

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 130

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 the steps taken to address any issues arising from the Capability Review.

Answer:

Following the Department's Capability Review, reported on 29 November 2012 by APSC, the Department commenced eight projects:

1. Workforce Transformation;
2. organisational culture and leadership;
3. service design map and service offers;
4. Operational Blueprint;
5. internal communications;
6. change coordination;
7. innovation and risk management; and
8. strengthening DHS's service delivery policy role through effective stakeholder engagement and management of information.

These projects were established to drive improvements in capability and progress areas of action from the 2012 review.