



# WELCOME TO THE ACT PUBLIC SERVICE

ACTPS  
Induction Manual

*Issued by*

Workforce Capability and  
Governance Division

Chief Minister, Treasury and Economic  
Development Directorate

**January 2023**



**We demonstrate a  
united commitment to  
the ACTPS Values of  
Collaboration,  
Innovation, Respect and  
Integrity.**



**ACT**  
Government

# AMESSAGE FROM THE HEAD OF SERVICE



## **Welcome to the ACT Public Service**

Congratulations on your new role and welcome to the ACT Public Service (ACTPS).

You are joining a professional, skilled and innovative public service that is responsive to the government of the day and to the community. The work that you will be doing directly serves the needs of the Canberra community and you will no doubt see the impact that our directorates have on the lives of Canberrans every day.

Regardless of the directorate that you are working in, we achieve outcomes effectively and efficiently by performing as One Service. Across the ACTPS we demonstrate a united commitment to the principles of Collaboration, Innovation, Respect and Integrity. These elements are the foundation of the ACTPS Code of Conduct and exemplify ways of working and the workplace culture that the ACTPS strives to nurture.

At present, over 25,000 people work in the ACTPS. We offer an unrivalled range of career paths across numerous professional streams. We aim to provide an environment that promotes your skills, abilities and professional growth to maximise your potential.

I am pleased to welcome you to the ACTPS, and wish you every success in your work.

**Kathy Leigh**

**Head of Service**

# CONTENTS

<b>The ACT Public Service</b>	<b>4</b>
<b>Our Vision</b>	<b>4</b>
<b>What makes us different?</b>	<b>4</b>
<b>Governance</b>	<b>4</b>
<b>The structure of our Service</b>	<b>5</b>
Chief Minister, Treasury and Economic Development Directorate	5
Justice and Community Safety Directorate	5
Community Services Directorate	5
Education Directorate	6
Health Directorate	6
Environment, Planning and Sustainable Development Directorate	6
Transport Canberra and City Services Directorate	6
<b>How the directorates work together</b>	<b>6</b>
<b>Structure of the ACT Public Service</b>	<b>8</b>
<b>Our Leaders</b>	<b>8</b>
<b>Head of Service</b>	<b>8</b>
<b>Public Sector Standards Commissioner</b>	<b>8</b>
<b>Directors-General</b>	<b>8</b>
<b>Strategic Board</b>	<b>8</b>
<b>The Employment Framework</b>	<b>9</b>
Enterprise Agreements	9
<i>Public Sector Management Act 1994 (PSM Act)</i>	9
<i>Public Sector Management Standards 2016 (PSM Standards)</i>	9
<b>ACTPS Employment Portal</b>	<b>10</b>
<b>The ACTPS Values and Signature Behaviours</b>	<b>10</b>
<b>Ethics, Integrity and Fraud</b>	<b>11</b>
<b>Gifts</b>	<b>11</b>
<b>Decision-Making and Delegations</b>	<b>12</b>
<b>Procurement</b>	<b>12</b>
<b>Work Health and Safety</b>	<b>12</b>
Employee Assistance Program	12
<b>Security</b>	<b>13</b>
<b>Respect, Equity and Diversity (RED) Framework</b>	<b>13</b>
RED Contact Officers	13
RED Training	13
Diversity	13
<b>Using Resources Responsibly</b>	<b>13</b>
Information and Communication Technology (ICT)	14

Social Media	14
Government Vehicles	14
<b>Handle personal information appropriately</b>	<b>14</b>
Privacy	14
Territory Privacy Principles	15
Record keeping	15
Freedom of Information	15
<b>Public Interest Disclosures</b>	<b>15</b>
<b>Employee Entitlements</b>	<b>16</b>
<b>Leave</b>	<b>16</b>
Annual Leave	16
Personal Leave	16
Flex Time	16
Christmas Shutdown	16
How to apply for leave	16
<b>Union Membership</b>	<b>17</b>
<b>Professional Development</b>	<b>17</b>
The ACTPS Shared Capability Framework	17
The ACTPS Performance Framework	17
ACTPS Training Calendar	18
Directorate Specific Training	18
Studies Assistance	18
<b>Work and Life Balance</b>	<b>18</b>
<b>Shared Services</b>	<b>18</b>
Contacting the Shared Services Service Desk	18
<b>Quick links</b>	<b>19</b>
ACT Government Resources	19
Legislation	19
<b>Appendix A</b>	<b>20</b>
<b>The ACT Government</b>	<b>20</b>
Structure of the Australian Capital Territory Government	20
The Legislative Assembly	20
Cabinet	21
Courts	21
Parliamentary Privilege	21
<b>Appendix B</b>	<b>22</b>
<b>Union Contact Details</b>	<b>22</b>

# THE ACT PUBLIC SERVICE

**The ACTPS works collaboratively to serve the Government of the day and to provide the Canberra community with responsive and accessible services for the benefit of all Canberrans. For a summary of how government works within the ACT, see Appendix A.**

## OUR VISION

In March 2016 the Chief Minister released his Statement of Ambition for Canberra articulating his vision of Canberra being one of the world's most liveable and competitive cities – welcoming to all. The Statement provides a summary of future ambition, recognition of current momentum, clarification of the challenges and drivers shaping Canberra and four future directions of travel. It articulates an integrated program of action which balances short-term delivery with long-term progress. The directions of travel are:

1. We must attract and retain talented people that can help make our city great.
2. We must continue to open and diversify our local economy building on the strong position we have as one of Australia's longest serving knowledge based cities.
3. We must deliver better metropolitan infrastructure that helps to renew our inner precincts strengthening our suburbs and providing new opportunities for all.
4. We must embrace the digital mindset and deliver integrated smart city initiatives.

The Chief Minister has challenged the ACTPS to find 100 ways to make things happen, not 100 ways to say no. With this in mind, this strategy focuses on building an agile, responsive and innovative ACTPS to deliver on the Statement.

## WHAT MAKES US DIFFERENT?

The ACTPS is unique in the Australian context. We handle both state and municipal responsibilities ranging from buses, fire and ambulance services, health, education and justice systems, to supporting the most vulnerable people in our community.

Each of the directorates/agencies responsible for these services and the supporting functions work collaboratively to meet the needs of our community in a responsive, timely and efficient way.

### Governance

The ACTPS serves the Government of the day. Only Cabinet (see Appendix A) holds the power to govern the territory, develop legislation and make decisions pertaining to the budget. As public servants we cannot make undertakings on behalf of Cabinet or comment on matters that are, or may be in the province of Cabinet decision-making.

