participation in DVA's service offerings.
- This is important, but what is a 'Reasonable Adjustment'?

'Reasonable Adjustment' refers to assistance or adjustments DVA makes to reduce or eliminate barriers that prevent a person accessing DVA's services.

SLIDE FOUR

- Generally DVA staff will refuse to consent to any person recording any interaction with DVA staff. Instead DVA will offer people who seek to record their interactions with DVA staff a range of alternative reasonable adjustments.

- If a person is not satisfied with the alternatives offered to them they may request permission from DVA to record the interaction. This request can be made either verbally or in writing. When assessing these requests, DVA staff will consider a range of issues

SLIDE FIVE

- Importantly DVA staff must ask people who wish to record their interactions to assure DVA in writing that the proposed recording will be used for private purposes only and will not be published.
- For the sake of brevity, there are some other parts of the policy I will not cover here including what to do about external organisations that routinely record telephone calls and meetings.
- The policy is accompanied by some procedures to help staff deal with requests from people who want record their interactions with DVA. The procedures incorporate a range of scenarios that staff might be faced with along with some scripts and processes for staff to follow.
- For example the first scenario is what to do and say and if the person says they are recording or plan to record their interaction with you.

SLIDE SIX

- The following steps are:
 - Asking for a recording to be deleted (STEP 2).
 - How to go about making a 'reasonable adjustment' for a person (STEP THREE).
 - What to do if the person does not stop recording, even if you have asked them to stop (STEP FOUR).

- What to do if the person tells you they have recorded their conversation with but only at the end of it (STEP FIVE).
- How to deal with a person who continues to record and refuses to leave the premises (STEP SIX).
- What to say when asked about DVA's own use of recording technology (STEP SEVEN).
- Help with managing counterproductive or aggressive behaviour (STEP EIGHT).
- What to do about third party organisations that record interactions with DVA (STEP NINE).
- The new policy and procedures will be published on DVA's 'Policies and Forms' intranet page under the Human Resources section.

SLIDE SEVEN

- Thank you for listening today. Please make sure to have a look the policy and procedure just in case, one day, someone wants to record you.

- DVA is committed to ensuring an accessible and inclusive service environment to enable DVA clients, potential clients and/or their representatives with disability, to participate in all aspects of DVA's service offerings. In keeping with the requirements of the *Disability Discrimination Act 1992*, DVA will apply the principle of 'reasonable adjustment' to remove barriers to their participation in DVA's service offerings.
- 'Reasonable Adjustment' refers to assistance or adjustments made to reduce or eliminate the effects of a disability. DVA considers an adjustment to be reasonable if it is:
 - Effective – it removes or at least minimises the disadvantage.
 - Practical – it does not take too long to implement, and staff do not need extra training.
 - Less costly – the cost of the adjustment is lower rather than higher, and within the available financial resources.
 - Less disruptive – it is not overly disruptive to other clients, or to DVA or to DVA's business needs.
 - Less risky – it does not cause any risk to others and an adjustment will not be 'reasonable' if anyone's health and safety would be compromised by making that adjustment.
- In the context of DVA's service offerings 'reasonable adjustment' may include physical changes to the service delivery environment or to service delivery methods such as providing technical aids.
- In respect of speech or image recording, DVA may permit a client and/or their representative with a disability to film or record their interactions with a DVA staff member where a reasonable adjustment is required to support that client, for example, a client who has hearing loss or a speech disability.
- Generally, prior approval should be sought by the client and/or their representative from DVA ahead of any proposed filming or recording. Reasonable adjustment can be made if stopping the recording would cause an unintentional effect of hardship or vulnerability for the client.
- In all cases, staff should consider the reasons which the client gives for wishing to film/record the interaction.
- When assessing reasonable adjustment requirements, the nature of the client's circumstances (for example, disability) should be considered. The impact of not recording the interaction for the client must also be considered, but this should be done alongside consideration of alternative solutions.
- There is no defined list of the adjustments which may be requested to assist with a medical condition. Each request should be considered on its own merits and take into

account the particular circumstances of the employee. Alternative options could include, but are not limited to:

- the printing of a hard copy of file notes made during the interaction,
- The provision of a hard copy of policies relevant to the discussion,
- TTY and TIS support,
- provision of equipment such as seating and computer aids like headsets and ergonomic keyboards, and
- modifications to lighting.

Staff should seek support from their manager in making this decision.

- If the request to record is deemed appropriate, DVA staff should consider the location of the recording to mitigate the risk of other private conversations or activity being included in the recording. Any health and safety risks to staff and other people present should also be considered when deciding on the location for the interaction to proceed.

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

Generally DVA staff must refuse to consent to any person recording any interaction with DVA staff, unless a prior arrangement has been consented to by DVA, and DVA has agreed that a reasonable adjustment must be made to enable that person to access DVA's services.

The following procedure must be followed when person states they are planning to record (by audio or video devices, phone or camera), or will record, or have recorded an interaction (for example a phone call or meeting, virtual or otherwise) with DVA staff. It is designed for staff to use in conjunction with DVA's 'People Recording Interactions with DVA Staff Policy'.

When dealing with people, DVA staff must, at all times, conduct themselves in accordance with the commitments documented in DVA's [Service Charter](#).

STEP 1: Person says they are recording or plan to record the interaction

Tell the person:

'DVA does not authorise people to record interactions, unless there is a prior arrangement in place to allow for this. I do not give you my consent to record this interaction. I will be unable to help you with your business until you stop recording.'

If the person:

- complies with the request, go to [STEP 2](#),
 - requests information about an agreed arrangement, go to [STEP 3](#),
 - does not comply with the request go to [STEP 4](#),
 - says they have recorded the interaction, but only at the end of it, go to [STEP 5](#),
 - continues to record the interaction and/or refuses to leave the premises, go to [STEP 6](#),
 - has queries about DVA's own use of call recording technology, go to [STEP 7](#),
 - begins to exhibit counterproductive or aggressive behaviour, go to [STEP 8](#), or
 - states they are from an external organisation, go to [STEP 9](#).
-

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

STEP 2: Ask for the recording to be deleted

Tell the person:

'Thank you for agreeing to stop your recording. Please delete any recordings you have made prior to this point.'

Do not:

- ask the person to delete any recordings if this will further escalate the interaction,
- insist if the person refuses to delete any recordings.

