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# COO NEWS

Welcome to the ninth edition of **COO news** for 2015.

It continues to be a busy time across the department, including with the unexpected challenge of implementing the machinery of government changes announced last week.

Sadly for us, this means farewelling our much valued colleagues in the Ministry for the Arts, the Classification Branch and the Copyright Law Section.

I would like to personally thank all staff affected by this change who have made a wonderful contribution to this department and have provided me with tremendous support over the years. I wish them all the very best and look forward to crossing paths again.

This edition of COO news provides updates on the following developments in AGD:

- [Protocol for Official Searches for and Extraction of Documents](#)
- [Coming soon! eLearning for mandatory training](#)
- [Change Capability – what's it all about?](#)
- [Supporting staff through change workshop – book now](#)
- [Launch of the Legislation Register](#)
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- [Graduate Program update](#)
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## Protocol for Official Searches for and Extraction of Documents

The [AGD Protocol for Official Searches for and Extraction of Documents](#) sets out the department's procedures when conducting official searches for documents in response to requests including, but not limited to:

- o Audits
- o Investigations
- o Parliamentary processes (eg questions on notice)
- o Legal processes, including Court orders for discovery, summonses or Notices to Produce
- o Reviews

The protocol is available to all staff on the AGD [intranet](#), and aims to provide a logical procedure for searching for and extracting documents and recording both the method of search and the outcome. I expect all staff to read and apply the protocol when undertaking official searches for documents.

Please note that the department's procedures when conducting official searches for documents in response to requests under the *Freedom of Information Act 1982* are separate to those dealt with under the search protocol, and are available on the department's [Freedom of Information \(FOI\) and Privacy Section's intranet page](#).

## Coming soon! eLearning for mandatory training

I'm pleased to announce that eLearning will soon replace face-to-face sessions of the Security Awareness Refresher and Risk Management & Fraud Awareness programs to make it easier for you to meet your mandatory training requirements. All AGD staff will now be able to access the mandatory training sessions, regardless of work location or work schedule. Face-to-face sessions will still be provided as part of induction, and the Departmental Security Unit, IT Security and the Governance Office are all still happy to visit Branches and Divisions to provide more targeted information sessions in addition to the eLearning packages.

Further information will be distributed closer to the October launch date. Contact the Learning and Development team via the AGD Service Centre on (02) 6141 6111 or [servicecentre.hr@ag.gov.au](mailto:servicecentre.hr@ag.gov.au) if you would like more information.

### Change Capability – what's it all about?

Whether it's a new policy direction, change in structure or system, we all experience change. The Secretary recently launched a new suite of tools and resources that will build our change capability in AGD. These resources are tailored for staff leading change, managers supporting staff through change, and anyone experiencing change. They will build our individual capability and ensure we approach change consistently across our organisation. There is a great deal we can learn from each other's experiences with change, evident from a very interesting panel discussion I recently facilitated about 'AGD change stories'. The presenters raised some really consistent and key principles in relation to supporting each other through change, including the need to acknowledge that change involves a process of loss and adjustment, and that engaging and supporting people through change is equally as important as project milestones or technical aspects. For more information about managing change, visit the [change capability](#) site or contact the [Organisational Change and Culture team](#) via email, or phone 02 6141 2862.

### Supporting staff through change workshop – book now

There has been strong interest from AGD managers and supervisors to learn more about the 'people' side of change and, to support this, I'm pleased to announce a new workshop 'Supporting staff through change'. The workshop will focus on strategies to facilitate change and respond to organisational priorities while engaging and supporting team members through the process. The workshop will help you identify why people struggle with change, clarify the role of a manager in change and equip you with the tools to facilitate change effectively in your workplace. Facilitated by the Australian Institute of Management, the workshop was launched on Tuesday 29 September and will run each month until the end of the year. Secure your place now by booking through [Aurion](#).

### Launch of the Legislation Register

I recently wrote to you advising that the AGD Legislation Register has been launched by the Strategy and Delivery Division. This valuable tool will be a central source of corporate knowledge about implementing and maintaining the portfolio's Acts and instruments. Key benefits include the ability to set notification reminders for critical implementation requirements following the passage of legislation and legislative instruments. This reduces risk by decreasing AGD's reliance on an individual's corporate memory and experience. It also provides a vehicle for consistent record keeping within the AGD. To arrange training or for further information, call [REDACTED] or email the [Legislation mailbox](#).

### New corporate stationery now available

Following the recent change in corporate colours, updated corporate stationery and templates in the new blue/grey are now ready for you to use.

- Download the new [corporate templates](#) (under the owner 'Attorney-General's Department').
- Visit the [Design and publications](#) intranet page to [order business cards and name badges](#), as well as other corporate stationery items. I encourage you to please deplete the existing stocks of business cards and stationery before ordering new ones.
- Go to TRIM file 15/13061 to access updated divisional and group email banners.

For more information contact [REDACTED] from the Design and Publications section [REDACTED]

### Continue the Conversation - Recording your performance conversations

The end of September brings the close of Quarter 1 for the 2015-2016 PPI Cycle which is a timely reminder to make sure you've had a worthwhile conversation with your manager about how you're tracking. Engaging in regular conversations with your manager is an effective way of making sure you are aware of whether you're meeting performance expectations and also to discuss areas to develop and focus on over the next few months. Use the [Performance Expectations](#) to review your performance and identify how you are tracking against development goals from your Performance Agreement.

Now is the time to jump into Aurion to record your progress in your conversation journal and forward to your manager so they can also record their comments.