**The Chief Minister's vision of Canberra being one of the world's most liveable and competitive cities**





## **The structure of our Service**

The ACTPS is divided into seven directorates, each specialising in a different function of the ACT Government. A list of all the directorates and links can be found [here](#)

### **Chief Minister, Treasury and Economic Development Directorate**

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACTPS and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, international development service delivery and whole of government issues. This directorate facilitates the implementation of government priorities and drives many new initiatives.

The directorate is responsible for collecting and managing taxation revenue; managing the Government's financial assets and liabilities, including superannuation liabilities and investments; and providing advice to the Government and ACT agencies on the Territory's budget and financial management, economic and revenue policy, federal financial relations, and workers compensation policy. The directorate also incorporates Shared Services which provides financial, IT and HR support across Government, and Access Canberra, which is the main contact point for ACT Government information, services and payments.

Economic Development focus is on facilitating business development, investment, tourism and events, sport and recreation, arts, and other government activity, often in coordination with the private sector, to increase the economic performance of the ACT. Economic Development is also responsible for land release and facilitating projects through the office of the Coordinator-General as well as procurement and capital works.

More information on CMTEDD can be found at [cmd.act.gov.au](http://cmd.act.gov.au)

### **Justice and Community Safety Directorate**

The Justice and Community Safety Directorate (JACSD) serves the ACT community by providing a wide range of activities and services in the areas of justice, the law, corrections, emergency preparedness and response, and protection of human rights. JACSD also provides services across the ACT Government including legal advice and legal representation and in specialised areas of legislative drafting.

JACSD strives to maintain a fair, safe and peaceful community in the ACT where people's rights and interests are respected and protected.

More information on JACSD can be found at [justice.act.gov.au](http://justice.act.gov.au)

### **Community Services Directorate**

The Community Services Directorate (CSD) ensures the most vulnerable members of our community have access to all they need to participate in society, lead full, productive and safe lives, and feel connected with each other and the place in which they live.

Some of the people they work with include: children and young people (including those who are at risk of neglect or abuse), families, people with disabilities, culturally and linguistically diverse groups, young people in the youth justice system, Aboriginal and Torres Strait Islander peoples, migrants and refugees, those at risk of, or who are experiencing, homelessness, and community groups and organisations.

More information on CSD can be found at [communityservices.act.gov.au](http://communityservices.act.gov.au)

## Education Directorate

The Education Directorate (EDU) delivers high quality education services through government schools and registers non-government schools in the ACT.

More information on Education Directorate can be found at [education.act.gov.au](http://education.act.gov.au)

## Canberra Health Services

The Canberra Health Services aims to deliver the best possible healthcare and health-related services in Australia, through its public hospitals - Calvary Hospital and The Canberra Hospital and Health Services, Community Health, Mental Health ACT, Capital Region Cancer Service, Aged Care and Rehabilitation Service and Population Health, including the Health Protection Service.

More information can be found at [canberrahealthservices.act.gov.au](http://canberrahealthservices.act.gov.au)

## Environment, Planning and Sustainable Development Directorate

The Environment and Planning Directorate (EPSD) combines ACT Planning with environmental policy and protection, sustainability policy, the Government architect, heritage, transport planning and nature conservation.

The vision of the directorate is to make Canberra a sustainable and creative city and a community that is socially inclusive and a centre of economic growth and innovation.

More information on EPD can be found at [environment.act.gov.au](http://environment.act.gov.au)

**ACTPS  
directorates are  
arranged  
into clusters that  
emphasise key  
collaborative  
relationships**

## Transport Canberra and City Services Directorate

Transport Canberra and City Services (TCCS) is a diverse directorate responsible for managing roads, footpaths, street lights, cycle paths, active travel and the public transport network (ACTION buses and the light rail project).

The directorate delivers essential services Canberrans rely on each day including public libraries, the collection of recycling and waste, graffiti removal, shop and playground upgrades and grass mowing. It is also responsible for the management of urban trees, public open spaces and city places including maintenance of shops, domestic animal services, animal welfare and other licensing and compliance services including ranger services and permits for public land use.

Through the provision of these care services and an integrated transport network, TCCS will ensure Canberra remains a great place to live, work and relax.

TCCS manages a number of ACT Government businesses such as Capital Linen Services and Yarralumla Nursery and provides administrative oversight to the ACT Public Cemeteries Authority which operates the Woden, Gungahlin and Hall cemeteries.

More information on TCCSD can be found at [tccs.act.gov.au](http://tccs.act.gov.au)

## How the directorates work together

In July 2014, the Chief Minister announced that the ACTPS directorates would be arranged into clusters, strategically organised, to strengthen our performance as a service.

The following clusters within the ACT Government emphasise key collaborative relationships:

- > Strengthening governance and promoting opportunity cluster: this comprises CMTEDD and JACSD;
- > Supporting our community cluster: comprising CSD, CHS and EDU; and
- > Enhancing our city cluster: this includes the EPSD with TCCSD.

An overview of the directorate organisational structure is on next page:



# STRUCTURE OF THE ACT PUBLIC SERVICE

## STRENGTHENING GOVERNANCE, PROMOTING OPPORTUNITY CLUSTER

### Chief Minister, Treasury and Economic Development

Work areas include:

Policy & Cabinet  
Access Canberra  
ACT Gambling & Racing Commission  
Economic Development  
Suburban Land Agency  
ACT Insurance Authority  
Procurement & Capital Works  
Revenue Management  
Shared Services

### Justice and Community Safety Directorate

Work areas include:

ACT Courts and Tribunals  
ACT Emergency Services Agency  
• ACT Ambulance Service  
• ACT Rural Fire Service  
• ACT Fire and Rescue  
• ACT State Emergency Services  
ACT Corrective Services  
Parliamentary Counsel's Office  
ACT Government Solicitor  
Public Trustee for the ACT & Guardian  
ACT Director of Public Prosecutions  
Human Rights Commission  
Office of the Co-ordinator General for Family Safety  
Legislation, Policy & Programs  
Security & Emergency Management Branch

## SUPPORTING OUR COMMUNITY CLUSTER

### Community Services Directorate

Work areas include:

Child and Youth Protection Services  
Child Development Service Disability ACT  
Housing & Community Services ACT

### Education Directorate

Work areas include:

Education Strategy  
School Improvement  
Learning, Teaching & Student Engagement  
Office for Schools  
Tertiary Education & Child Care Regulations  
Tertiary & International Education  
Tertiary Education & Performance

### Canberra Health Services

Work areas include:

Calvary Health Care Public  
Canberra Hospital & Health Services  
Service & Capital Plan

In addition to the work areas listed above, Directorates have Corporate and Policy areas.