Do:

- utilise DVA's Call Handling Guide (CM9 document 201036653E refers) if a client begins to exhibit counterproductive behaviours or aggression,
- if client behaviour is threatening or escalates, refer to DVA's 'Managing Challenging and Complex Client Behaviour' policy (CM9 document [2194325E](#) refers), and/or
- follow DVA's emergency procedures [here](#).
- Make a record of the person's refusal on the person's file or meeting notes.

If the person stops recording, ask why they were recording and address any issues if possible.

- Document details of their response as part of the interaction documentation.
- If the issues indicate a need for reasonable adjustment, go to [STEP 3](#),
- If the person's wish to record is due to dissatisfaction with DVA's decision-making or processes, refer them to: [DVA's Complaints, compliments and other feedback policy](#).

If the person does not stop recording or recommences recording, go to [STEP 4](#).

STEP 3: Making a reasonable adjustment for a person

DVA is committed to ensuring an accessible and inclusive service environment to enable people to participate in all aspects of DVA's service offerings.

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

Definition: ‘Reasonable adjustment’ refers to assistance or adjustments DVA makes to reduce or eliminate barriers that prevent a person accessing DVA’s services.

Reasonable adjustments for people seeking to record an interaction: Reasonable adjustments that must be presented to a person seeking to record interactions with DVA staff include, but are not limited to, the provision of:

- A follow up email summarising the interaction.
- A copy of DVA’s recording of the phone conversation, where available, (CM9 document 20985991E provides the process for accessing phone call recordings),
- a copy of any policies relevant to the interaction if requested,
- access to the National Relay Service and Telephone Interpreter Service if required (See here: [Accessibility | Department of Veterans' Affairs \(dva.gov.au\)](https://www.dva.gov.au/accessibility)), and/or
- in face-to-face interactions on DVA premises, equipment such as seating and computer aids like headsets and ergonomic keyboards, or modifications to lighting if required and where they are available.

If the person insists such alternatives are unsatisfactory to them, staff must:

Tell the person:

‘DVA may permit people to record an interaction with DVA staff where DVA agrees that a reasonable adjustment is required to help the person to access DVA’s services.’

Information to request if a person asks for a reasonable adjustment: Staff must request the following information from the person to enable a decision to be made about the proposed recording:

- the nature of the person’s circumstances that require DVA to make a reasonable adjustment, if the person is prepared to identify them (for example, disability),
- any proof or evidence the person wishes to offer about their circumstances,
- any the reasons the person wishes to give for wanting to record the interaction,
- any exceptional matters they wish to be taken into account, and
- any written assurance the person wishes to give that the proposed recording will be used for private purposes only and will not be published in any way.

Decision-making process: DVA staff in supervisory positions (APS6 and above) are authorised to assess and make decisions about requests from people to record interactions with DVA staff.

Decision makers must consider any information offered by the person in support of their request for a reasonable adjustment.

If the decision-maker decides that the request to record the interaction is a reasonable adjustment that DVA should make after considering the person’s particular circumstances, all

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

information offered by them and whether or not the person has provided a written assurance about their usage of the recording, the decision-maker must then consider:

- the impact of not recording the interaction for the person,
- the location of any recording to mitigate the risk of other people, private conversations or government business being included in the recording, and
- health and safety risks to DVA staff and other people present when deciding on the location for the interaction to proceed.

Generally, while prior approval must be sought by the person from DVA ahead of any proposed recording, reasonable adjustment can be made by DVA if refusing, or stopping, the recording would cause an unintentional effect of hardship or vulnerability for the person.

Every request to record must be treated as a separate event. Decisions-makers may take into account any previous approvals that have been made in respect of the person. If the person's circumstances are identical to those previously considered in an approval then a similar decision will be justified. If the person identifies any new factors then these must be taken into account by the decision-maker in making their new decision.

After taking all these matters into consideration, the decision-maker must document and record their decision, along with their reasons for making it. The decision-maker must also record and file any written assurance given by the person that the recording will not be published. The decision-maker must tell the person about the decision in writing and, if that means recording is to occur, how, when and where the recording will be made.

Requests in relation to an existing client should be recorded on the client file. If the request is made by a third party and it is not about a client, the request, associated evidence and the decision should be recorded in CM9 container **XXXXXXX**

Review of decision: If the person is unhappy with the decision and requests a review, the decision-maker must advise the person in writing that the decision will be referred for review to an Executive Level staff member at least one level senior to the original decision-maker.

STEP 4: Recording of interaction does not stop as requested

Tell the person:

'If you do not confirm that you have stopped recording this interaction, I will have to end the call/ask you to leave the premises.'

- **If the person does not confirm they have stopped recording, or does not stop recording either end the call or ask the person to leave.**

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

- Document details of the person's response as part of the interaction documentation. Include specific reference that consent was not given.
- If the person does not stop recording, recommences recording and/or refuses to leave the premises, got to STEP 6.

STEP 5: Person says they have recorded the interaction, but only at the end of it.

Tell the person:

'DVA does not authorise people to record interactions and I do not give my consent for you to record this interaction. Please delete any recording you have made.'

'DVA is willing to provide you with notes of this interaction, a copy of DVA's recording of this call where available and/or a copy of any policies that are relevant to this interaction'

- **If the person does not comply with the request to stop recording:**
 - document details of their response as part of the interaction documentation, include specific reference that consent was not given to the recording.

STEP 6: Person continues to record and refuses to leave the premises

In these circumstances the local leadership team must:

- advise all other people in the premises that another person is recording. The other people may decide whether or not they wish to leave the premises to avoid being recorded.
- move other staff in the vicinity of the recording away from the area, to protect their privacy, and minimise the risk of inadvertent disclosures of official information, including information which contains personal/protected information, and

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

- contact DVA's Security team [here](#). In an emergency, managers should contact the police on 000.

STEP 7: If asked about DVA's own use of recording technology

Tell the person:

'DVA uses telephone call-recording for quality assurance and training purposes, including retrieving calls for complaint resolution and the review of decisions. DVA only records conversations with people who consent to the recording.'

If CCTV is present and you are asked why this is so, tell the person:

'DVA uses CCTV to help protect staff, customers, visitors and resources from criminal or anti-social behaviour. It helps to improve the existing security features within the site and the collection of evidence when required.'

