

## Transcript

25 October 2024, 12:45am

□ **Section 22** started transcription

**Section 22** 0:24

It doesn't go. It doesn't. It's not used in the tool at all. So the candidate submit into a thondre.

**Section 22**

Oh, no, no, no. Sorry, sorry.

Just park the park. The tool for the moment. So it I think it's does it? Does it go to a third party? I think it's my probably the.

**Section 22** 0:39

We yeah, we engage the recruitment provider to administer the process, so they. They have access to our recruitment system, we grant them access specifically for that one job and they manage the system so they can they have access to candidate information, recruitment information and information that the candidate supplies as part of the recruitment process. Yes, they. So they do have access to.

**Section 22** 1:03

OK. Yep.

**Section 22** 1:05

The referee information, yeah.

**Section 22** 1:07

So that's I think I think you've answered my question. So do we actually send it to them or do we provide them access to login to our systems to for them to do what they need to do and conduct their business?

**Section 22** 1:19

Yeah, I have access to our system directly, yeah.

**Section 22**

1:19

Yeah.

**Section 22**

1:21

They have access. OK, so they're not where? Yeah. So we're we're providing them access, but we're not actually sending that, sending that to them electronically. And I'm assuming we provide them with a user ID and a password, et cetera, so that they can access all of that and they go through the general HR processes to, you know, make sure that they're a fit and proper person to access the government system and all that sort of stuff.

**Section 22**

1:36

Yep.

**Section 22**

1:47

So.

It largely does come back to the tool and and the hosting arrangements around that. So so I I was under the impression that we were actually sending everything off outside of the agency to A to a third party resumes, et cetera. So I understand why we're focused on the tool now. So thank you for that clarification, as my my mind was elsewhere trying to get get my head around this. So it does largely come back to the hosting and what we put up front, so.

We could put in.

There maybe a consent option.

So rather than.

Going through the the process of.

Having the system accredited, it could be an option that we just have an introduction page before they use this service. Saying this is not our government hosted service, et cetera. Anything you put in here, we don't have control over, don't put in any personal information, but you might be identified.

Is that is that an option that's palatable?

**Section 22**

2:59

Are are we talking about for? For the candidates like in the when they go in to complete their assessment to have. Yep, Yep, Yep.

## Section 22

3:06

Yes.

## Section 22

3:09

Yeah, look, I mean, we'd have to have a chat with our provider, but I don't see we we typically can customise the.

Like the the the various tools that we use. So I don't see that being a problem.

Even if it's something that gets put into the in the start of the question or something to something along those lines, yeah.

## Section 22

3:31

Yeah. So.

Think of you know when you log into a website and it says you've agreed to the terms and conditions before you go any further.

## Section 22

3:39

Yep, OK.

## Section 22

3:42

So it'll be something similar. Excuse me, it'll be something similar to that.

## Section 22

3:44

Yep, it's Europe.

Yep, OK.

## Section 22

3:48

You'd need to. You'd need to run it by.

The appropriate privacy folks and the and the legal folks to see if they are comfortable with that. But it's possibly a way of.

Avoiding.

The time and cost associated with having the system assessed.

So if we're not, if we're not specifically asking them at any person identifiable

information or sensitive information.

We just need to make it clear to them up front that they should not provide this information.

## Section 22

4:21

Sure. OK.

That's. Yeah, that's good advice because.

Yeah, yeah, obviously. I mean the the main thing, well, there's a few main things is you know the time that's involved in it, but it's just a little bit of AI guess, a uncomfortable thing to go to a provider third party provider and say you need to pay for this irep to be done or we can't use you. But if there and This is why I wanted to have this conversation, just see whether that was necessary the only way or if there are potentially some other ways.

## Section 22

4:48

Yeah, but so.

That look, that's that's an option, so.

## Section 22

4:54

Yep.

## Section 22

4:56

Sorry, I didn't mean to cut you off another. Another option would be for.

## Section 22

4:57

Are you alright?

## Section 22

5:02

The agency to host this this service on our systems, which are already accredited.

So if the if the vendor that we've engaged the software product aside, if the if the company that we've engaged to provide the service wants to use this.

We could look at options to for us hosting that service so that when the user clicks on that link they are actually coming into a federal government system and we can put some controls around that in house there. There would be a cost to the Agency of course in doing that.

I think I think fundamentally the issue is that there's there's a third party somewhere potentially collecting information we haven't articulated to the candidate that it's not a government system.

And any information they have might be accessible to third parties and we really have no control over who those parties are.

