



2009

AGS Legal training program

PRIVACY ACT 1988 ADVANCED MODULE

Handling Privacy Complaints

Target group

Privacy contact officers and officers of all levels who are responsible for or assist in handling breach of privacy complaints in the course of their duties. It is expected that participants will have attended our 'Introduction to Privacy' course or have equivalent training or experience in handling privacy complaints.

Course outline

The *Privacy Act 1988* sets out standards for the management of records containing personal information within the Commonwealth public sector, and provides a mechanism for individuals to make a complaint when they believe their privacy has been breached by a government agency.

We will undertake an in-depth examination of the relevant provisions of the Privacy Act as they apply at each stage of the complaint-handling process, and will examine the investigation and determination-making powers of the Privacy Commissioner. Practical examples of circumstances which have arisen in Commonwealth agencies will be provided and discussed. We will also work through syndicate exercises in small groups, which will describe a fictitious situation raising issues relevant to the handling of a privacy complaint. The groups will be asked to identify the issues and consider how they might be managed.

Objectives

This course will significantly advance participants' knowledge of the provisions of the Privacy Act relevant to the handling of breach of privacy complaints and their skills in handling such complaints.

Presenters

Our presenters are AGS lawyers who have a great depth of knowledge of the government environment, and who practise extensively in the areas of information access and administrative law.

Duration

This is a full-day course commencing at 9 am and concluding at 4.30 pm. Morning tea, lunch and afternoon tea will be provided.

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Cost

Standard fee – \$850.00 (inclusive of GST) per person.

If three or more people from one agency attend the same course on the same day **or** if one person attends three or more courses in the same week of training – \$765.00 (inclusive of GST) per person.

No more than 20 people will be accepted on each course, and courses will only be conducted if we receive sufficient nominations.

For further information on our calendar training, in-house or customised courses, please contact **Di Harvey on T 02 6253 7126** or **Kirstin Hewitt on T 02 6253 7436**, or email cbrtraining@ags.gov.au.

Website

For a full review of AGS services, visit www.ags.gov.au