STEP 8: Managing counterproductive or aggressive behaviour

- **If the person begins to exhibit counterproductive or aggressive behaviour:**
 - Utilise DVA's Call Handling Guide (CM9 document [202036653E](#) refers) if a client begins to exhibit counterproductive behaviours or aggression.
 - If client behaviour is threatening or escalates, refer to DVA's 'Managing Challenging and Complex Client Behaviour' policy (CM9 document [2194325E](#) refers).
 - In case of emergencies staff must follow the Emergency procedures detailed on DVA's Intranet here: [Emergency Information \(dva.gov.au\)](https://dva.gov.au/emergency-information)

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

STEP 9: Third Party Organisations

There may be circumstances where third party organisations interacting with DVA (for example, a contracted home care provider, community nursing agency, Ex-Services Organisation, a large health care provider) routinely record all of their own inbound and outbound communications or wish to do so.

When staff of a Third Party organisation advise they will be recording a call, or other interaction (for example a video conference), they must be asked to notify DVA of their organisation's terms of usage. Such organisations must comply with Commonwealth, State and/or Territory privacy laws, and comply with any surveillance legislation applicable to their recording practices.

If the DVA officer taking the call is provided with these terms of usage and they are satisfied with the identity of a caller from the Third Party organisation, they may proceed with the call. If not, the DVA officer must end the call.

Establishing identity: If DVA staff have any doubt about a caller's identity, they must ask the person to provide their full name, the name of their organisation, their position title and their organisation's telephone number. If in doubt about the person's credentials, staff should check the organisation's number in the directory and call the organisation to verify the person is an authorised representative.

Commonwealth Departments and agencies staff wishing to record interactions with DVA for business reasons are not considered to be Third Party Organisations.



Australian Government
Department of Veterans' Affairs

Businessline

Businesslines are to be used to:

- *Communicate with a number of business areas across DVA about a specific topic e.g., to advise of a new policy, or changes to an existing policy, or seek feedback or nominations.*
- *Maximum total length should be three pages.*

Businesslines should NOT be used for:

- *Detailing an actual policy or procedure – these should be saved in CLIK or in TRIM.*
- *Non-business content. If the topic of the Businessline is not business related, consider other avenues such as @DVA. Contact Internal Communication to discuss your needs.*

[For help with drafting or editing a Businessline, contact Internal Communications on internal.communication@dva.gov.au or see the [Communication Portal page](#)]

Action Required: Read new policy at TRIM # and new procedures at TRIM #
--

To: All staff

For information: *[Remove any who are already listed under 'To']*

SUBJECT: People Recording Interactions with DVA Staff - New Policy and Procedures

Purpose: *Inform staff of new policy and procedures for use when a person wishes to record their interactions with DVA staff.*

Key Points:

- *3-6 concise dot points outlining the essence of the business line e.g. a new policy has been developed to guide staff with their use of business lines, the policy can be found at – X*
- *NOTE – these dot points are not to be used for background or further information. This section should be used to highlight the key points or issues readers need to know. There is room below for broader background and information.*

Background: *What background information do readers need to know?*

Further sub-headings as required

Other content of the Businessline can be presented here. Breaking up content into subheadings can make the information presented easier to read and take in the main points.

Maximum total length should be three pages.

[Name] ***Assistant Secretary or above***

[Position]

[Division]

[Date in full, e.g. 19 March 2012]



People Recording Interactions with DVA Staff – Policy and Procedures

To:	Executive Management Board		Date: 26 May 2022
Clearance:	FAS Client Engagement & Support Services		Date cleared: Click or tap to enter a date
Presenter:	Susan Pullar	Ph: Ex S 47F	E: susan.pullar@dva.gov.au
Observer:	Chris S 47F	Ph: S 47F	E: chris.S 47F@dva.gov.au

Executive Summary:

In August 2021, the Secretary requested that DVA develop a client recording policy for use when clients (or any other stakeholders) wish to record, or film, conversations or meetings they have with DVA staff.

When making her decision the Secretary noted that DVA's policy should align with any similar policy in use by Services Australia. Accordingly, the information in the new 'People Recording Interactions with DVA Staff- Policy', and 'People Recording Interactions with DVA Staff – Procedures' was drawn from Services Australia scripts and procedures currently in effect but modified to reflect DVA's environment. Draft versions of the policy and procedures were circulated to all divisional coordination teams. FAS cleared commentary was received from CBD, MHWSD, CTD and CESS, all of which has been considered and has influenced the final versions attached. General Counsel Division has cleared the final version of the documents.

The new policy and procedures cover all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), who may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions with DVA staff anywhere that DVA staff work (DVA and Services Australia offices, ADF bases, virtual environments etc.). The policy and procedures have been made generic to ensure that DVA offers the same options to all Australians, regardless of State or Territory jurisdiction.

In the interest of transparency, the intention is to publicise the policy externally on DVA's website and the policy and process on the intranet. Internal communication products have been developed and are ready for quick publication following EMB approval, including copies of the policy and procedures for publication on intranet, short text for publication in 'This Week at DVA' and short text for a business line. Arrangements for the production of a QUEST presentation for inclusion in the next round of mandatory online training are underway.

Recommendation/s:

That you:

1. Approve the implementation of the new People Recording Interactions with DVA Staff policy and procedures with effect from 1 November 2022.
2. Agree to the publication of the policy only on DVA's website.

Notes:

Nil.

Background

On 8 June 2021, the Interim National Commissioner for Defence and Veteran Suicide wrote to the Secretary in relation to concerns raised by Mr s 47F about his ability to record conversations with DVA staff.

In August 2021, the Secretary decided that DVA should develop a policy that provides guidance to staff in situations where clients might wish to record their conversations and meetings (EC21- 000782 refers).

Consultation

The task was referred to COSS in December 2021. In June 2022, COSS sent a draft policy and two draft procedures to all DVA coordination units, requesting comments and feedback by 1 July 2022. There was strong engagement with this request from:

- General Counsel,
- Client Benefits Division,
- Mental Health and Wellbeing Services Division,
- Commemorations and Transformation Division, and the then
- First Assistant Secretary, Client Engagement and Support Services Division.

