ACT Government

FACTSHEET

Justice and Community Safety Directorate

REQUESTING PERSONNEL FILES

OFFICIAL

UNCONTROLLED IF PRINTED

1. PURPOSE

1.1 This factsheet provides advice to Justice and Community Safety (JACS) Directorate Executives and Statutory Office Holders on the process that must be followed when requesting access to employee personnel files. It also provides advice to individual employees who wish to access their own personnel file.

2. WHAT IS THIS ABOUT?

2.1 Employee personnel files are private and confidential. These files contain information related to specific employment conditions of service including but not limited to confidential medical reports about individual employees. This information is covered by the Information *Privacy Act 2014* (ACT) and, in some cases, the *Health Records (Privacy and Access) Act 1997* (ACT).

2.2 Business units cannot access personnel files. This can only be requested by the human resource management staff in JACS People and Workplace Strategy (PWS). Files can be requested under restricted circumstances such as reviews, appeals, investigative matters, recruitment and compensation reviews, Freedom of Information and other bona fide employment or industrial matters.

3. WHAT DO I NEED TO DO?

3.1 An individual employee can arrange viewing of their own personnel file/s by:

3.1.1 Emailing Shared Services at HRSharedServices@act.gov.au; or

3.1.2 Emailing PWS at JACS.People-WorkplaceStrategy@act.gov.au.

3.2 Shared Services will then contact the employee to arrange a viewing time. A member of Shared Services will be present at the viewing and arrangements can be made for copies of any specific information to be made available to the employee.

3.3 A request by a third party for access to personal information held on an employee's personnel file (e.g. union, solicitor or insurance company), should be accompanied by an 'authority to release' signed by the employee and noting the relevant information or documents required.

3.4 A former employee may apply to see their own personnel file under the Freedom of Information Act 2016 (ACT).

3.5 Should a business unit or individual require information held on a personnel file, the following process applies:

3.5.1 Make a request, outlining the specific information required and an explanation to JACS.People-WorkplaceStrategy@act.gov.au.

3.5.2 The request will be sent through to the Chief Human Resources Officer, PWS for consideration.

3.5.3 If after consultation the request is approved, PWS will retrieve the file from Shared Services and the specific information will be made available. The file will not leave PWS and PWS will return the file to Shared Services.

4. ENQUIRIES

4.1 If you require further information or assistance, please contact PWS at JACS.People-WorkplaceStrategy@act.gov.au.

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DETAILS

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AMENDMENT HISTORY

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1.1	17 June 2025	Administrative Update.	PWS	CHRO