

Response to OpenWelfare (LEX68161) request for information:

"As of writing 520 out of 5230 (About 10%) of all Operational Blueprint pages feature a warning at the top:

"This procedure is under review. An Operational Message about this content exists."

eg

<https://operational.servicesaustralia.gov.au/public/Pages/job-seekers/001-09040120-01.html>

Normally, outside of Centrelink - reviews are made for reasons. This message is obtuse - as an outsider I don't fully understand what this message means.

Could you please, in an administrative fashion, not under the FOI act - briefly explain these messages and why they exist to me and the rest of the public on right to know?"

Response:

Operational Messages are an internal communication channel for Services Australia staff.

They are made available to staff via a Communications Hub on the home page of Operational Blueprint (internal copy). A snapshot of Operational Messages and other operational communication are emailed to service delivery staff daily.

Operational Messages ensure staff have access to real time information about changes impacting on customer service delivery.

They notify staff about:

- the activation and closure of Emergency events
- reminders about current procedures
- upcoming changes to processes and/or programs
- changes to a process while Operational Blueprint procedures are being updated

An alert is temporarily placed on procedures that are impacted by an Operational Message. This lets staff know to read the Operational Message first and provides them a link to it. Staff then refer to the Operational Message in conjunction with the procedure.

On the external copy of Operational Blueprint, an alert is placed on the procedure stating "This procedure is under review. An Operational Message about this content exists." Once the procedure has been updated the alert is removed from both the external and internal copy of Operational Blueprint.

Please note it appears there has been a misunderstanding in the above data. The alert appears on each tab of an impacted procedure i.e. Background, Process Summary, Process, References, Resources and Training and Support. It appears each instance has been counted by the FOI applicant up to 6 times per procedure instead of once. As of 9 June 2022, there are 127 procedures which contain Operational Message alerts out of a total of 5,224, equating to 2.43%. These 127 procedures have a total 515 tabs of content which all contain the alert.