Minor feedback was received from the Veterans' Family Policy Division and from the Chief Operating Officer. Nil input was reported by the Chief Financial Officer and the Claims Processing Review Office.

Issues

Scope: The scope of the draft policy is wider than initially agreed by the Secretary. It covers all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), that may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions (not only conversations) with DVA staff anywhere that DVA staff work (DVA and SA offices, ADF bases, virtual environments).

Evidence: Most internal concern is around people who cite mental health as the reason for wanting to record their interactions with DVA staff. There is an issue about whether the policy should require DVA staff to ask for medical practitioner evidence of a mental health condition or other disability to substantiate a request to record as being a reasonable adjustment.

Filing: COSS has ownership of this policy. Decisions need to be made about where/whether the policy and procedures should be published and filed (presumably CM9) and where requests to record conversations, and associated decisions, should be stored (in individual client records, in a CM9 folder for people who are not clients and third party organisations, or some other arrangement).

Clearance: It was proposed that the final draft policy be referred to the COO for clearance. In my view the draft might be better sent to General Counsel for their review.

Background

On 8 June 2021, the Interim National Commissioner for Defence and Veteran Suicide wrote to the Secretary in relation to concerns raised by Mr s 47F about his ability to record conversations with DVA staff.

In August 2021, the Secretary decided that DVA should develop a policy that provides guidance to staff in situations where clients might wish to record their conversations and meetings (EC21- 000782 refers).

Internal Consultation

The task was referred to COSS in December 2021. In June 2022, COSS sent a draft policy and two draft procedures to all DVA coordination units, requesting comments and feedback by 1 July 2022. There was strong FAS cleared engagement with this request from:

- General Counsel,
- Client Benefits Division,
- Mental Health and Wellbeing Services Division,
- Commemorations and Transformation Division, and
- Client Engagement and Support Services Division.

Minor feedback was received from the Veterans' Family Policy Division and from the Chief Operating Officer. Nil input was reported by the Chief Financial Officer and the Claims Processing Review Office.

Issues

Scope: The scope of the draft policy is wider than initially sought by the Secretary who was focused on clients recording of calls, and who requested that DVA's policy align with Services Australia's policy.

As drafted it covers all people and organisations interacting with DVA (clients, client representatives, general public, third party organisations), that may wish to use any type of recording device (telephones, mobiles, cameras) to record their interactions (not only conversations – for example someone walks into an office and starts filming on their mobile phone)) with DVA staff anywhere that DVA staff work (DVA and SA offices, ADF bases, virtual environments). **PARA 1 to PARA 5** refer.

As a result of differences in security delegations between the two departments and feedback received, the policy has evolved and is more detailed than the Services Australia procedural documents. It also limits the ability for DVA staff other than delegated Security personnel to direct people to leave a premises which Services Australia APS4 staff have. This limitation was a result of consultation with DVA Security.

The policy and procedures are purposely generic, however MHWSD has suggested the procedural document be expanded to include a process when it is known a client has recorded a session, using an example where MHWSD has used a letter drafted by Info Law for an ACT client in accordance with local Territory legislation. But the legislation varies across the States and Territories jurisdictions. According to GC:

- In Victoria, Queensland and Northern Territory, a party to a conversation is not prevented from recording it and there is no obligation to advise DVA they are doing so. However, in all other jurisdictions, conversations cannot be recorded without consent, unless other exceptions apply.
- In New South Wales, the Australian Capital Territory, Western Australia, South Australia and Tasmania, exceptions include that conversations can be recorded without the consent of all parties to the conversation where the recording of the

conversation is reasonably necessary for the protection of lawful interests of a party to the conversation and/or where the recording is not made for the purpose of communicating, publishing or reporting on the conversation.

Such an approach is inconsistent with **PARA 2 and PARA 3**. In essence the question is whether DVA should have one universal policy that treats all clients and other people the same way or whether we should approach these issues on a case by case, State by State and Territory by Territory basis. This means people will have different rights and experiences when dealing with DVA. In my view we need to treat everybody the same.

If we want to have 7 different policies, we could incorporate specific advice for each jurisdiction in the procedural document, but this will make it unwieldy. Alternatively we could include a dot point in the policy stating that local laws must apply in each jurisdiction, and a dot point in the procedures stating that staff can contact Info Law to discuss any particular case if they wish.

Evidence: CBD expressed some concern about people who cite mental health as the reason for wanting to record their interactions with DVA staff. There is an issue about whether the policy should require DVA staff to ask for medical practitioner evidence of a mental health condition or other disability to substantiate a request to record as being a reasonable adjustment. **PARA 14** refers.

The position we have taken in the document is not prescriptive, we offer alternatives to recording in the first instance but if they wish to pursue the recording request we give a list of things that need to be considered in determining the request but this has been left somewhat loose as it needs to cater for such a wide array of clients and conditions.

MHWSD recommends engagement with the peak bodies in relation to recording in a mental health service (Open Arms).

Administration: It is presumed that COSS will have ownership of this policy. Decisions need to be made about where/whether the policy and procedures should be published and filed (DVA Homepage, presumably TRIM) and where requests to record conversations, and associated decisions, should be stored (in individual client records, in a TRIM folder for people who are not clients and third party organisations, or some other arrangement). CBD suggests the development of one recording and reporting mechanism for these instances rather than case notes in multiple business systems.

At this stage, we suggest that all client requests and decisions should be recorded against client files. This will allow future reference and easy access if a complaint is lodged. If the request is made by a third party or organisation there won't be a client file so we propose creating a central TRIM container for these to be stored on.

If COSS is to be the owner of this policy we will likely need to be available to staff to answer queries as well as to maintain TRIM records on an ongoing basis. We will also plan to evaluate the policy and its effectiveness after 12 months of operation. **PARA 4** refers. Note we seem to own the DVA Service Charter.

Final Clearance: It was proposed that the final draft policy be referred to the COO for clearance. In my view the draft might be better sent to General Counsel for their review (then FAS CESS for clearance) before publishing given the COO provided minimal input on consultation but General Counsel were very engaged and provided significant feedback.

If you are happy with all of this we will send the policy to GC now and then to you as a/g FAS for final clearance. Should we then send an info brief to the Secretary to note that it has been finalised? Alternatively you may wish to ask the Secretary to provide final clearance of the policy, given she requested it.



