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Subject: COO News - Edition 10/2015 [SEC=UNCLASSIFIED]
Date: Monday, 26 October 2015 11:46:26 AM
Attachments: [image003.png](#)
[Manager Essentials Brochure.docx](#)

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COO NEWS

Welcome to the tenth edition of **COO news** for 2015.

I'd like to take this opportunity to welcome Matt Boyley to the role of Chief Information Officer. Matt commenced on 12 October and has been busy meeting with a number of Division Heads and other key stakeholders to help gain an understanding of the work of this department and the role that the Information Division plays in supporting this work.

This edition of COO news provides updates on the following developments in AGD:

- [Protocol for Official Searches for and Extraction of Documents – Information Sessions](#)
- [Social media](#)
- [AGD Annual Report 2014-15](#)
- [New visual brand style guide](#)
- [Diversity governance framework](#)
- [Digital Transformation Plan](#)
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- [International Fraud Awareness Week – 15-21 November](#)

Protocol for Official Searches for and Extraction of Documents – Information Sessions

Do you know how to conduct an official search for documents? The department will hold two short information sessions about the *AGD Protocol for Official Searches for and Extraction of Documents* on 2 and 4 November and I encourage you to attend. Further information and invitations will be sent to all staff shortly. The information sessions will also be recorded and made available to all staff on the AGD intranet for future reference.

The Protocol sets out the department's procedures when conducting official searches for documents in response to requests and is available to all staff on the AGD [intranet](#). I expect all staff to read and apply the protocol when undertaking official searches for documents.

Social media

On 12 October, Strategy and Delivery Division launched the department's official [Facebook](#) page and Twitter account [@agdgovau](#). There's been a positive response with nearly 400 Twitter followers and 60 Facebook likes. I encourage you to send content suggestions to [socialmedia@ag.gov.au](#) and to alert your communication account manager about potential opportunities and issues for the social media accounts.

The department's [Social Media Policy](#) and [Social Media Guidelines](#) apply to all staff when using social media in both a professional and personal capacity. For more information visit the [Social media](#) intranet page.

AGD Annual Report 2014-15

The department's [2014-15 annual report](#) was tabled in Parliament on Monday 12 October. The report provides an excellent overview of the breadth of the department's activities and achievements over the past year. It is one of the most concentrated sources of information you can find about many aspects of the department's business.

New visual brand style guide

To reflect the change of the department's corporate colour, the branding guidelines have been updated. Using the brand ensures we present a professional and consistent visual identity that our audiences recognise. Download the [branding guidelines](#) from the intranet.

Diversity governance framework

Executive Board recently endorsed a diversity governance framework that will provide greater visibility of the outstanding work the networks and champions do across the department. The governance framework will comprise a Diversity Council, chaired by the Secretary and attended by our senior level Champions, and a Diversity Committee, which I will chair and will include our network chairs, employees who support the Champions and representatives from across the four business groups.

This new governance structure will increase collaboration between the networks and provide a consultative forum for all diversity related issues. It won't change the everyday functioning of the networks but will provide a platform to discuss the linkages between the different networks – of which there are many. If you have any questions about the model, contact [REDACTED]

Digital Transformation Plan

The department has recently lodged its Digital Transformation Plan with the Digital Transformation Office, pending Ministerial approval anticipated later this year. The Digital Transformation Agenda is a challenging reform agenda across governments which will fundamentally change the approach taken to engaging with clients, either for service provision or information sharing. The agenda represents exciting times as well as requiring some shifts in the way

we think about our processes.

The department is currently very well placed in terms of the Agenda, with the two systems which pass the 'high volume' transaction threshold already being entirely digital or almost entirely digital. The future challenge for the department will now be to apply mandatory development approaches to new business systems, and identify where non-high volume systems may also benefit from increasing their digital footprint. Information Division is currently coordinating the department's response to the Agenda. Divisions should anticipate greater engagement during the process of design and development of new business systems, in Agile project management approaches and user-centred design.

Further information is available from the DTO's website www.dto.gov.au.

Digital Check-Up

The department and AGS have both submitted annual returns to the National Archives on the maturity of existing record keeping practices. We have reported very high levels of maturity and have fostered a strong information management culture across the workforce. I encourage you all to continue to demonstrate strong digital information management practices in your day-to-day work. A number of resources, including the department's overarching Information Management Framework, are available for staff on the [intranet](#).

Supporting AGD's managers

On 15 October I sent an email about two valuable resources that were designed to continue to help our managers strengthen their confidence and capability in managing people.

The [Manager Essentials program](#) is beneficial for both new and experienced managers and I encourage all managers to consider participating in the program. Find out more about the program and each of the six short modules in the attached Manager Essentials brochure. Two modules are now available with others to be released over the next few months. Nominate to attend through [Aurion-ESS - Learning and Development - Available Learning](#).

The [Managers' Network](#) has been created to help our managers build their management skills through fun, collaborative and practical learning experiences. I will be attending the first Managers' Network event on Wednesday 28 October. If you are interested in joining the Managers' Network, or would like to participate in the event, please contact servicecentre.HR@ag.gov.au

Home-Based Work (HBW) ERA

The *Home-Based Work* (HBW) ERA has recently been updated. Key changes include the delegation to approve HBW arrangements now lies with Division Heads, and work health and safety and security site inspections will only be conducted where the Case Management Unit and/or the Departmental Security Unit deem necessary. The current version has been made available on the [Employee Relations Advices intranet page](#).

Senate Estimates

To echo the Secretary's comments, thank you to all staff who were involved in the preparation of briefs and who attended the hearings last week. The senior executive, not least Executive Board, is very aware and appreciative of the effort that goes into preparing for the hearings, appearing at them (and supporting SES who appear at them) and then responding to the questions on notice.

Congratulations Rachael Jackson - Finalist in the Dave Ulrich HR Professional of the Year Award

Rachael Jackson, Assistant Secretary People Strategy Branch, is a finalist in the Dave Ulrich HR Leader award and is the only representative from Government in this category. This award recognises HR practitioners who demonstrate excellence through their achievement of business outcomes.

Rachael has a strong public sector background and has made a significant contribution in driving cultural and organisational change here in AGD. Rachael demonstrates a passion for aligning organisational strategic objectives and meeting future workforce needs and is instrumental in the functioning of this department.

This prestigious award from the Australian Human Resources Institute will be presented at a dinner being held on 1 December and we wish Rachael all the best.

International Fraud Awareness Week—15-21 November

Do you know how to recognise and report suspected fraud? This November, the Governance Office will be highlighting these issues as part of International Fraud Awareness Week. All staff should be aware of their responsibilities and obligations regarding fraud control in the department, including how to recognise fraud when it is occurring, and knowing how to report it.

Find out more about [fraud control](#) on the intranet, or contact the Governance Office on 6141 3339 or governanceandplanning@ag.gov.au.

Regards.

David.