## ENHANCING OUR CITY CLUSTER

### Environment, Planning and Sustainable Development Directorate

Work areas include:

Environment  
Sustainability and Climate change  
City Planning  
Construction and Client Services  
ACT Parks and Conservation Services

### Transport Canberra and City Services Directorate

Work areas include:

City Services  
Transport Canberra (ACTION Buses and light rail)

In addition to the above directorates, there are a number of Public Authorities & Territory Owned Corporations. A complete list can be found on the ACT Government Directory.

# STRUCTURE OF THE ACT PUBLIC SERVICE

## OUR LEADERS

### Head of Service

The Head of Service is responsible for overarching management of the ACTPS. The position provides direction and coordination across the ACTPS on policy and strategy.

The Head of Service is also the Director-General of CMTEDD and Chair of the Strategic Board. The numerous functions undertaken by this position are outlined in Section 23B of the *Public Sector Management Act 1994* (PSM Act).

### Directors-General

Each directorate has a Director-General who is appointed to manage the directorate under the relevant Minister. The Director-General is responsible for the management of administration and business of the directorate, provides advice to the relevant Minister on all matters, assists the Head of Service to implement the whole of government strategies and any other functions assigned.

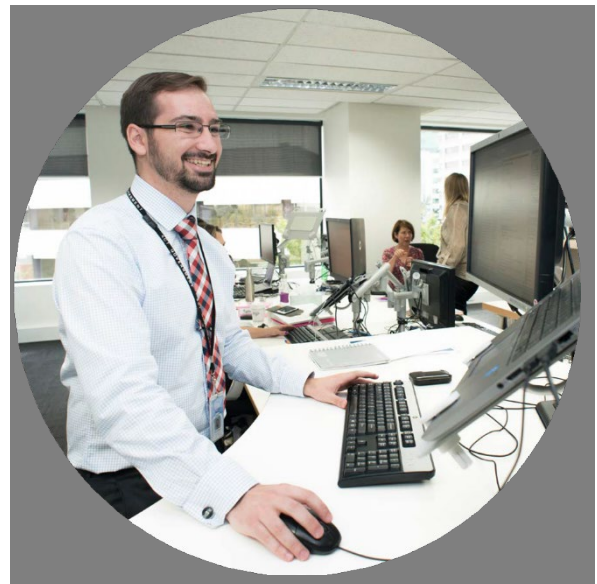
### Strategic Board

The Strategic Board provides whole of government leadership and strategic direction to the ACTPS. Strategic Board membership comprises Directors-General from all ACTPS directorates and agencies, the Deputy-Director General, Workforce Capability and Governance CMTEDD, the Deputy-Director General, Policy and Cabinet CMTEDD and the Chief Digital Officer, CMTEDD.

### Public Sector Standards Commissioner

The Public Sector Standards Commissioner (the Commissioner) is responsible for promoting, upholding and providing advice about public sector values and principles. The work of the Commissioner primarily focuses on fostering a positive workplace culture and high standards of behaviour within the ACTPS.

The Commissioner is also responsible for investigating complaints relating to alleged misconduct or perceived failings of ACTPS systems across the service. When investigations are conducted, the Commissioner provides advice to the Chief Minister on any systemic issues that may arise.

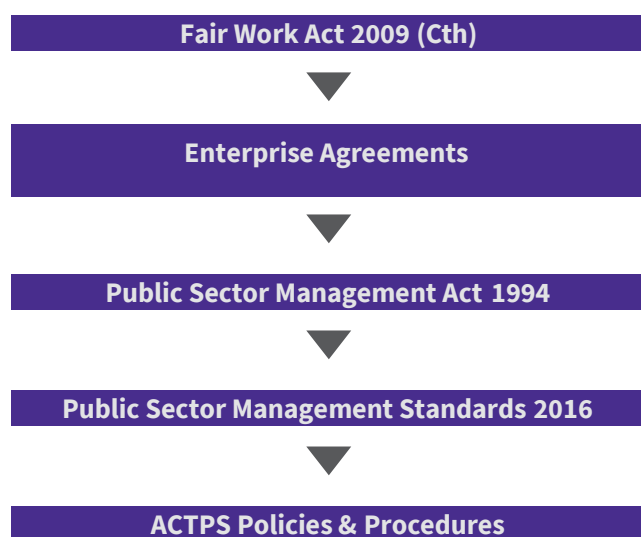


# THE EMPLOYMENT FRAMEWORK



The Employment Framework forms the basis for your employment within the ACTPS. It is made up of Enterprise Agreements, the *Fair Work Act 2009* (Cth), the *Public Sector Management Act 1994* (PSM Act), the *Public Sector Management Standards 2016* (the PSM Standards) and is supported by a range of policy documents. Combined, these elements make up the powers to employ you, outline your responsibilities, conditions and entitlements.

The following diagram represents a basic view of the Employment Framework.



## **Enterprise Agreements**

Enterprise Agreements set out the majority of terms and conditions of employment for all employees in the ACTPS. Enterprise Agreements (EAs) are written under the provisions of the *Fair Work Act 2009* which is a Commonwealth law. If there is inconsistency between an EA and the PSM Act or Standards, the EA will override the ACT law.

All EAs contain the following employment conditions:

- > hours of work;
- > rates of pay and allowances;
- > leave and flexible working arrangements;
- > communication and dispute resolution (including internal review and appeal mechanisms);
- > underperformance and misconduct provisions; and
- > redeployment and redundancy.

You should familiarise yourself with the employment conditions set out in your relevant EA and ACTPS policies and procedures whenever you start a new role. All ACTPS EAs are available on the ACTPS Employment Portal: [cmd.act.gov.au/employment-framework/for-employees/agreements](http://cmd.act.gov.au/employment-framework/for-employees/agreements)

A range of fact sheets relating to your employment conditions are also available on the Shared Services Customer Portal: <https://actss.service-now.com/sharedservices>

## **Public Sector Management Act 1994**

This Act is the legislation which sets out general provisions (e.g. values and principles) and primary employment issues including categories of employment, promotion, transfer, appeal and review mechanisms.

## **Public Sector Management Standards 2016**

The PSM Standards are subordinate law that supports the PSM Act.

# ACTPS EMPLOYMENT PORTAL

The ACTPS Employment Portal is a centralised resource that brings together information about the ACTPS Employment Framework. It includes guidance material, toolkits and HR tools to help you do your job.

