

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Capability Review

**Question reference number:** HS 129

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 11 December 2015

**Number of pages:** 1

#### **Question:**

Please provide details of areas requiring improvement in the Department arising from the APSC 2012 Capability Review and the follow up Capability Review Health Check Report.

#### **Answer:**

In the Department's Capability Review, reported on 29 November 2012, the APSC noted the many strengths of the Department in terms of innovation, exceptional performance and reliability, crisis response capability and its success in implementing changes. The APSC recommended the Department extend its capabilities by prioritising the following areas for focus:

- Leadership, teamwork and communication.
- A unifying organisational culture.
- A service design map and customer focus.
- Workforce transformation.
- Change coordination, ICT and Risk management.
- Engagement with policy partners and stakeholders.

The Department's Capability Review Health Check Report, provided to the Department in October 2014, was positive and noted the Department had made some considerable advances in improving its capability since the initial review in 2012. The report acknowledged the Department has been building workforce capability and agility to support the way customers experience its services. The report suggested some matters the Department may wish to consider, including the continued development of skills at the team leader and executive level. Work is underway on a new program of learning to support middle level management and is expected to roll out in early 2016.