

Canberra Health Services Consultation Paper

July 2023

Directorate Liaison Officer Review
Strategy and Governance

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1. Introduction

The Strategy and Governance Branch leads and supports the development and implementation of organisation wide strategy and related projects. The division includes Policy, Government Relations, Risk, and Insurance and Legal Liaison areas.

The Government Relation team is responsible for the coordination of information between CHS and the Minister’s Offices through the Directorate Liaison Officer (DLO), including responding to Ministerial correspondence, providing advice/briefs to the Ministers and Government Business (Cabinet and Assembly).

2. Purpose

To reclassify the position of DLO from SOGC to SOGB to be more aligned with many DLO roles across other Directorates and subsequently update reporting lines for the position.

This consultation process is seeking feedback on the proposed changes.

3. Rationale for change

The DLO works closely with the Director of Government Relations to provide operational and strategic support to the Ministers’ Offices, CHS Executive Offices and CHS staff on ministerial and government services matters, including those relating to ACT Legislative Assembly and ministerial requests.

The DLO is required to facilitate and support direct communications and policy advice between CHS and the Minister for Health and the Minister for Mental Health/Justice Health Offices, and other Offices of Ministers as necessary. The DLO is also required to provide advice and assistance in coordinating matters relating to Cabinet processes, Legislative Assembly processes, consumer group meetings and functions.

The CHS DLO position was established in 2019 at the Senior Office Grade (SOG) C classification. More recently the responsibilities and workload of this position has expanded significantly, in comparison to similar roles at the same classification.

Comparison of responsibilities of SOGC and SOGB classifications in the Worklevel Standards are summarised below:

	SOGC	SOGB
Advice	providing advice which could include policy, administrative, technical, or professional advice	developing policy and/or providing policy, financial, specific subject matter, or administrative advice, including technical or professional advice, or undertaking high level project work
Knowledge	knowledge and awareness of agency operations, as related to government initiatives or policies	detailed knowledge of both government policies and procedures and an appreciation of their application in relation to agency operations.
Correspondence	Preparation, or overseeing the preparation of, correspondence and	processing representations to the Minister, overseeing preparation of replies to

	replies to Parliamentary Questions, Ministerial representations, and other briefing material	Parliamentary Questions, preparing Ministerial Briefing notes, drafting Cabinet Submissions and correspondence
Stakeholder relationships	Well-developed liaison and communication skills and the ability to negotiate or communicate, under limited direction, on behalf of the agency with clients or other interested parties may be needed.	Liaison and communication skills of a high order, including the capacity and ability to interrogate, negotiate or communicate on behalf of the agency with clients or other interested groups, often to finality, may be needed.
	Liaison and negotiation with other elements of the organisation, other government agencies State and Local authorities or business or community organisations is usually a feature	liaising with other government bodies and business and community organisations, including the provision of public information on programs, activities, or services

Position descriptions for DLO positions at the SOGB classification within the ACT Health Directorate and Major Projects Canberra are at [Attachments A and B](#) respectively.

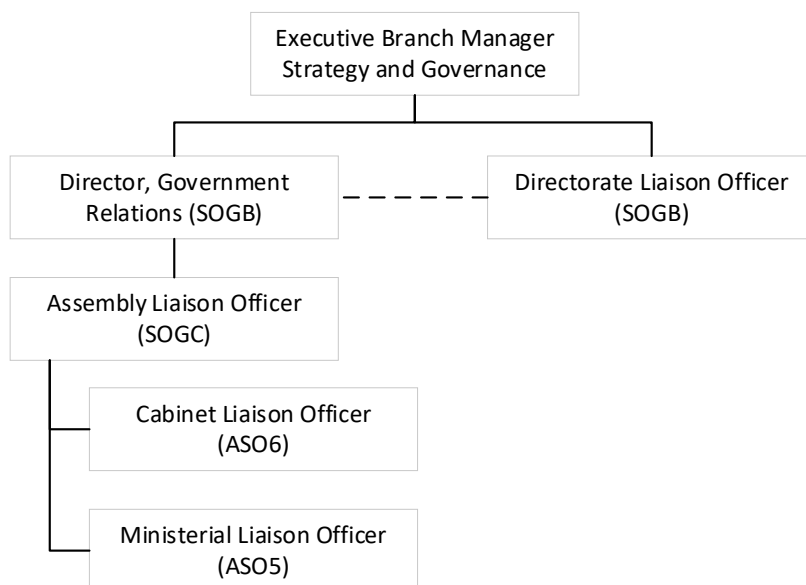
The current CHS DLO position description at SOGC classification is at [Attachment C](#).

The proposed CHS DLO position description at SOGB classification is at [Attachment D](#).

The proposed changes are necessary to align the DLO position with the expectations of the role and adjust reporting lines. The proposed changes further support career progression and succession planning.

As part of the reclassification, it is proposed the day-to-day reporting line for the DLO will remain with Director, Government Relations. However, reporting for HR arrangements such as leave and timesheets will move from Director, Government Relations to direct to Executive Brand Manager, Strategy and Governance.

Proposed Government Relations team structure:



4. Benefits of the future model

The proposed changes are aimed at aligning the DLO position with that of other Directorates and the Worklevel standards. These changes will enable professional development and upskilling opportunities, greater career pathways and succession planning within the Branch and within CHS. Reclassification will also assist in recruiting and retaining talent.

5. Implications for not undertaking the change

If the changes outlined above are not undertaken there will be operational impacts to deliver high quality work on complex matters. This proposal is to ensure that work is allocated to the appropriated classified position and aligned with the work level standards. As the North Canberra Hospital project progresses, it will result in increased complexity of work of the DLO. Recruitment for this position may become more challenging for potential candidates when compared with other DLO positions at the SOGB level.

The proposal ensures responsibilities of the position are in accordance with the work level standards.

Funding implications of the proposal have been considered and addressed.

6. Consultation methodology

This proposal invites feedback, suggestions and questions that will assist in further refining the proposed changes. The consultation period will be for two weeks.

Feedback can be provided via email to Josephine.smith@act.gov.au

Feedback is due 17 August 2023, taking into consideration the following questions:

1. Do you have any concerns about the proposal? If so, can you please describe them?
2. Do you have any other feedback you would like to be considered in relation to the DLO reclassification proposal?

For any further information relating to the consultation paper and subsequent consultation process, please contact Josephine Smith via Josephine.smith@act.gov.au.

7. Attachments

Attachment	Document
A	<i>ACT Health Directorate – Directorate Liaison Officer</i>
B	<i>Major Projects Canberra – Directorate Liaison Officer</i>
C	<i>Canberra Health services - Directorate Liaison Officer (Current)</i>
D	<i>Canberra Health services - Directorate Liaison Officer (Proposed)</i>