

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0187) PROGRAM – Internal Product

Senator Cash (Written) asked:

The Capability Review observed “there are perceptions that risks and issues are ‘glossed over’ to provide good news stories rather than delivering difficult messages” (pg18) – Is that an accurate description of what happens in the department?

Answer:

The Capability Review reported that the department operates well in a complex, high profile, risk oriented environment on a daily basis, which includes:

- the organisation’s ability to manage through a crisis and mobilise resources quickly to respond; and
- the organisation’s growing maturity in contract management.

Internal communication channels have been enhanced and augmented in recent times and, following the suggestions from the Capability Review, communications processes will continue to be improved.