

EDUCATION, SCIENCE AND TRAINING

SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2004-2005 ADDITIONAL ESTIMATES HEARING

Outcome: 1

Output Group: 1.2 – Assistance to individuals including those with special needs.

DEST Question No. E714_05

Senator Ridgeway provided in writing.

Question:

What kind of training will those staff going to the ICCs, particularly those in regional areas, be receiving?

Answer:

ICC Structure

Over the past 18 months, DEST has developed and implemented a series of change management programs for staff across the Department's state and district office network through what is known as the 'Change Management Coalition'. The Coalition has met on three occasions. All of the state and regional offices were represented and had the opportunity to contribute to policy development and program design. Most of the DEST staff who are working in ICCs were involved.

DEST staff in ICCs continue to receive training and professional development assistance in accordance with their Performance and Development Plan as part of their annual Performance Management Agreement. DEST staff located in ICCs will continue to be provided with support and resources to develop the skills required under the new working arrangements.

The Australian Public Service Commission is developing training programs to assist the development of collaborative, whole-of-government approaches to service delivery in ICCs. DEST staff located in ICCs will participate in these training programs.