## Section 22 6:02

OK. And so one of the.

## Section 22 6:03

Has that provided any context at all, or have I just made it even more confusing?

## Section 22 6:09

I I don't think you've made it more confusing.

## Section 22 6:13

You didn't say that with confidence. I don't believe you.

## Section 22 6:13

But.

No, I don't. I don't. I mean, I'm already quite confused with it, but.

## Section 22 6:17

Bit about the hosting.

## Section 22 6:19

Yeah.

## Section 22 6:21

No, I don't think it's made more confusing. I mean, it's given us, I guess some options and some things to think about in, in the way that you know, if obviously it's not going to be as simple as as just doing it, but you know potentially we could look at having that disclaimer that gets agreed to to ensure that candidates are aware or or you know they know they shouldn't be putting.

Sensitive information in.

Could be a way around that, because like I said, I'm just anyways that we can sort of potentially.

Dance. Go on. That's right.

## Section 22 6:56

Worked out, yeah.

## Section 22 6:57

Any any ways that we can, you know, potentially get around having to get providers or or third party providers to?

Go through all these processes because we obviously, as Section 22 said, we've got multiple.

## Section 22 7:13

Sorry folks, I just I just dropped for a few seconds. I missed about 30 seconds of dialogue. Apologies.

## Section 22 7:13

You know, tools.

Yeah, yeah, now.

That's all good. I was just rambling really. I was just just saying that it's it. It's gives us something to think about. You know, ways that we might be able to get around doing that irap because yeah, we've we've got, as Section 22 said we we use there's multiple tools we can use.

And and new ones are always coming up. So it's just not ideal to always get have to get you know.

## Section 22 7:41

Yeah. Yeah, no, I understand.

## Section 22 7:42

Them to do these iraps and I don't know how difficult the irap is or how long that takes or anything like that. So yeah, Yep. Yep.

## Section 22 7:47

It's it's arduous.

## Section 22 7:51

So yeah, I think it's it's good. It gives us something to sort of think about anyway.  
Did you have any any think to mention Section 22 anything to?

## Section 22 8:02

Was just starting to write and we might need to have a look at this Section 22 as well in our application form when candidates apply to our jobs.

I'm sure it does say by providing this you know you provide this information to us, your personal information by providing this to us, you get sent to us using this information for these for this recruitment process only.

So I think that.

Some of the way.

To safeguarding, we're only going to use this for the purpose intended, and then, yes, I think also.

## Section 22 8:35

9.

## Section 22 :41

When we do use that tool, we could have because there is another disclaimer in the tool when they first sign up and I can't for the life of me remember it and it's around, you know, we'll do this to protect your privacy and your data. We'll do this and and candidates can see that information just when they when they get the link to the tool to do their assessment. There is a declaration. There is a thing there. So we'll just have to revisit that and see what that looks like because this could be an option where.

## Section 22 8:43

There is another.

## Section 22 9:06

Yeah, we we might need to expand on that a little bit 'cause. I think that's just telling them what we will do with their information. We're not actually making them aware that it's hosted outside of a federal government system. And I think that can often be the sticking point there.

## Section 22 9:07

Yeah, yeah.

## Section 22 9:25

So the I just want to make a quick comment there, the the multiple choice question you put out, things like that, that's perfectly fine because it doesn't really give away anything.

It's it really comes back to the the free text option, so if we could make everything multiple choice and put put yeah, put simplify a lot of things. But as soon as we as soon as we open it up for free text.

## Section 22 9:48

Brilliant.

## Section 22 9:55

The IT it becomes it becomes a problem.

## Section 22 10:01

So we we we've this what with this tool that we're using now, what we currently provide first and last name e-mail address if it was all.

Which which I think you might have just been answering my question. Just saying if it was all multiple choice or or yes no responses the I wrap this thing wouldn't be a problem at all.

## Section 22 10:24

Look, there would still. It'd still need to go to privacy as because given they're not.

## Section 22 10:28

Yep.

**Section 22**

10:32

Well, some of them probably will be, but the majority that apply for these positions are not.

Agency employ or federal government employ public servants.

So they have an expectation that their name and e-mail address.

Won't be used, so the risk there would be that if it was.

Say someone else say Woolworths was also using the same.

Recruitment platform and for whatever reason, there was an accident and agency information was accidentally sent to Woolworths. They've got a they've now got a list of all their employees that are looking for work elsewhere.

**Section 22**

11:12

That we're also adding.

**Section 22**

11:18

It's an unlikely example, but once once you have that information out there, so here's a here's a comprehensive list of everyone that's applied for APS job in the last 18 months.