The Portal includes information on:

- > the Employment Framework including Awards, Enterprise Agreements, PSM Act and Standards;
- > workplace behaviours including Respect Equity and Diversity Framework (RED), Code of Conduct, Values and Signature Behaviours;
- > inclusion programs and information, including Disability Employment Strategy, Reasonable Adjustment Policy, Indigenous Employment Strategy, and LGBTIQ+ Inclusion;
- > workplace safety and injury management policies;
- > performance and capabilities development including Performance Framework and Shared Capability Framework; and
- > many other gateways, resources and links including Jobs ACT and the Employee Assistance Program.

The ACTPS Employment Portal can be found at:

[cmd.act.gov.au/employment-framework](http://cmd.act.gov.au/employment-framework).

## THE ACTPS VALUES AND SIGNATURE BEHAVIOURS

The ACTPS Values and Signature Behaviours define who we are as an organisation. They are the touchstones by which we should measure our own – and others' – behaviour. In a Service as diverse as ours, how those values and behaviours are given life will look different but those unifying Values and Signature Behaviours will still be recognisable.

The ACTPS Employee Values of Respect, Integrity, Collaboration and Innovation are enshrined in the PSM Act and carry the endorsement of the Head of Service and the Strategic Board.

### Respect

Respect in the ACTPS means treating others with the sensitivity, courtesy and understanding we would wish for ourselves, recognising that everyone has something to offer. It means thinking “would I be happy if this was happening to me” and rests on a foundation of

fundamental decency in our dealings with colleagues and clients alike.

### Integrity

Integrity in the ACTPS means being apolitical, honest, dependable, and accountable in our dealings with ministers, the Parliament, the public and each other. It means recognising achievement, not shirking uncomfortable conversations and implies a consistency in our dealings with others.

### Collaboration

Collaboration in the ACTPS means actively sharing information and resources, working together towards shared goals and asking “who else do I need to talk to to get this right”. It means actively seeking opportunities for breaking down silos and relies on genuine engagement with colleagues in the ACTPS and with the broader community.

### Innovation

Innovation in the ACTPS means asking “but why”, actively seeking out new and better ways of doing what we do (as well as better things to do), and not settling for how it has always been. It means empowering colleagues at all levels to raise new ideas and necessitates sensible and thoughtful engagement with risk.

While managers and senior staff have a heightened responsibility to model the values and signature behaviours, the obligation on all of us is to continually test our own behaviours against the descriptions set out above. It gives both permission to raise concerns and a language in which to have a conversation about improving our workplaces. These should be ongoing conversations, as well as a focus of regular performance management and professional development discussions.

All of the values and signature behaviours are equally important, but at times we may need to give one value more prominence than another. That said, we should try to avoid giving one value so much importance that we cannot observe the others.

To read further on the ACTPS Values and Signature Behaviours, see the ACTPS Code of Conduct: [ACTPS Code of Conduct 2022](#)



## ETHICS, INTEGRITY AND FRAUD

As public servants we must act with the highest integrity. Employees must not abuse their office and must also ensure that Government finances, resources and property are properly managed. As an employee you are required to report any fraud or maladministration that comes to your attention or any reasonable suspicion you may have of fraud or maladministration. Section 9 of the PSM Act sets out the expected conduct of all public employees.

**We actively seek out new and better ways of doing what we do**



## GIFTS

Working in the public service carries special obligations because we make important decisions that impact on all aspects of community life. The public has a right to expect that the ACTPS operates fairly, impartially and efficiently. The public must be able to trust and have confidence in the integrity of the public service decision-making process.

Employees should not expect to receive anything extra above their normal remuneration in the execution of their duties. Employees must not seek or accept any payment, gift, benefit or hospitality intended to, or likely to influence, or could reasonably be perceived by an impartial observer as intended to influence employees to:

- > act in a particular way;
- > fail to act in a particular way or circumstance; or
- > otherwise deviate from the proper exercise of official duties.

A gift offered to an employee that is related in any way to the performance of official duties has the potential to damage the employee's reputation and affect the public's trust in the ACTPS independence and integrity. As a basic premise you should not accept gifts offered to you due to your work except where the gift is of a low value and the refusal to accept it may cause offence.



# ACT Integrity Commission

The ACT Integrity Commission (ACTIC) was established on 1 July 2019 with the passage of the *Integrity Commission Act 2018* (the IC Act). The role of the ACTIC is to **investigate, expose and prevent corruption** and foster public confidence in the integrity of government. Through the exercise of [its functions](#), the ACTIC aims to make it more difficult for corruption to occur and remain undetected, prioritising the investigation of [serious and/or systemic corrupt conduct](#).

To carry out its functions, the ACTIC is afforded a broad suite of powers similar to those of other law enforcement agencies, including traditional policing tools and covert information-gathering powers. The ACTIC is also afforded a number of coercive powers similar to those of a Royal Commission, including the power to compel people to attend examinations and answer questions, and the ability to issue notices to compel the production of information.

Having access to these powers allows the ACTIC to investigate matters flexibly, having regard to the circumstances of each matter. It also provides a mechanism to gain valuable insights into the methods, motivations and actions of people engaging in corrupt conduct which informs [Prevention and education](#)

## Reporting corrupt conduct

Any person can report a matter to the ACTIC about conduct that may be corrupt conduct by a [person or organisation that is covered by the IC Act](#). A person who reports a matter about suspected corrupt conduct is afforded certain protections under the IC Act against reprisal and detrimental action.

Importantly, the IC Act imposes a mandatory reporting requirement on certain public officials to report conduct that they suspect, on reasonable grounds to be serious or systemic corrupt conduct.

## Mandatory corruption notifications

Public officials subject to the mandatory corruption notification requirement include:

- Heads of public sector entities and senior executive service (SES) officers
- Certain statutory officers, including
  - the Auditor-General
  - the Ombudsman
  - the Electoral Commissioner, and

- the Clerk of the Legislative Assembly, and
- Members of the Legislative Assembly and their Chiefs of Staff.

While the mandatory corruption notification requirements differ slightly depending on the role performed by the public official, it is an offence if any public official subject to the mandatory notification requirement does not notify the ACTIC as soon as practicable of suspected serious or systemic corrupt conduct.

Further information regarding mandatory corruption notifications is available [here](#).

Reports can be made to the ACTIC orally or in writing. The preferred method for receiving reports is via the forms available on the ACTIC [website](#)

## Questions?

You can contact the ACTIC via email at [info@integrity.act.gov.au](mailto:info@integrity.act.gov.au). Alternatively, you may wish to raise your query with the relevant area in your Directorate/Agency responsible for integrity matters, or your Directorate's Senior Executive Responsible for Integrity and Business Risk (SERBIR).