Australian Government
Department of Veterans' Affairs

PEOPLE RECORDING INTERACTIONS WITH DVA STAFF - POLICY

About this policy

1. From time to time, people (including DVA clients, their representatives, members of the public and third party organisations) interacting with the Department of Veterans' Affairs (DVA) may wish to record those interactions on mobile phones or other recording devices. This document sets out DVA's policy on these matters.
2. The use of recording devices is regulated by law in Australia, including the *Telecommunications (Interception and Access) Act 1979* and various State and Territory listening devices laws. This policy is written to provide practical assistance to all DVA staff when approached by a person with requests, or confronted with attempts, to record telephone conversations, video conferences or in-person interactions with DVA staff.
3. Whilst there are differences in the specific legal obligations and protections for all DVA staff across each State and Territory, DVA's policy and associated procedures have been written to ensure compliance across each State and Territory and therefore do not require adjustment or modification for a specific location.
4. This policy will be reviewed annually or when a change to the policy or associated procedures is required - whichever is sooner. Updates will be published on DVA's website: <https://www.dva.gov.au/>
5. This policy focuses on situations in which a person wishes, or attempts, to record their interaction with DVA staff. This may occur in any place where people employed by DVA work, including DVA premises, Services Australia offices, Australian Defence Force bases, over the telephone or in a virtual environment.

People Recording Interactions with DVA Staff

6. DVA's policy position is that generally DVA staff will refuse to consent to any person recording any interaction with DVA staff, unless a prior arrangement has been agreed by DVA, and DVA has agreed that a reasonable adjustment must be made to enable that person to access DVA's services.
7. DVA is unable to consent to any other people being recorded on DVA premises or any other location.
8. Each request to record will be considered as a single event and any permission granted by DVA will be for that interaction only. Previous approvals may be considered by DVA as part of the assessment process for new requests, but each request must be assessed against all elements of this policy on each occasion.

Reasonable Adjustment

9. DVA is committed to ensuring an accessible and inclusive service environment to enable people to participate in all aspects of DVA's service offerings. In keeping with the requirements of the Disability Discrimination Act 1992, DVA will apply the principle of 'reasonable adjustment' to remove barriers to participation in DVA's service offerings.
10. 'Reasonable Adjustment' refers to assistance or adjustments DVA makes to reduce or eliminate barriers that prevent a person accessing DVA's services. DVA considers an adjustment to be reasonable if it is:
 - Effective – it removes or at least minimises the barrier or disadvantage.
 - Practical – it does not take too long to implement and staff do not need extra training.
 - Inexpensive – the cost of the adjustment is low and within the available financial resources.
 - Proportionate – it is not overly disruptive to other people, or to DVA or to DVA's business needs.
 - Safe – the adjustment does not cause risk to others (an adjustment cannot be 'reasonable' if anyone's health and safety would be compromised by making that adjustment).
11. There is no defined list of the adjustments which may be requested by a person to help them access DVA services, as these will vary with each individual. Every request will be considered on its own merits and reflect the particular circumstances of the person making the request.

12. Generally DVA staff will refuse to consent to any person recording any interaction with DVA staff. Instead DVA will offer people who seek to record their interactions with DVA staff a range of alternative reasonable adjustments.
13. If a person is not satisfied with the alternatives offered to them they may request permission from DVA to record the interaction. This request can be made either verbally or in writing. When assessing these requests, DVA staff will consider:
 - the nature of the person's circumstances if identified by them (for example, disability),
 - the reasons the person gives for wishing to record the interaction, and
 - any exceptional circumstances they wish DVA to take into account.
14. DVA staff must ask people who wish to record interactions to assure DVA in writing that the proposed recording will be used for private purposes only and will not be published.
15. DVA staff at the APS6 level and above are authorised to make decisions about requests to record interactions with DVA staff. If the request to record is agreed by DVA to be a reasonable adjustment, the decision maker will then:
 - consider the location of any recording to mitigate the risk of other private conversations or departmental business being included in the recording,
 - consider health and safety risks to staff and other people present when deciding on the location for the interaction to proceed, and
 - document and file their decision, their reasons for making it and any written assurance given by the person that the recording will be for their own use and not be published.
16. If people are unhappy with the initial decision they may request a review of it. This review will be undertaken by a member of DVA's Executive Level staff who is at least one level senior to the original decision-maker. Their decision will be final.

Respect and Safety

17. DVA staff are here to help people and are committed to providing the best service we can. We ask that you treat our staff with respect and courtesy at all times. Everyone wishing to access DVA services, and DVA staff themselves, are expected to behave in accordance with DVA's [Service Charter](#).

Third Party Organisations

18. There may be circumstances where third party organisations interacting with DVA (for example, a contracted home care provider, community nursing agency, Ex-Services

Policy – People Recording Interactions with DVA Staff

Organisation or a large health care provider) routinely record all of their own inbound and outbound communications or wish to do so.

19. When staff of a Third Party organisation advise they will be recording a call, or other interaction (for example a video conference), they must be asked to notify DVA of their organisation's terms of usage. Such organisations must comply with Commonwealth, State and/or Territory privacy laws, and know and comply with any surveillance legislation applicable to their recording practices.
20. If the DVA officer taking the call is provided with these terms of usage and they are satisfied with the identity of a caller from the Third Party organisation, they may proceed with the call. If not, the DVA officer must end the call.
21. Commonwealth Departments and agencies wishing to record interactions with DVA for business reasons are not considered to be Third Party Organisations for the purposes of this policy.



PEOPLE RECORDING INTERACTIONS WITH DVA STAFF - POLICY

About this policy

1. From time to time, people (including DVA clients, their representatives, members of the public and third party organisations) interacting with the Department of Veterans' Affairs (DVA) may wish to record those interactions on mobile phones or other recording devices. This document sets out DVA's policy on these matters.
2. The use of recording devices is regulated by law in Australia, including the *Telecommunications (Interception and Access) Act 1979* and various State and Territory listening devices laws. This policy is written to provide practical assistance to all DVA staff when approached by a person with requests, or confronted with attempts, to record telephone conversations, video conferences or in-person interactions with DVA staff.
3. Whilst there are differences in the specific legal obligations for all DVA staff across each State and Territory, DVA's policy and associated procedures have been written to ensure compliance across each State and Territory and therefore do not require adjustment or modification for a specific location.
4. This policy will be reviewed annually or when a change to the legislation, policy or associated procedures is required - whichever is sooner. Updates will be published on DVA's website: <https://www.dva.gov.au/>
5. This policy focuses on situations in which a person wishes, or attempts, to record their interaction with DVA staff. This may occur in any place where people employed by DVA

6. work, including DVA premises, Services Australia offices, Australian Defence Force bases, over the telephone or in a virtual environment.

