

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: Cross Outcome - Across Programmes Question No: SQ15-000555

Topic: Departmental Dispute Resolution

Hansard page: Written

Senator Ludwig, Joe asked:

How are disputes between departmental and/or agency staff mediated?

Answer:

Disputes between staff are most often resolved at the work unit level with oversight by the appropriate Manager. If this is not successful then a formal mediation may be considered using either an appropriately qualified DSS employee, or sourced from the Department's Employee Assistance Program Provider (Optum).