## DECISION-MAKING AND DELEGATIONS

Most legislation that applies in the ACTPS, for example, the PSM Act and PSM Standards, the Children and Young People Act 2008 and ACTPS Enterprise Agreements, includes powers for decision making or functions. Under the legislation, the powers rest with Ministers, the Head of Service or Directors-General. Delegations are the mechanisms that permit the owner of a power to delegate (in writing) the use of that power by others.

As part of your duties, you may be required to make decisions or undertake functions which will involve exercising delegations under legislation. Staff with delegations have a responsibility when using a delegation to ensure their actions:

- > are within the power and limitation of their delegation; and
- > they have followed any legislative requirements Directorate procedures.

## PROCUREMENT

Procurement in the ACTPS is the process of acquiring goods, services, works or property by purchase, lease, rental or exchange – and disposing of goods, works or property including by sale. *The Government Procurement Act 2001* states that Territory entities (buyers) must pursue value for money in undertaking any procurement activity, which means the best procurement outcome not necessarily the cheapest price. Further information on procurement can be found at: [procurement.act.gov.au/](http://procurement.act.gov.au/)

## WORK HEALTH AND SAFETY

The ACTPS is committed to ensuring that all of its employees perform their jobs in safe workplaces without risk of injury and if injured, are supported to ensure that they are able to achieve an early, safe and durable return to work.

The *Work Health and Safety Act 2011* (WHS Act) requires employers, including the ACTPS to provide and maintain a safe workplace. The WHS Act states that employees must take responsibility for their own safety and that of fellow workers.

If you have an issue about the safety of your working environment, speak to your manager, your Workplace Safety Representative or your HR area.

More information on the Work Health and Safety can be found on the [ACTPS Employment Portal](http://actps.act.gov.au/employment-portal/).

### Employee Assistance Program

An Employee Assistance Program (EAP) is a service that provides employees with confidential and professional counselling and related services to assist them in resolving issues whether work-related or personal.

All employees and members of their immediate family and/or members of their household can access the EAP service free of charge.

More information about contacting your directorate/ agency's EAP can be found on the ACTPS Employment Portal: [cmteedd.act.gov.au/employment-framework](http://cmteedd.act.gov.au/employment-framework)





## SECURITY

Everyone has a part to play in ensuring the security of ACTPS employees, buildings, materials, and information.

Directors-General and managers are responsible for ensuring a safe and secure environment for employees and clients. They must ensure that employees are trained in security measures and that only appropriately vetted and trustworthy people have access to classified information as they need it.

You are responsible for the security of any resources under your control. Make yourself aware of your directorate/agency's security policies. Safeguard your security passes and keys. Be aware of the information classification system and filing requirements and adhere to a clear desk policy by ensuring that all official information is secured appropriately before leaving the workplace. Never divulge your passwords to another person.

## RESPECT, EQUITY AND DIVERSITY (RED) FRAMEWORK

The ACTPS is committed to creating a positive, respectful, supportive and fair work environment where employee differences are respected and valued. The RED Framework clearly outlines the roles and responsibilities for employees across the ACTPS in regard to Respect, Equity and Diversity.

As an ACTPS employee you should:

- > treat all staff, managers and executives with respect;
- > uphold the ACTPS Values and Code of Conduct;
- > undertake work in a way that is fair and inclusive; and
- > not tolerate and actively prevent work bullying and discrimination.

More information on the RED Framework, including policies that provide guidance on specific areas of importance under RED can be found on the ACTPS Employment [Portal](#).

### RED Contact Officers

RED Contact Officers (REDCOs) exist across the Service and are a contact you can approach for advice or further information on any aspect of RED.

The RED contact list is available at:

- > the ACT Government Directory under Useful Links (<http://actdirectory/>);
- > the Shared Services Homepage under Quick Links (<http://sharedservices/ACTGovt/>); and
- > the HR Shared Services Homepage (<https://actgovssc.custhelp.com/>).

### RED Training

RED training is available through the HRIMS Learning Portal if you wish to increase your knowledge on the RED Framework.

### Diversity

Having a public service that values different perspectives and viewpoints is an important factor in delivering effective services to the community we serve. If the ACTPS reflects the diversity of the ACT community we will be better placed to meet client needs, design policy and deliver services to the community.

To attract and retain a diverse workforce, the ACTPS has employment strategies for People with Disability and Aboriginal and Torres Strait Islander peoples. These employment strategies include tasks and reasonable adjustment processes to be undertaken by directorates/agencies and at whole of government level to increase Disability Confidence and Cultural Awareness across the Service. The strategies aim to promote the ACTPS as an employer of Choice for Aboriginal and Torres Strait Islander peoples and People with Disability.

Further information on the People with Disability and Aboriginal and Torres Strait Islander employment strategies as well as information on the ACTPS position on Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) inclusion, is available on the ACTPS Employment Portal: [cmtedd.act.gov.au/employment-framework/inclusion-programs](http://cmtedd.act.gov.au/employment-framework/inclusion-programs)

## USING RESOURCES RESPONSIBLY

The ACT community finances the resources of the ACTPS and so public employees must make the best use of these resources, by working efficiently and effectively, avoiding waste, extravagance and improper use. These are obligations contained within Section 9 of the PSM Act.

Private use of ACT Government resources should be kept to a minimum and should never interfere with your duties.

## Information and Communication Technology (ICT)

ICT usage will be monitored and recorded and records of usage can be retrieved at any time. Be careful to not access, download or store inappropriate or prohibited material, including large personal files. As a guideline, ICT resources should only be used for personal reasons outside working hours, and for a maximum of 45 minutes per day.

You must take reasonable measures to protect information, such as keeping your password secure and never using a private email account to send classified information.

In order to be clear on what you can and can't do, read the "Acceptable ICT Use" policy on the ACTPS Employment Portal. This supersedes all Acceptable Use policies including those written by individual agencies.



Social media platforms are an effective way of encouraging communication with the community

## Social Media

The ACTPS recognises that social media platforms are an effective way of encouraging communication with the community and key stakeholders. Social media is being used across the directorates/agencies with a variety of purposes and methods. If you are required to use social media for official purposes, be clear on what you are authorised to discuss and never offer personal opinions. Familiarise yourself with the Social Media Policy before proceeding with any activity.

You must also take reasonable care when using social media outside of your duties. Engaging in unacceptable conduct on your private account may still be subject to misconduct proceedings if you can be identified as an ACTPS employee. Never link personal social media accounts to your ACTPS email address.

For more information, read the "Social Media Policy" which is available on the ACTPS Employment Portal.

## Government Vehicles

If you are required to use a government vehicle at any time during your employment you must be aware of your responsibilities and obligations in doing so. Read the "ACTPS Non-Executive Passenger and Light Commercial Vehicle Management Guidelines" before using any government vehicle.

