

**Senate Finance and Public Administration Legislation Committee  
—Supplementary Budget Estimates Hearing—October 2015**

**Answers to Questions on Notice**

**Parliamentary departments, Department of Parliamentary Services**

Topic: **Communication**

Question: **69**

Written **Senator Bernardi**

**Date set by the committee for the return of answer: 4 December 2015**

1. In what ways does DPS management communicate with PSS staff?
2. Are these methods adequate or do they require improvement?

**Answer**

1. DPS uses a variety of communication and messaging mediums to communicate with PSS staff, this includes:
  - a. All Building Occupant emails
  - b. Targeted email messaging specifically for PSS operations/information
  - c. A PSS Officers and PSS team leaders distribution list for mass email messaging
  - d. Team meetings/ Direct line management interaction
  - e. Workplace Consultative Committee meetings and advice to PSS staff
  - f. Daily Brief information
  - g. Information provided on our Enterprise Building Interface relating to Operating Policy and Procedures etc, and
  - h. Posters and Notices.
2. With a 24/7 operating service, our communication methods need to be flexible enough to ensure staff can be provided with information and also can, where necessary, seek feedback or raise questions. Earlier this year, we asked the PSS Workplace Consultative Committee (WCC) to conduct a survey on communication and effective working (being collegiate) and only had two responses, which was disappointing as it was a vehicle for the PSS to identify what worked best for them.

We are endeavouring to find the right balance and approach to communicating within the Branch and we are currently discussing this further with the WCC.