

## QUESTION TAKEN ON NOTICE

### ADDITIONAL BUDGET ESTIMATES HEARING: 21 FEBRUARY 2011

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(33) Program : Internal Product**

Senator Cash asked:

Hinds Workforce Research was awarded a \$187,000 contract to conduct a DIAC staff survey. Why was this survey necessary and what did the survey results show?

*Answer:*

The department undertakes a staff survey on a regular basis. The staff survey underpins the *DIAC Strategic Plan 2009-12* and supports the department's strategic themes of:

- being an open and accountable organisation;
- having well trained and supported staff; and
- having fair and reasonable dealings with clients.

The survey was conducted in partnership with Hinds Workforce Research, providing four years of data and a set of increasingly reliable benchmarking information.

The 2011 DIAC Staff survey was conducted from 14 – 25 February and the final participation rate was 72.5%. Hinds Workforce Research are expected to deliver the results to the department by the end of April 2011.