People Recording Interactions with DVA Staff

7. DVA's policy position is that generally DVA staff are to refuse to consent to any person recording any interaction with DVA staff, unless a prior arrangement has been obtained by DVA, and DVA has agreed that a reasonable adjustment must be made to enable that person to access DVA's services.
8. DVA is unable to consent to any other people being recorded on DVA premises or any other location.
9. Each request to record will be considered as a single event and any permission granted by DVA will be for that interaction only. Previous approvals may be considered by DVA as part of the assessment process for new requests, but each request must be assessed against all elements of this policy on each occasion.

Reasonable Adjustment

10. DVA is committed to ensuring an accessible and inclusive service environment to enable people to participate in all aspects of DVA's service offerings. In keeping with the requirements of the *Disability Discrimination Act 1992*, DVA will apply the principle of 'reasonable adjustment' to remove barriers to participation in DVA's service offerings.
11. 'Reasonable Adjustment' refers to assistance or adjustments DVA makes to reduce or eliminate barriers that prevent a person accessing DVA's services. DVA considers an adjustment to be reasonable if it is:
 - Effective – it removes or at least minimises the barrier or disadvantage.
 - Practical – it does not take too long to implement and staff do not need extra training.
 - Inexpensive – the cost of the adjustment is low and within the available financial resources.
 - Proportionate – it is not overly disruptive to other people, or to DVA or to DVA's business needs.
 - Safe – the adjustment does not cause risk to others (an adjustment cannot be 'reasonable' if anyone's health and safety would be compromised by making that adjustment).
12. There is no defined list of the adjustments which may be requested by a person to help them access DVA services, as these will vary with each individual. Every request will be considered on its own merits and reflect the particular circumstances of the person making the request.

13. Generally DVA staff will refuse to consent to any person recording any interaction with DVA staff. Instead DVA will offer people who seek to record their interactions with DVA staff a range of alternative reasonable adjustments.
14. If a person is not satisfied with the alternatives offered to them they may request permission from DVA to record the interaction. This request can be made either verbally or in writing. When assessing these requests, DVA staff will consider:
- the nature of the person's circumstances if identified by them (for example, disability),
 - the reasons the person gives for wishing to record the interaction, and
 - any exceptional circumstances they wish DVA to take into account.
15. DVA staff must ask people who wish to record interactions to assure DVA in writing that the proposed recording will be used for private purposes only and will not be published.
16. DVA staff at the APS6 level and above are authorised to make decisions about requests to record interactions with DVA staff. If the request to record is agreed by DVA to be a reasonable adjustment, the decision maker will then:
- consider the location of any recording to mitigate the risk of other private conversations or departmental business being included in the recording,
 - consider health and safety risks to staff and other people present when deciding on the location for the interaction to proceed, and
 - document and file their decision, their reasons for making it and any written assurance given by the person that the recording will be for their own use and not be published.
17. If people are unhappy with the initial decision they may request a review of it. This review will be undertaken by a member of DVA's Executive Level staff who is at least one level senior to the original decision-maker. Their decision will be final.

Respect and Safety

18. DVA staff are here to help people and we are committed to providing the best service we can. We ask that you treat our staff with respect and courtesy at all times.
19. Everyone wishing to access DVA services, and DVA staff themselves, are expected to behave in accordance with DVA's [Service Charter](#).
20. Information about how DVA collects, uses and discloses personal information is outlined in DVA's [Privacy Policy](#).

Third Party Organisations

21. There may be circumstances where third party organisations interacting with DVA (for example, a contracted home care provider, community nursing agency, Ex-Services Organisation or a large health care provider) routinely record all of their own inbound and outbound communications or wish to do so.
22. When staff of a Third Party organisation advise they will be recording a call, or other interaction (for example a video conference), they must be asked to notify DVA of their organisation's terms of usage. Such organisations must comply with Commonwealth, State and/or Territory privacy laws, and with any surveillance legislation applicable to their recording practices.
23. If the DVA officer taking the call is provided with these terms of usage and they are satisfied with the identity of a caller from the Third Party organisation, they may proceed with the call. If not, the DVA officer must end the call.
24. Commonwealth Departments and agencies wishing to record interactions with DVA for business reasons are not considered to be Third Party Organisations for the purposes of this policy.

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

Generally DVA staff must refuse to consent to any person recording any interaction with DVA staff, unless a prior arrangement has been consented to by DVA, and DVA has agreed that a reasonable adjustment must be made to enable that person to access DVA's services.

The following procedure must be followed when person states they are planning to record (by audio or video devices, phone or camera), or will record, or have recorded an interaction (for example a phone call or meeting, virtual or otherwise) with DVA staff. It is designed for staff to use in conjunction with DVA's 'People Recording Interactions with DVA Staff Policy'.

When dealing with people, DVA staff must, at all times, conduct themselves in accordance with the commitments documented in DVA's [Service Charter](#).

STEP 1: Person says they are recording or plan to record the interaction

Tell the person:

'DVA does not authorise people to record interactions, unless there is a prior arrangement in place to allow for this. I do not give you my consent to record this interaction. I will be unable to help you with your business until you stop recording.'

If the person:

- complies with the request, go to [STEP 2](#),
 - requests information about an agreed arrangement, go to [STEP 3](#),
 - does not comply with the request go to [STEP 4](#),
 - says they have recorded the interaction, but only at the end of it, go to [STEP 5](#),
 - continues to record the interaction and/or refuses to leave the premises, go to [STEP 6](#),
 - has queries about DVA's own use of call recording technology, go to [STEP 7](#),
 - begins to exhibit counterproductive or aggressive behaviour, go to [STEP 8](#), or
 - states they are from an external organisation, go to [STEP 9](#).
-

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

STEP 2: Ask for the recording to be deleted

Tell the person:

'Thank you for agreeing to stop your recording. Please delete any recordings you have made prior to this point.'