**Section 22**

11:36

OK. Yep.

**Section 22**

11:39

If we could you, if we could find a way of DE identifying them so you know, instead of saying **Section 22** will say your your log on for this one is ABC123 and then we have a record that **Section 22** is ABC123. If that information was spilled into the public domain, it's completely meaningless to ever to anybody else.

**Section 22**

12:04

OK. Yeah.

**Section 22**

12:06

Still got their e-mail address out there though.

## Section 22 12:09

Do that their e-mail address? Yes.  
Is that actually required?

## Section 22 12:14

It's because they they sat in the candidate. The link from the e-mail address. Yeah, comes out of the platform. Yeah.

## Section 22 12:14

Because they.

## Section 22 12:18

Right. OK. Yeah.

## Section 22 12:24

Can't get around that one and we are telling well, we are suggest there's there's usually you know some internal candidates that apply.  
For this process, but we do tell them to try and use a personal e-mail address wherever possible, not a services Australia one, but that's that's only so if they go on leave that they can still access the application so.

## Section 22 12:42

Yeah, yeah, there was.  
Yeah, there's a couple a couple of years ago.

## Section 47E

## Section 22 13:28

No, I'm. I must have felt terrible that person that these days I take the the wrong box.

## Section 22 13:29

So that's that, that kind of thing, yeah.

Yeah.

## Section 22 13:36

Oops.

## Section 22 13:38

There there are instances where we've we've even keeping everything internally.

We've managed to stuff it up.

But yeah, obviously we we are the federal government and we can't we can't out whilst we can outsource tasks we never actually outsource the risk. It is still the agency's risk to own.

We can't. We can't push that onto the vendor, so we have to do our due diligence and make sure that they adhere to all of our standards.

## Section 22 14:16

Cool, I think I think.

## Section 22 14:18

OK.

## Section 22 14:21

I think we've got a bit to go away with now.

To think about, yeah, Section 22 Yeah.

Yeah, OK, cool.

All right.

## Section 22 14:32

So I haven't. I haven't answered your questions. So I think I've just created more.

## Section 22 14:34

No, no, you no you, I mean you have.

I mean it would be ideal if you just said don't worry about doing any of it.

But no, they look, I mean every conversation that we have is good because we we don't know. We don't know this you know.

This area and and this this whole.

## Section 22 14:56

But no, no. And it's it's good that you that you are reaching out rather than just going out and doing something.

## Section 22 15:03

Yeah, yeah.

So yeah, everything more we can learn the the better. So appreciate you taking the time and and yeah, what you've given us is you know, given us something to sort of at least go away and and look at you know considering some different options I suppose see how how we can go about doing that.

So yeah, no, I appreciate the time and if we have any other questions, then we'll probably reach out. But hopefully you don't hear from us for a little while.

## Section 22 15:33

Yeah, so, so a lot of those were.

Solutions to the problem, so I can't put my hand in my heart and say that they would be endorsed as one of the options was to bring everything in house and to purchase the software ourselves. That would need to go through the appropriate appropriate channels and need to talk to enterprise architecture and we'd need to set up servers, et cetera. So there was luckily an internal cost to a lot of that stuff. Look, they are discussion points and yeah, if you.

Wanted to look at one one of those options in in more detail. We'd we'd need to loop in some people that have have a better background in that stuff than I do that can provide lower level advice.

## Section 22 16:21

That's a different thought path, isn't it? Just if we were to purchase the software,

learn how to use it, use it ourselves, Section 22, that's that's a really different option.

Would mean more resources in this space.

As well, we need to use the tool but.

## Section 22

16:38

The there there was 11 phrase you mentioned which did concern me. It's around machine learning.

## Section 22

16:44

Yeah, yeah.

## Section 22

16:45

So we.

## Section 22

16:45

Yeah, the same learning, yes.

## Section 22

16:48

Yeah. So yeah, that that is always, that is always a risk as when we when we say machine learning.

We need to put more specific controls around that as well, such as we'll obviously keep that in House and it's not going offshore and sharing all of its learnings with with other machine learning applications.

## Section 22

17:11

We think we've got that control, I think because we're we're going through the detect process as well, we've really.

We're more aware now of what's in place between the vendor and the tool. Is that right? Yes. Yeah. Between our provider and the tool. So we do know that it's hosted on Amazon Web Services. The data that we use for our question set won't be used by that company for any other process, whereas machine learning in itself, you know, they if you buy an offshore off the shelf product.