More information on the use of a government vehicle, can be found at [cmd.act.gov.au/industrial-relations-and-public-sector-management/public/publications#vehi](http://cmd.act.gov.au/industrial-relations-and-public-sector-management/public/publications#vehi)

# HANDLING PERSONAL INFORMATION APPROPRIATELY

## Privacy

The *Information Privacy Act 2014* (the Privacy Act) regulates how personal information is handled by ACT public sector agencies.

This Act includes a set of 13 Territory Privacy Principles (TPPs) which set out standards, rights and obligations for the collection, use, disclosure, storage, accessing and correction of personal information (including sensitive information). It is the responsibility of all ACTPS directorates/agencies and employees to apply these TPPs to each situation to ensure that they are complying with the Privacy Act.

## Territory Privacy Principles

You have a responsibility to comply with the Privacy Act in relation to the work that you do. When you collect information on behalf of the ACT Government you need to make sure that individuals understand:

- > your role and the role of your agency;
- > the purpose for which you are collecting their personal information;
- > any laws that say you must collect or allow you to collect their information;
- > who (if anyone) you or your agency is going to give it to; and
- > the TPP Privacy Policy that enables individuals to access or seek to correct their information or make a privacy complaint.

Directorates/agencies must also make sure that they collect your personal information in a fair and lawful way and that the personal information they hold about you is accurate, up-to-date, complete and secure.

The full text of the Territory Privacy Principles (TPPs) can be found on the ACTPS Employment Portal or the TPPs quick reference tool.

## Record keeping

The *Territory Record Act 2002* requires all directorates/agencies to have a record management system in place that maintains full and accurate records of the directorate's activities.

As a public sector employee you have a responsibility to:

- > create records to support what you do;
- > give your records a meaningful title;
- > put your records into corporate recordkeeping systems; and
- > maintain corporate records unless you are authorised to destroy the record.

Each directorate/agency has their own records management policy and guidelines so please familiarise yourself with your directorate/agency's policy. More information on record keeping can be found on the ACTPS Employment Portal.

## Freedom of Information

The *Freedom of Information Act 1989* (the FOI Act) provides a legally enforceable right of access to every person, in particular citizens of the ACT, to information in the possession of the ACT Government. Under the FOI Act everyone has a right to:

- > access documents held by ACT Ministers, their directorates and some statutory authorities;
- > ask for personal information to be changed if it is incomplete, out of date, incorrect or misleading; and
- > appeal against a decision not to grant access to a document, or amend a personal record.

More information on Freedom of Information can be found on the ACTPS Employment Portal.

## PUBLIC INTEREST DISCLOSURES

The community expects the public sector and its employees to be honest and accountable. If you identify an integrity issue in your workplace, you need to tell someone.

The *Public Interest Disclosure Act 2012* (the PID Act) enables people to make disclosures about wrongdoing within the ACTPS without fear of reprisal, while ensuring that disclosures are investigated and dealt with. Disclosures can be made to your supervisor, REDCOs, Workplace Health and Safety representatives, Chief Finance Officers and/or CMTEDDs Professional Standards Unit.

The PID Act can be found on the ACTPS Employment Portal or refer to the procedures available within your directorate/agency.



# EMPLOYEE ENTITLEMENTS

## LEAVE

The ACTPS is committed to providing employees with a flexible working environment and does its best to ensure that employees have access to time off work when required.

Every absence from duty other than flex must be covered by an approved application for leave. In the case of planned leave (i.e. annual leave), you should lodge a leave application as soon as possible before commencing leave. For unplanned leave (i.e. personal leave), you must notify your supervisor/manager as soon as possible on any day of absence. On return to duty a leave application must be submitted for the period of absence.

### Annual Leave

All eligible full-time employees accrue annual leave in accordance with their relevant Enterprise Agreement. Part-time employees accrue annual leave on a pro-rata basis based on their part-time hours. The entitlement of annual leave is accrued daily and reflected on your fortnightly pay slip.

Applications for annual leave must be submitted and approved by the appropriate delegate prior to commencement of the leave.

### Personal Leave

Permanent full-time employees receive 18 days personal leave per year, credited on the date of your appointment. You should note that if you take personal leave for a period exceeding three consecutive days or more than a total of seven days per year, you will be required to provide evidence. Part-time employees receive pro-rata credit based on their part-time hours.

Personal leave may be accessed for personal illness or injury, to provide care for a member of your immediate

family or household and in extraordinary and unforeseen circumstances. Personal leave is cumulative and unused credits continue to accumulate through an employee's period of employment.

### Flex Time

Many employees across the Service will have access to flex time. Flex time allows for an employee to vary their work hours according to the needs of the employee and requirements of the work unit. You should check with your manager/supervisor upon commencement in any new role if you will be eligible to participate in flex time arrangements.

Arrangements for flex time will be in accordance with operational requirements, occupational health and safety principles and the personal needs and responsibilities of the employee. You should apply to your manager/supervisor for approval to use flex time to cover a period of absence.

### Christmas Shutdown

The Christmas shutdown period refers to the working days between 28 December and 31 December inclusive. You should seek further information from your manager/supervisor and your relevant Enterprise Agreement about the effect of Christmas shutdown on your work area.

### How to apply for leave

You should check with your manager/supervisor on commencement of any new role about the work area's procedures regarding leave applications. Where possible, leave applications should be submitted via HR21, or the OneGov Service Centre.

For further information about leave including other



leave types not stated in this manual, please refer to your relevant Enterprise Agreement or access fact sheets on the Shared Services Customer Portal or contact Shared Services.

## UNION MEMBERSHIP

As an employee of the ACTPS, you may join an employee union. Membership to a union is voluntary and employees will not be treated differently in their employment because they are, or are not, members of a union. See Appendix B for a list of Union Contact details.

## PROFESSIONAL DEVELOPMENT

The ACTPS is committed to ensuring that employees have the knowledge, skills and capabilities required to do their job well. A range of performance and capability development courses are offered to employees across the Service.

### The ACTPS Shared Capability Framework

The ACTPS Shared Capability Framework describes the skills, knowledge and behaviours that are expected of every ACTPS employee. The Shared Capability Framework outlines different aspects of work capability and allows you to track your development goals against your current and your desired organisational level.

More information on the [ACTPS Shared Capability Framework](#) can be found on the ACTPS Employment Portal.

### The ACTPS Performance Framework

The ACTPS Performance Framework provides a platform for employees to discuss performance expectations with their supervisor/manager and

allows for periodic progress reports. The Performance Framework relies on three main aspects:

1. Conduct and behaviour: How you do your work and interact with people;
2. Outputs, projects and deliverables: The work that you do and the things you produce; and
3. Knowledge and skills: The knowledge, skills and capabilities that equip you to do your job well.