Do not:

- ask the person to delete any recordings if this will further escalate the interaction,
- insist if the person refuses to delete any recordings.

Do:

- utilise DVA's Call Handling Guide (CM9 document 201036653E refers) if a client begins to exhibit counterproductive behaviours or aggression,
- if client behaviour is threatening or escalates, refer to DVA's 'Managing Challenging and Complex Client Behaviour' policy (CM9 document [2194325E](#) refers), and/or
- follow DVA's emergency procedures [here](#).
- Make a record of the person's refusal on the person's file or meeting notes.

If the person stops recording, ask why they were recording and address any issues if possible.

- Document details of their response as part of the interaction documentation.
- If the issues indicate a need for reasonable adjustment, go to [STEP 3](#),
- If the person's wish to record is due to dissatisfaction with DVA's decision-making or processes, refer them to: [DVA's Complaints, compliments and other feedback policy](#).

If the person does not stop recording or recommences recording, go to [STEP 4](#).

STEP 3: Making a reasonable adjustment for a person

DVA is committed to ensuring an accessible and inclusive service environment to enable people to participate in all aspects of DVA's service offerings.

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

Definition: ‘Reasonable adjustment’ refers to assistance or adjustments DVA makes to reduce or eliminate barriers that prevent a person accessing DVA’s services.

Reasonable adjustments for people seeking to record an interaction: Reasonable adjustments that must be presented to a person seeking to record interactions with DVA staff include, but are not limited to, the provision of:

- A follow up email summarising the interaction.
- A copy of DVA’s recording of the phone conversation, where available, (CM9 document 20985991E provides the process for accessing phone call recordings),
- a copy of any policies relevant to the interaction if requested,
- access to the National Relay Service and Telephone Interpreter Service if required (See here: [Accessibility | Department of Veterans' Affairs \(dva.gov.au\)](https://www.dva.gov.au/accessibility)), and/or
- in face-to-face interactions on DVA premises, equipment such as seating and computer aids like headsets and ergonomic keyboards, or modifications to lighting if required and where they are available.

If the person insists such alternatives are unsatisfactory to them, staff must:

Tell the person:

‘DVA may permit people to record an interaction with DVA staff where DVA agrees that a reasonable adjustment is required to help the person to access DVA’s services.’

Information to request if a person asks for a reasonable adjustment: Staff must request the following information from the person to enable a decision to be made about the proposed recording:

- the nature of the person’s circumstances that require DVA to make a reasonable adjustment, if the person is prepared to identify them (for example, disability),
- any proof or evidence the person wishes to offer about their circumstances,
- any the reasons the person wishes to give for wanting to record the interaction,
- any exceptional matters they wish to be taken into account, and
- any written assurance the person wishes to give that the proposed recording will be used for private purposes only and will not be published in any way.

Decision-making process: DVA staff in supervisory positions (APS6 and above) are authorised to assess and make decisions about requests from people to record interactions with DVA staff.

Decision makers must consider any information offered by the person in support of their request for a reasonable adjustment.

If the decision-maker decides that the request to record the interaction is a reasonable adjustment that DVA should make after considering the person’s particular circumstances, all

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

information offered by them and whether or not the person has provided a written assurance about their usage of the recording, the decision-maker must then consider:

- the impact of not recording the interaction for the person,
- the location of any recording to mitigate the risk of other people, private conversations or government business being included in the recording, and
- health and safety risks to DVA staff and other people present when deciding on the location for the interaction to proceed.

Generally, while prior approval must be sought by the person from DVA ahead of any proposed recording, reasonable adjustment can be made by DVA if refusing, or stopping, the recording would cause an unintentional effect of hardship or vulnerability for the person.

Every request to record must be treated as a separate event. Decisions-makers may take into account any previous approvals that have been made in respect of the person. If the person's circumstances are identical to those previously considered in an approval then a similar decision will be justified. If the person identifies any new factors then these must be taken into account by the decision-maker in making their new decision.

After taking all these matters into consideration, the decision-maker must document and record their decision, along with their reasons for making it. The decision-maker must also record and file any written assurance given by the person that the recording will not be published. The decision-maker must tell the person about the decision in writing and, if that means recording is to occur, how, when and where the recording will be made.

Requests in relation to an existing client should be recorded on the client file. If the request is made by a third party and it is not about a client, the request, associated evidence and the decision should be recorded in CM9 container 2215969.

Review of decision: If the person is unhappy with the decision and requests a review, the decision-maker must advise the person in writing that the decision will be referred for review to an Executive Level staff member at least one level senior to the original decision-maker.

STEP 4: Recording of interaction does not stop as requested

Tell the person:

'If you do not confirm that you have stopped recording this interaction, I will have to end the call/ask you to leave the premises.'

- **If the person does not confirm they have stopped recording, or does not stop recording either end the call or ask the person to leave.**

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

- Document details of the person's response as part of the interaction documentation. Include specific reference that consent was not given.
- If the person does not stop recording, recommences recording and/or refuses to leave the premises, go to STEP 6.

STEP 5: Person says they have recorded the interaction, but only at the end of it.

Tell the person:

'DVA does not authorise people to record interactions and I do not give my consent for you to record this interaction. Please delete any recording you have made.'

'DVA is willing to provide you with notes of this interaction, a copy of DVA's recording of this call where available and/or a copy of any policies that are relevant to this interaction'

- **If the person does not comply with the request to stop recording:**
 - document details of their response as part of the interaction documentation, include specific reference that consent was not given to the recording.

STEP 6: Person continues to record and refuses to leave the premises

In these circumstances the local leadership team must:

- advise all other people in the premises that another person is recording. The other people may decide whether or not they wish to leave the premises to avoid being recorded.
- move other staff in the vicinity of the recording away from the area, to protect their privacy, and minimise the risk of inadvertent disclosures of official information, including information which contains personal/protected information, and

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

- contact DVA's Security team [here](#). In an emergency, managers should contact the police on 000.

STEP 7: If asked about DVA's own use of recording technology

Tell the person:

'DVA uses telephone call-recording for quality assurance and training purposes, including retrieving calls for complaint resolution and the review of decisions. DVA only records conversations with people who consent to the recording.'

