

# Senate Standing Committee on Finance and Public Administration

## BUDGET ESTIMATES – 27 MAY 2010 ANSWER TO QUESTION ON NOTICE

### Human Services Portfolio

**Topic:** Minutes from co-location working groups meetings

**Question reference number:** HS4

**Senator:** FIFIELD

**Type of question:** Hansard F&PA page 91

**Date set by the committee for the return of answer:** 9 July 2010

**Number of pages:** 3

#### Question:

**Ms Cornish**—That is called the DHS CPSU service delivery reform executive forum.

**Ms Cornish**—That is the DHS CPSU joint working party on service delivery reforms.

**Senator FIFIELD**—Are there minutes kept of the meetings of these two bodies?

**Mr Pratt**—Certainly not for the quarterly get-together. That is a very high-level strategic discussion. As for the working groups, I am not sure. I will take that on notice.

**Senator FIFIELD**—Could you also take on notice whether those minutes can be provided.

**Mr Pratt**—Yes.

#### Answer:

The Department of Human Services' DCEO/CPSU Working Party on Service Delivery Reform is a forum to:

- share information on issues regarding the implementation of Service Delivery Reform
- promote a partnership, where consultation is the foundation, to discuss and influence Service Delivery Reform implementation issues
- refer issues for appropriate action to relevant implementation projects.

Action items are recorded at the meeting. Please refer to Attachment A for Working Party Action Items of the meeting of 11 March and to Attachment B for Action Items of the meeting of 24 May 2010.

**ATTACHMENT A**

**Action Items from the DHS DCEO/CPSU Working Party on Service Delivery  
Reform meeting 11 March 2010**

<b>Action</b>	<b>Responsibility</b>	<b>Status</b>
<b>Jobseeker Taskforce</b>		
Provide an overview of the work being conducted by the Jobseeker Taskforce	Alison McCann	Completed
Workshops regarding this service offer will soon be conducted with Area Managers. Following these workshops, a teleconference with the CPSU will be organised to share the outcomes of the workshop.	Alison McCann	Completed
<b>Co-location</b>		
A proposal for co-location is currently with the Minister for consideration. Once approved, a teleconference with the CPSU will be organised to consult about the proposal. The CPSU will be provided with a list of sites identified for co-location in 2010. The provision of this information will coincide with the release of this information to employees.	Colin Bridge	Completed
The CPSU stressed the importance of communication with employees and the community. It was noted that if possible, the CPSU would be provided draft communications for comment in advance.		
<b>Families Service Offer</b>		
Emma Groube, Jill Hillard, Kerry Edsall and Emma White will be included in the teleconference regarding the Families Service Offer with Colin Bridge. This meeting was initiated by Jason Markwick and will be held on 22 March 2010 from 3pm to 4pm.	Colin Bridge	Completed
<b>Enabling Services</b>		
The CPSU requested information regarding the integration of IT. The secretariat will seek information on this and respond out of session.		Completed
The integration of SAP/Infolink will be included on the agenda for the next meeting.	Workplace Relations	Completed

## ATTACHMENT B

### Action Items from the DHS DCEO/CPSU Working Party on Service Delivery Reform meeting 24 May 2010

<b>Action</b>	<b>Responsibility</b>	<b>Status</b>
Provide all attendees with a copy of the agreed Operating Charter	Matt Madin	Completed
Report on status of enabling services integration projects	SDR Consultation team	To be provided out of session
Consult with Communications on agencies' process for placing SDR material on intranet	SDR Consultation team	
Clarify status of policy development for out-posted staff	SDR Consultation team	
Arrange teleconference between Co-location Development Branch, People Services staff and CPSU on staffing issues	Deb Rollings	
Invite CPSU membership on the working parties to support implementation for 'augmentation' and 'relocation' co-location models.	Deb Rollings	
Provide CPSU with a description of the 'integration' model for co-located sites.	Deb Rollings	
Arrange future meetings:	SDR Consultation team	
<b>Teleconference</b>		
- Week of 14 June 2010		
- 26 July 2010		
- 27 September 2010		
- 25 October 2010		
<b>Face to face</b>		
- 21 or 23 June 2010		
- 30 August 2010		
- 29 November 2010		
Items for future meetings		
Week of 14 June (teleconference)		
- Status of Single Contact Phone Number project		
21 or 23 June 2010 (face to face in Canberra)		
- Service Delivery Reform Project (include overview and timelines)		
Status of development of Service Offers		