### Update from Security: Appropriate classification of emails

Information is one of our key assets and it is essential that we classify, store, and handle it appropriately. The [Protective Security Policy Framework](#) outlines how to classify information and material and, as the agency with policy responsibility for protective security at a whole of government level, it is important that we lead the way for other agencies with best practice.

The consequences of under-classifying information are obvious. But did you know that over-classifying information also carries a range of risks? Inappropriate over-classification may unnecessarily restrict access to the information, attract additional administrative costs, increase the volume of classified information resulting in a need for additional measures to protect it adequately. Under or over classifying emails may also reduce the operational effectiveness of security classification and associated security procedures, leading to security classifications and protective markings being devalued or ignored.

Review the tips on [how to select an appropriate protective marking](#) and refer to the Business Impact Levels table below to ensure you are handling information appropriately. For further information contact the Departmental Security Unit at [dsu@ag.gov.au](mailto:dsu@ag.gov.au).

Business Impact Level	Protective Marking
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<b>Nil</b>	<b>UNCLASSIFIED</b>
<b>Low:</b> could be expected to cause limited damage to the national interest, organisations and individuals	<b>For Official Use Only DLM</b>
<b>Medium:</b> could be expected to cause limited damage to the national interest, organisations and individuals	<b>Sensitive DLM</b> Includes personal and legal
<b>High:</b> could be expected to cause damage to the national interest, organisations and individuals	<b>PROTECTED</b> Sensitive: Cabinet Sensitive DLM
<b>Very High:</b> could be expected to cause significant damage to the national interest, organisations and individuals	<b>CONFIDENTIAL</b> Sensitive: Cabinet Sensitive DLM
<b>Extreme:</b> could be expected cause serious damage to the national interest, organisations and individuals	<b>SECRET</b> Sensitive: Cabinet Sensitive DLM
<b>Catastrophic</b> could be expected to cause exceptionally grave damage to the national interest	<b>TOP SECRET</b> Sensitive: Cabinet Sensitive DLM

### Updated Study assistance policy and guidelines

Updates have been made to the Study Assistance Employee Relations Advice to clarify some points and reflect the way the policy is applied in practice. The main updates are listing the actual capped amount per unit for financial assistance for each year until 2016 (the capped amount is indexed at 5.8% each year from 1 January), and removing reference to recovering financial assistance from employees ceasing their employment in the APS. The updated ERA can be found on the [intranet](#).

### New Classifications functionality for events now available

Organisers of festivals which may involve the showing or use of unclassified films, games, or publications, can now self-register these events through the VENOM online business application, in order to seek a particular exemption to the classification rules. Information Division and Classification Branch have worked collaboratively to ensure that this functionality was available from 11 September 2015, when new legislative provisions entered into force. This is an excellent example of how the departments' ICT supports both our own emerging business needs and provides avenues for its stakeholders to work more flexibly and digitally into the future.

### The EXPAND Executive Assistant of the Year Award

Each year EXPAND hosts its annual Executive and Administrative Support Awards and this year I'm pleased to announce that [REDACTED] is representing the department as our nominee. [REDACTED] will be joined by a number of her AGD colleagues at the Awards dinner at Hotel Realm tonight, Wednesday 30 September. I'd like to congratulate [REDACTED] on this achievement and wish her the very best of luck.

### Jawun secondment: Welcome back [REDACTED]

[REDACTED], Strategy and Delivery Division, recently returned from six weeks working in Shepparton, Victoria, as part of the Jawun secondment program. The Jawun program places employees from the private and public sector into Indigenous organisations in eight regions across Australia. [REDACTED] was based at the Kaiela Institute within the Goulburn-Murray region where she worked on the Empowered Communities project to deliver a communications strategy for the region.

AGD is committed to reconciliation both within the department and across the broader community. Participation in the Jawun program is a key action under AGD's Reconciliation Action Plan. For further information about future opportunities, please contact [REDACTED] at [OrganisationalChange.andCulture@ag.gov.au](mailto:OrganisationalChange.andCulture@ag.gov.au).

### Graduate Program Update

Following a thorough process of assessing and recruiting some of the brightest graduates from around the country, we have now made first round offers to the successful candidates for our 2016 Graduate Program. We look forward to welcoming the new cohort of graduates who will work in roles right across the department from Monday 8 February 2016.

Our current graduates are busy, having recently commenced their graduate major projects and completed their second rotation. Graduates commenced their third and final rotation on Monday 28 September.

### Indigenous Literacy Day: 2 September

September 2nd was Indigenous Literacy Day. AGS raised nearly \$2,000 for the Indigenous Literacy Foundation and the Indigenous Reading Project who they have been doing some pro bono work for recently. There was a book sale of second hand books, a handmade sale of items made by AGS staff and a children's book writing competition. [REDACTED] and [REDACTED] won the writing competition. If you would like to see the books that were entered in the competition, please contact [REDACTED] in AGS.

### Mental Health Week: 4-10 October

Mental Health Week will be celebrated in over 100 countries from 4 to 10 October 2015. The week aims to increase understanding of mental illness, reduce the stigma associated with people living with mental illness and promote positive mental health. The Graduate Fundraising Committee, together with the Disability Employee Network, LGBTI Network, Indigenous Employee Network, Women's Network and AGD Social Club, will hold a series of events for AGD staff across the week, focussing on tips for mental wellbeing and the importance of taking care of yourself and each other. Look out for more

information on how you can participate by attending a panel discussion on mental health, presentations on mental resilience, yoga sessions, and a department wide morning tea.

Regards.

David.