If CCTV is present and you are asked why this is so, tell the person:

'DVA uses CCTV to help protect staff, customers, visitors and resources from criminal or anti-social behaviour. It helps to improve the existing security features within the site and the collection of evidence when required.'

STEP 8: Managing counterproductive or aggressive behaviour

- **If the person begins to exhibit counterproductive or aggressive behaviour:**
 - Utilise DVA's Call Handling Guide (CM9 document [202036653E](#) refers) if a client begins to exhibit counterproductive behaviours or aggression.
 - If client behaviour is threatening or escalates, refer to DVA's 'Managing Challenging and Complex Client Behaviour' policy (CM9 document [2194325E](#) refers).
 - In case of emergencies staff must follow the Emergency procedures detailed on DVA's Intranet here: [Emergency Information \(dva.gov.au\)](https://dva.gov.au/emergency-information)

PROCEDURE – PEOPLE RECORDING INTERACTIONS WITH DVA STAFF

STEP 9: Third Party Organisations

There may be circumstances where third party organisations interacting with DVA (for example, a contracted home care provider, community nursing agency, Ex-Services Organisation, a large health care provider) routinely record all of their own inbound and outbound communications or wish to do so.

When staff of a Third Party organisation advise they will be recording a call, or other interaction (for example a video conference), they must be asked to notify DVA of their organisation's terms of usage. Such organisations must comply with Commonwealth, State and/or Territory privacy laws, and comply with any surveillance legislation applicable to their recording practices.

If the DVA officer taking the call is provided with these terms of usage and they are satisfied with the identity of a caller from the Third Party organisation, they may proceed with the call. If not, the DVA officer must end the call.

Establishing identity: If DVA staff have any doubt about a caller's identity, they must ask the person to provide their full name, the name of their organisation, their position title and their organisation's telephone number. If in doubt about the person's credentials, staff should check the organisation's number in the directory and call the organisation to verify the person is an authorised representative.

Commonwealth Departments and agencies staff wishing to record interactions with DVA for business reasons are not considered to be Third Party Organisations.



DVA CLIENT RECORDING OF CALLS AND IMAGES POLICY

About this policy

- From time to time, Department of Veterans' Affairs (DVA) clients may wish to record telephone conversations they have with DVA staff, or to record interactions they have with DVA staff on phone cameras or other devices. This document sets out DVA's policy on these matters.
- The use of recording devices is regulated by State and Territory legislation, so the specific legal obligations and protections for DVA staff (and other people who may be subject to recording on DVA's premises) vary across each State and Territory. This policy is consistent with those differing requirements and is written to provide practical assistance to staff when confronted with requests or attempts to record telephone or in person interactions with DVA staff.
- The policy will be reviewed annually or when our practices change, whichever is sooner.

Introduction

- DVA records conversations with clients who consent to the recording where that is consistent with current DVA guidelines and practice. This recording is governed by DVA's *Privacy Policy*, a copy of which is published on DVA's website [here](#). Recordings made by DVA clients, or third party organisations, of their interactions with DVA staff cannot be governed in this way.
- Recordings by clients can present both a reputational risk to DVA and a privacy risk to other DVA clients and to DVA staff. For example, images recorded by a client in a DVA office on a phone camera may include DVA staff, other clients, sensitive information, or all of these things. These images may subsequently be edited or

distributed without DVA's knowledge or the consent of other DVA clients or DVA staff, and they cannot be managed or protected by DVA.

Client Recording of Calls and Images

- In view of these risks, DVA does not allow clients to record conversations they have with DVA staff or to record images of DVA staff, other DVA clients or of any documents or other material in DVA offices other than in limited circumstances, and where prior approval has been given, because of the disability of a client.
- DVA staff should refuse to consent to any client recording of any conversation or image, unless an assessment is made for reasonable adjustment for a client with a disability.
- Two Standard Operating Procedures (SOPs) form part of the DVA Client Recording of Calls and Images Policy and should be followed by all DVA staff:
 - SOP A – “Clients Recording Telephone Calls with DVA Staff” contains seven steps and scripts for staff to follow when a client, or any member of the public, says they are planning to record or have recorded a phone call.
 - SOP B – “Clients Filming or Recording Images of Staff and/or Other Clients in a DVAVAN or Open Arms Office” also contains seven steps and scripts for staff to use when people wish to film or record images of staff, or other people, on DVA premises with a phone, camera or other recording device.

Reasonable Adjustment for Clients with a Disability

- DVA may permit a client with a disability to film or record their interactions with a DVA staff member where a reasonable adjustment is required to support that client, for example, a client who has hearing loss or a speech disability.
- Generally, prior approval should be sought by the client from DVA ahead of any proposed filming or recording. Reasonable adjustment can be made if stopping the filming/recording would cause an unintentional effect of hardship or vulnerability for the client.
- In all cases, staff should consider why the client has asked to film/record the interaction. When assessing reasonable adjustment requirements, the nature of the client's circumstances (for example, disability) should be considered. The impact of not filming/recording the interaction for the client must also be considered, but this should be done alongside of consideration of alternative, preferable solutions.

- Alternative options could include, but are not limited to, the printing of a hard copy of any file notes made during the interaction. Staff should seek support from their manager in making this decision.
- If the request to record is deemed appropriate, DVA staff should consider the location of the filming/recording to mitigate the risk of other private conversations or activity being included in the recording. Before using an interview room for this purpose, emergency response procedures in interview rooms should be considered, in case of client aggression.

Third Party Organisations

- There may be circumstances where third party organisations which contact the agency (for example, a contracted home care provider, community nursing agency or large health care provider) routinely record all of their own inbound and outbound calls.
- When a Third Party organisation contacts DVA and advises they will be recording the call, they must be asked to notify DVA of their organisation's terms of usage. Such organisations should comply with Commonwealth, state or territory privacy laws, and know and comply with any surveillance legislation applicable to their call recording practices.
- If the DVA officer taking the call is provided with these terms of usage and they are satisfied with the identity of a caller from the Third Party organisation, they may proceed with the call.

Staff Safety

- DVA has a responsibility to ensure that staff are not put at risk from work carried out for, or on behalf of, the department. Staff and clients are expected to behave in accordance with DVA's [Service Charter](#).
- Incidents of counterproductive behaviour and customer aggression should be reported, recorded and escalated where required.