

ACT Health

Operational Procedure

Protective Security (Official Visits by Foreign Delegations)

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Purpose

This procedure outlines the Health Directorate's approach to which staff and business units must manage requests from foreign delegations and nationals for official visits who are seeking to visit Health Directorate facilities.

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Scope

This procedure applies to any Health Directorate employee (including contractors, medical practitioners and agents) seeking to allow or sponsor a foreign delegation, national, or overseas visitor to tour any of the Health Directorate facilities, including the Canberra Hospital. This procedure also applies to business-related foreign delegations.

This procedure must be read in conjunction with the ACT Government's Foreign Delegations Policy and [Contact Reporting and Awareness Scheme](#).

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Background

The ACT Government takes an active and encouraging role in sharing information and practices with both foreign and domestic Governments who wish to visit Canberra and the facilities of the Health Directorate and learn from our experiences and business developments.

The Health Directorate is recognised both domestically and internationally for its achievements in medical research and as a result there are requests from many foreign delegations and nationals as well as interstate organisations including medical and other professions who seek to visit our facilities for the purposes of reviewing and learning about our medical research and business practices.

It should be noted that official requests from Australian State and Territory Government organisations and their staff are generally not deemed to have any significant security implications. The focus of this procedure is therefore international requests from foreign delegates, or directorate employees or contractors seeking to invite an overseas counterpart to tour our facilities.

The relationship countries have with Australia may from time to time vary according to the social and political environment. There may also be circumstances where the Australian Government would not be supportive of the ACT Government approving particular countries in terms of their visiting Australian and/or viewing ACT Government business. It is therefore important that all proposed foreign official visitors are cleared by the Australian Government Department of Foreign Affairs and Trade via the Justice and Community Safety Directorate (JACS).

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Procedure

1. Receipt of request for an official visit by a foreign delegation or national

Upon any employee or contractor of the Health Directorate being contacted by a foreign delegation or a visiting delegation's Australian based Embassy or High Commissioner, it is important that you obtain as much information about the delegation as possible. At this point in time no indication should be given to the delegation that the request is approved.

2. Making a request for an overseas counterpart to tour a health facility

When a directorate employee or contractor wishes to invite an overseas counterpart to tour directorate facilities, the employee or contractor should first inform their Executive Director of the request for the official visit providing as much information as outlined below. No assurances should be given to the overseas counterpart that the request is approved at this time.

3. Information to be obtained for an official visit

The following information should be obtained to assist in the assessment of the visit prior to any approval being given:

- a. Details of the visiting country or nationalities of those involved;
- b. Written approval or request by the Government of the country proposing the visit;
- c. Details of any organisation assisting the delegation during the official visit, such as the:
 - name of the organisation;
 - contact name of the coordinator;
 - contact phone number;
- d. Purpose of the visit;
- e. Period of time the delegation intends to visit the directorate; and
- f. Details of all delegates proposed to visit the directorate, including names, position or status within the visiting Government agency or organisation.

Once all or any information that has been made available is documented, the employee or contractor should immediately notify their Executive Director.

4. Seeking approval for the official visit

The Executive Director must contact the Health Directorate's Security Advisor and provide the details outlined above.

The Agency Security Advisor will:

- inform the Health Directorate Security Executive;
- notify the JACS Directorate's Security and Emergency Management Branch;
- arrange for a security briefing to be undertaken with employees, either facilitated internally or through the Australian Secret Intelligence Organisation (ASIO), dependent on risk level;

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- recommend security precautions that are required to be undertaken during the official visit;
- confirm that there are no additional requirements from the JACS Directorate; and
- keep official records relating to the official visit.

5. Hosting an official visit

Where a business unit agrees to host an official visit, following consideration of JACS's recommendation, the business unit should observe the directorate's protocols around official hospitality in the Director-General's Financial Instructions, the Receiving or Giving of Gifts, Benefits and Bribes Policy and other relevant legislation regardless of how small or insignificant the gift may be. Gifts of an electronic nature must immediately be isolated and surrendered to the Agency Security Advisor.

Cultural and religious sensitivities must also be considered and taken into account. Further information and guidance can be obtained from the Chief Minister, Treasury and Economic Development Directorate's Intergovernmental Relations Branch.

The security precautions outlined below must be applied when hosting an official visit:

- All staff who are expected to come into contact with the visitor(s) should be reminded of the physical and information security requirements of the ACT Government Protective Security Policy Framework. In particular this relates to the handling, storage and transmission of security classified or other sensitive information or documents in areas that may be accessed by the visitors. Clear desk and screen lock procedures should be stringently enforced;
- Visitor(s) should be issued with a distinctive visitors pass through the Security Office at Canberra Hospital, and required to wear them visibly at all times whilst on Directorate premises;
- Visitor(s) should be supervised and escorted by the nominated person of the relevant Executive Director at all times and must not be allowed to independently leave defined work areas. Formal hand over procedures should be followed if the responsibility for the supervision of visitor(s) is transferred from one employee to another or if the visitor(s) moves into another office or work area;
- Visitor(s) should not be left alone at any time unless the responsible officer is confident that there is no potential for sensitive information or assets to be compromised during that time and the movement of the visitor(s) out of the immediate area is suitably restricted;
- Visitor(s) should be discouraged from bringing in bags other than small bags or identified work related material or containers into secure premises;
- If the visitor(s) requires office space or work areas to work independently or unsupervised they should be encouraged to work outside security controlled areas. If this is not possible or impractical they should be located in an office space where their activity and movement can be managed and they are prevented from accessing other security controlled or sensitive spaces;

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- Visitor(s) must not take any Directorate documents, files or assets out of ACT Government premises unless approval is provided by the Health Agency Security Advisor (ASA) and Director-General;
- Visitor(s) must not take photographs of internal premises or equipment without permission from the Agency Security Advisor; and
- If access is required to the ACT Government intranet, the level of access must be strictly defined, controlled and approved by the Agency Security Advisor and Shared Services ICT.

It is a reasonable expectation that correct implementation of these precautions will ensure that a visitor is appropriately supervised when in contact with sensitive or restricted assets or information. However, it remains incumbent on our employees to ensure that appropriate measures are in place at all times to protect sensitive and security classified information and assets.

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Evaluation

Outcome measures

- No official visits by foreign delegations or nationals occur without being notified to the Agency Security Advisor and the JACS Directorate;
- No preventable security incidents occur during official visits by foreign delegations or nationals; and
- Directorate employees and contractors are aware of the process for approving and hosting official visits by foreign delegations or nationals.

Method

- Compliance with this procedure will be assessed through audits of business unit records pertaining to the management of requests by foreign delegations or nationals, or State or Territory organisations for official visits.

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Related Legislation, Policies and Standards

- ACT Government Foreign Delegation Policy
- ACT Government Protective Security Policy Framework
- ACT Government Contact Reporting and Awareness Scheme
- Health Directorate Director-General Financial Instructions
- Health Directorate Receiving or Giving of Gifts, Benefits and Bribes Policy.

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Search Terms

Protective Security, Official Visits, Foreign Delegations

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Policy Team ONLY to complete the following:

<i>Date Amended</i>	<i>Section Amended</i>	<i>Divisional Approval</i>	<i>Final Approval</i>
12/02/2018	Complete Review	ED Business Support Services	Policy Advisory Committee

This document supersedes the following:

<i>Document Number</i>	<i>Document Name</i>
DGD15-011	Foreign Delegations - Nationals Official Visits