All employees are required to complete a performance and development plan with their manager/supervisor when they first enter a role. More information on the [ACTPS Performance Framework](#), can be found on the ACTPS Employment Portal.

**The ACTPS is committed to providing employees with a flexible working environment**

**We are committed to ensuring that employees have the knowledge, skills and capabilities required to do their job well**



## ACTPS Training Calendar

The Training Calendar provides high quality, cost effective training courses in core public service skills and is accessible to all ACTPS employees. If you wish to undergo training to further the skills required in your role, you should speak to your manager/supervisor. For more information and to see what courses are available, refer to the ACTPS Training Calendar.

## Directorate Specific Training

In addition to the training provided through the ACTPS Training Calendar, your directorate also delivers training designed for specific occupations, roles and professions.

Talk to your supervisor about the availability of training and development opportunities in your role. You can find out more about your directorate's training requirements and how to access this training through directorate HR and Training areas.

## Studies Assistance

The ACTPS encourages and supports formal study in a field relevant to your work or professional role where possible. Studies assistance may be offered to ACTPS employees to support formal study. This may involve granting of paid or unpaid leave to undertake study and/or financial assistance for course costs.

Studies Assistance is approved by your directorate in accordance with your directorate's Studies Assistance Policy.

## WORK AND LIFE BALANCE

The ACTPS is committed to the concept of work and life balance and recognises the importance of employees balancing work and personal life.

All employees have commitments outside the workplace. These commitments may relate to family, to the community and to general health and wellbeing. Given the diverse nature of the workforce in the ACTPS, it is recognised that employees have different needs at different times.

The ACTPS recognises the need to provide sufficient flexibility in the workplace to allow employees to achieve satisfactory work and life balance. This need is supported by generous and varied leave provisions and the opportunity to apply for flexible working arrangements in many situations.

## SHARED SERVICES

Shared Services provides information and communication technology (ICT), records management, publishing, human resources and financial services for ACT Government directorates.

The Shared Services Customer Service Portal and OneGov Service Centre at [actss.service-now.com/sharedservice](https://actss.service-now.com/sharedservice) is a valuable resource for information relating to your employment. There you will find a range of fact sheets, forms and contact details including:

- > Information and Communication Technology (ICT) – including the ICT Service Desk for help with computer or internet issues, telephone use or IT security advice.
- > Human Resources – including payroll and recruitment services.
- > Finance – including accounts payable and receivable.

## Contacting the Shared Services Service Desk

If you are in need of immediate assistance on ICT, HR or finance related matters, contact the Shared Services Service Desk on 620 79000.

Alternatively if you need to contact Shared Services you can use the links below:

- > ICT [ICT General Enquiry - Digital, Data and Technology Solutions \(service-now.com\)](#) OR; [ICTSharedServices@act.gov.au](mailto:ICTSharedServices@act.gov.au)
- > Finance [FinanceSharedServices@act.gov.au](mailto:FinanceSharedServices@act.gov.au)
- > Salary Packaging [SalaryPackaging@act.gov.au](mailto:SalaryPackaging@act.gov.au)
- > HR [HRSharedServices@act.gov.au](mailto:HRSharedServices@act.gov.au)
- > General [SharedServices@act.gov.au](mailto:SharedServices@act.gov.au)
- > Pay, Salary Packaging, Leave, Superannuation, Position Management and Recruitment [HR General Enquiry - OneGov Service Centre \(service-now.com\)](#)

# QUICK LINKS



## ACT Government Resources

ACT Government Directory – address and phone number details for ACT Government and employees  
[directory.act.gov.au](https://directory.act.gov.au)

HR21 <https://hr21>

Access Canberra  
[www.accesscanberra.act.gov.au/](https://www.accesscanberra.act.gov.au/)

ACT Government Information Portal [act.gov.au](https://act.gov.au)

HRIMS Learning Portal [hrimslearning.com](https://hrimslearning.com)

Jobs ACT website [jobs.act.gov.au](https://jobs.act.gov.au)

ACT Government and Assembly Library  
[www.parliament.act.gov.au/](https://www.parliament.act.gov.au/)

ACTPS Employment Portal [cmd.act.gov.au/employment-framework/home](https://cmd.act.gov.au/employment-framework/home)

## Legislation

ACT Legislation Register [legislation.act.gov.au](https://legislation.act.gov.au)

*Public Sector Management Act 1994*  
[legislation.act.gov.au/a/1994-37](https://legislation.act.gov.au/a/1994-37)

*Public Sector Management Standards 2016*  
[legislation.act.gov.au/di/2016-251/default.asp](https://legislation.act.gov.au/di/2016-251/default.asp)

*Information Privacy Act 2014*  
[legislation.act.gov.au/a/2014-24](https://legislation.act.gov.au/a/2014-24)

*Work Health and Safety Act 2011*  
[comlaw.gov.au/details/c2011a00137](https://comlaw.gov.au/details/c2011a00137)

*Territory Records Act 2002*  
[legislation.act.gov.au/a/2002-18](https://legislation.act.gov.au/a/2002-18)

*Public Interest Disclosure Act 2012*  
[legislation.act.gov.au/a/2012-43/default.asp](https://legislation.act.gov.au/a/2012-43/default.asp)

*Fair Work ACT 2009 (Cth)*  
[www.legislation.gov.au/Details/C2021C00421](https://www.legislation.gov.au/Details/C2021C00421)



The ACTPS  
is committed to  
the concept of  
work and life  
balance

# APPENDIX A

## THE ACT GOVERNMENT

### Structure of the Australian Capital Territory Government

Since the introduction of self-government in 1988 the system of government in the ACT is a parliamentary democracy, based on the Westminster system. The Westminster system is based on the principle of the separation of powers - three separate branches that exercise different powers and functions. The three branches in the ACT are the:

- > Parliament (Legislative Assembly) – law making;
- > Executive (Cabinet) – carrying out or executing the law, policy making; and
- > Judiciary (Courts) – judging or adjudication of the law.

This is a way of ensuring that no one branch of government has all the power. The Legislature makes the laws; the Executive puts the laws into operation; and the Judiciary interprets the laws.

### The Legislative Assembly

The Legislative Assembly performs both state and municipal functions. This makes it a unique parliament within Australia, acting at a state level in some matters such as education and health as well as performing roles normally undertaken at the local council level such as waste management, roads and libraries. As a result the ACT is sometimes referred to as a city-state.

The Legislative Assembly is made up of 25 members (MLAs) who serve a fixed four-year term. Members are elected by the people of the ACT.