## Section 22

17:27

Yeah, yeah, yeah.

## Section 22 17:45

They can use the already informed.

## Section 22 17:46

They can use the already informed data to start scoring candidates.

We've specified that for each of our processes, we designed the questions we design.

This is what are good about and a poor score. Looks like we optimise the machine learning the data. The machine is only attributing the responses and what a correct response looks like based on our own candidate pool or if we've used that one question previously, perhaps in another, in an earlier recruitment round that might use some of that information. But.

## Section 22 18:17

Yeah.

## Section 22 18:18

Within our.

Recruitment process. It doesn't take learnings from outside in. So we've come a long way since we started using the tool to learn.

You know to be able to control that information better.

## Section 22 18:33

Yeah. So it's taking information from the outside and bring it in is not generally a concern. It's more about having.

Others access what our learnings and and the sensitivities around that.

## Section 22 18:51

There's things like, you know, the the data will be used only for these purposes and.

## Section 22 18:52

He's like you gotta be.

## Section 22 18:58

The recruitment data information will be like the personal information will be.

**Section 22** 19:04

Yeah, yeah.

**Section 22** 19:05

Like you say, you know destroyed after each.  
You know, so we don't have the control.

**Section 22** 19:12

Yeah, yeah.

**Section 22** 19:12

So to take their word of work in their contract. So yeah.

**Section 22** 19:12

Like they would have what's in their contracts.

**Section 22** 19:19

Thank you. Yeah.

**Section 22** 19:23

Right. Well, wait just a little bit over now, I think. So we'll let you guys go. But again, thanks for taking the time to have a chat. And yeah, if we we have any other questions, we'll reach out. But in the meantime, thanks. Thanks again and and.

**Section 22** 19:37

Oh yeah.

But we're as much as it's it's difficult to to step back from this. We do have the perception, the cyber security of being the Department of know fully fully appreciate that.

If the it's we're more about. Oh, **Section 22** And my role is more about going out and talking to the business areas and to just to pick the problem apart like we've just done and hopefully come up with some workable options.  
So hopefully, hopefully I haven't felt like we've just said no.

**Section 22** 20:16

No, I I heard a yes through there I heard.

**Section 22** 20:18

Today I heard I.

**Section 22** 20:20

Yeah.

**Section 22** 20:20

Al heard a we can put a caveat in and and continue to possibly use it, but I mean.

**Section 22** 20:20

I heard a.

I mean.

**Section 22** 20:27

You know, just between us and the fence post.

**Section 22** 20:27

Just between us and the post.

**Section 22** 20:31

The Csdg senior executive want to I mean they they're using the tool and we'll.

**Section 22** 20:31

The SDG.

And.

**Section 22** 20:39

Actually get this approved through the right channels and do what we can to make it a safe and supportive as possible.

## Section 22

20:43

And do what we can to make them support.

20:44

Oh, yeah, yeah. Well, it's it's all about. It's all about identifying what the risk is, how we how we manage that risk.

## Section 22

20:48

Yeah.

## Section 22

20:48

Yeah, yeah.

## Section 22

20:52

Wait a joke? Yeah.

## Section 22

20:53

And if we can bring that down to an acceptable level and your execs are happy to accept that level of risk and put their name to it, which that's that's always a \$64,000 question, as will they sign that piece of paper? Because it is their risk and they need to own it so we can provide advice, but we don't generally sign off on. Yes, this is an acceptable risk. That's up to the owner of that risk.

## Section 22

21:05

Oh yeah, yeah.

## Section 22

21:05

Oh yeah, yeah.

## Section 22

21:21

It's really good to know actually, because yeah, you know, we're we're doing what we can to get all these bits and pieces in order and things, but and then you've got, you know, these going just just do it like you are aware.

## Section 22 21:24

We're doing what we can to get all these pieces in order.

## Section 22 21:27

I understand completely.

## Section 22 21:28

Then you've got, you know, these.

## Section 22 21:33

It's like, yeah, yeah, yeah. You're you're herding the cats. Yep.

## Section 22 21:34

Cool, cool.

## Section 22 21:36

Yes, yes, it is all good.

## Section 22 21:41

Alright. Well, we'll let you guys go then, but yeah, thanks again. Appreciate it. And yeah, we'll may be in touch.

## Section 22 21:47

No problem.

Thanks folks.

## Section 22 21:51

Cool. Thanks guys. Enjoy your day.

## Section 22 21:52

Thank you. See ya. Bye.

## Section 22 21:53

2.

Section 22 21:54  
Bye.

Section 22 stopped transcription