

EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2008-09 BUDGET ESTIMATES HEARING

Outcome People, Parliamentary and Communications Group

DEEWR Question No. EW580_09

Senator Abetz asked on 2 June, EEWL Hansard page 76.

Question

Staff Feedback

Ms Paul—And there are a range of other ways, as I said, in which we are tapping into how people are feeling as well.

Senator ABETZ—Such as?

Ms Paul—We do feedback sessions, we have had a whole communication strategy—

Mr ABBOTT—Feedback sessions—what with?

Senator Wong—Senator, if Ms Paul could finish her answer before you ask the next question, it might expedite proceedings.

Senator ABETZ—Fair enough.

Ms Paul—We have had quite a comprehensive communication strategy connected with the creation of the new department. There are many facets of that which I could spell out on notice, if you wish, but they involve the things which you go to—people being able to make their views heard—and I am happy to give that to you. It is probably easier to do it on notice. It has been a formal strategy because of the change we have been undergoing in creating a department out of three former departments.

Senator ABETZ—Are the feedback sessions person to person or—

Ms Paul—As I say, it is probably easier for me to give you that on notice, but they include person to person, they include email and they include meetings

Answer

In bringing the new Department together, the *DEEWR Transition Internal Communication Strategy* was implemented to ensure that staff were kept informed of progress and were invited to give feedback.

There were a variety of communication methods including: video messages by the Secretary; an Intranet home page including Bulletins, Frequently Asked Questions, highlights of major initiatives and achievements of the Department and other relevant information about the new Department; a managing change inbox for staff to raise issues or concerns or suggest ideas; a managing change hotline which allows people to express their thoughts (anonymously, if desired) or seek information by phone; a monthly online staff magazine; and a variety of forums for groups of staff to get together (including feedback meetings with the Executive; social club activities; and staff focus groups).