The Assembly has power to:

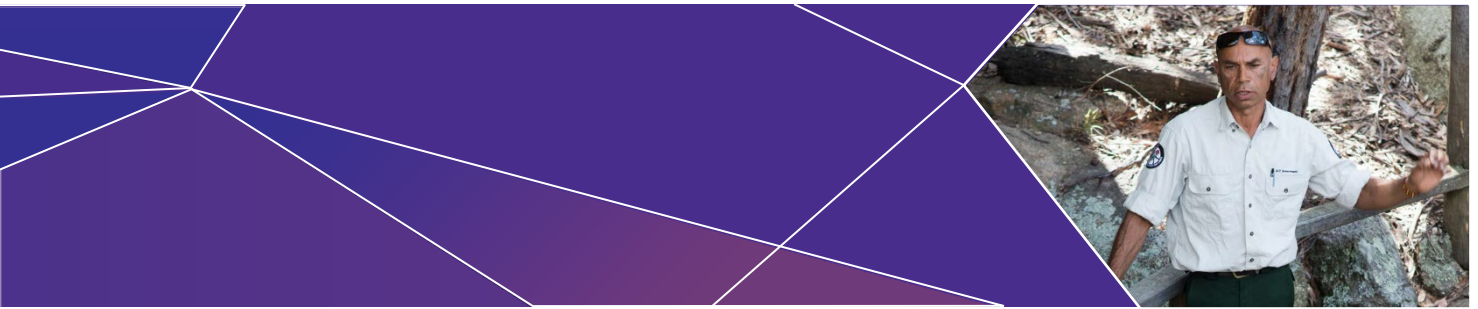
- > elect a Chief Minister and Speaker;
- > make laws;
- > scrutinise the executive;
- > investigate and debate matters of public importance;
- > review the actions of the government; and
- > oversee government finances.

More information can be found at [parliament.act.gov.au](http://parliament.act.gov.au)

**The Legislative Assembly performs both state and municipal functions**







## Cabinet

Cabinet is the peak decision-making body of the ACT Government consisting of the Chief Minister and all Ministers and is responsible for the day-to-day government of the ACT. The Chief Minister fulfils the roles equivalent to those performed by a state premier and allocates portfolios to each Minister.

Cabinet usually meets weekly to discuss matters that have significant implications for the Territory, communities, business and individuals. It makes critical decisions on topics such as law reform, significant policy initiatives, release of discussion papers, intergovernmental agreements and budgets, as well as important appointments to government boards and committees.

A summary of Cabinet outcomes can be found at the ACT Open Government website. More information can be found at [cmd.act.gov.au/open\\_government/inform](http://cmd.act.gov.au/open_government/inform)

## Courts

A number of courts and a tribunal operate in the ACT. The ACT legal system is organised into three tiers:

- > Supreme Court, the superior court in the ACT which hears and determines substantial criminal and civil matters;
- > Magistrates' Court, which handles minor criminal matters and private disputes of up to \$250,000; and
- > ACT Civil Administrative Tribunal, which is usually less formal than courts and resolves a broad range of disputes, such as arguments between consumers and businesses, or between landlords and tenants up to an amount of \$10,000.

## Parliamentary Privilege

Parliamentary privilege exists to enable parliament to carry out its functions effectively. It is an immunity from the ordinary law and is recognised as a right of the Assembly and its members and grants:

- > Immunity from civil or criminal action; and
- > Immunity of parliamentary proceedings from impeachment or question in the courts.

The immunity also applies to committee proceedings and not only applies to members but also to people making oral and written submissions to parliamentary committees.

Further information about the Legislative Assembly including information about its practices and procedures can be found at [parliament.act.gov.au](http://parliament.act.gov.au)

**Cabinet meets  
to discuss matters  
that have  
significant implications for  
the Territory, communities,  
business and individuals.**

# APPENDIX B



## UNION CONTACT DETAILS

UNION NAME	PHONE NUMBER	WEB ADDRESS
Australian Education Union (AEU)	02 6272 7900	<a href="http://www.aeuact.org.au">www.aeuact.org.au</a>
Australian Manufacturing Workers' Union (AMWU)	1300 732 698	<a href="http://www.amwu.org.au">www.amwu.org.au</a>
Australian Nursing and Midwifery Federation (ANMF)	02 6282 9455	<a href="http://www.anmfact.org.au">www.anmfact.org.au</a>
Professionals Australia (Formerly APESMA)	1300 273 762	<a href="http://www.professionalsaustralia.org.au">www.professionalsaustralia.org.au</a>
Australian Salaried Medical Officers' Federation (ASMOF)	02 9212 6900	<a href="http://www.asmof.org.au">www.asmof.org.au</a>
Australian Services Union (ASU)	1300 784 278	<a href="http://www.asu.asn.au">www.asu.asn.au</a>
Australian Workers' Union (AWU)	1300 885 653	<a href="http://www.awu.net.au">www.awu.net.au</a>
Communications Electrical Plumbing Union (CEPU)	02 9663 3699	<a href="http://www.cepu.asn.au">www.cepu.asn.au</a>
Construction Forestry Mining Energy Union of Australia (CFMEU)	02 6267 1599	<a href="https://www.cfmmeu.org.au">https://www.cfmmeu.org.au</a>
Community & Public Sector Union (CPSU)	1300 137 636	<a href="http://www.cpsu.org.au">www.cpsu.org.au</a>
Health Services Union of Australia (HSU)	1300 478 679	<a href="http://www.hsu.asn.au">www.hsu.asn.au</a>
Media Entertainment & Arts Alliance (MEAA)	1300 656 513	<a href="http://www.meaa.org">www.meaa.org</a>
United Workers Union (UWU)	1800 805 027	<a href="https://unitedworkers.org.au">https://unitedworkers.org.au</a>
Transport Workers Union (TWU)	1800 729 909	<a href="http://www.twu.com.au">www.twu.com.au</a>
Unions ACT	02 6225 8116	<a href="http://www.unionsact.org.au">www.unionsact.org.au</a>
United Firefighters Union of Australia (UFU)	02 6175 3434	<a href="http://www.ufuact.asn.au">http://www.ufuact.asn.au</a>
Electrical Trades Union	(02) 9663 3699	<a href="https://www.etunational.asn.au">https://www.etunational.asn.au</a>



**ACT**  
Government

## **Policy Owner**

Director, Industrial Relations and Public Sector  
Employment

Workforce Capability and Governance Division

Chief Minister, Treasury and Economic  
Development Directorate

Contact [eba@act.gov.au](mailto:eba@act.gov.au)

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