



Government
Services

Department of Government Services Staff welcome pack

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Contents

Welcome	3
<hr/>	
Section One: About the Department	4
Ministers	4
Our Secretary	4
Our Leadership Team	4
Our Agencies and Entities	4
Our structure	5
<hr/>	
Section Two: About the Victorian Public Service	6
Victorian Public Service Structure	6
Role of the Lead Ministers' Departments	6
Role of the Public Sector Standards Commissioner	6
Victorian Secretaries Board	7
<hr/>	
Section Two: Your Appointment	8
Your responsibilities	8
DGS policies and procedures	8
Code of Conduct	8
Our Public Sector Values	9
<hr/>	
Section Four: Machinery of Government Transitions	10
Accommodation	10
Flexible working	10
Policies	10
Technology	10
HR Support	11
HR Delegations	11
Letters of offer	11
Use of recruitment platforms (e.g Springboard):	12
Information management	12
Frequently Asked Questions (FAQs)	12
<hr/>	
Section Five: Getting Started	13
SharePoint Page	13
Email	13
Sharing your calendar	13
Induction material	14
Health, Safety and Wellbeing (HSW)	14
Potential Parliamentary Questions (PPQs)	15
Briefs	16
Performance Development Program (PDP)	16
Templates	16
Get involved	17
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Welcome



Hello and welcome to the Department of Government Services (DGS).

DGS was established on 1 January 2023 to improve everyone's experience of doing business and interacting with the Victorian government.

I hope you are as excited as I am about the opportunity we have to transform services to make sure they put the 'customer first.'

As a completely new department we are still doing a lot of work to set ourselves up for success. This will inevitably take time and I thank you in advance for your patience.

This pack should help you with what you need to know to get started. If you can't find what you need, make sure you talk to your leaders and get support.

Send any questions you have across to communications@dgs.vic.gov.au so we can include them in the FAQs on our [SharePoint site](#) which are updated regularly.

I'm looking forward to meeting with you in the coming weeks.

Jo de Morton

Secretary

Section One: About the Department

Ministers

The Department of Government Services ministers are:

- Minister for Government Services, Minister for Consumer Affairs (Coordinating Minister), the Hon. Danny Pearson MP
- Minister for Local Government, the Hon. Melissa Horne MP
- Minister for Small Business, the Hon. Natalie Suleyman MP

You can find out more about our ministers on the [DGS Website](#).

Our Secretary

Our Secretary is Jo de Morton.

You can read more about Jo on the [DGS Website](#).

Our Leadership Team

Our Leadership Team includes:

- Deputy Secretary, Customer and Regulatory Services – Emily Phillips
- Deputy Secretary, Corporate Services– Gayle Porthouse
- Deputy Secretary, Digital Transformation – John Batho
- Deputy Secretary, Establishment Strategy and Employee Experience – Vivien Allimonos
- CEO, Service Victoria (Acting) — Darren Whitelaw

You can read more about our team on the [DGS SharePoint Page](#).

Our Agencies and Entities

The new department will bring together people from a range of areas across government, see [our website](#) for details.

Our structure

From our initial establishment as the new Department of Government Services in January 2023, our leadership team have been taking a staged approach to creating a modern and forward-looking department together.

Our new structure is built on three groups of capabilities that work together: two service Groups - Customer and Regulatory Services, which has a focus on services to Victorians and businesses and Corporate Services which has a focus on services to the Victorian Public Service; and a transformation Group - Digital Transformation which will lead whole of government strategy and policy and key transformational projects.

See the 'Operating Model' page on our [SharePoint Page](#) for the most up-to-date organisational structure.

Section Two: About the Victorian Public Service

Victorian Public Service Structure

The ten departments that make up the Victorian Public Service (VPS) are:

- Department of Education (DE)
- Department of Government Services (DGS)
- Department of Health (DH)
- Department of Families, Fairness and Housing (DFFH)
- Department of Justice and Community Safety (DJCS)
- Department of Premier and Cabinet (DPC)
- Department of Energy, Environment and Climate Action (DEECA)
- Department of Jobs, Skills, Industry and Regions (DJSIR)
- Department of Treasury and Finance (DTF)
- Department of Transport and Planning (DTP)

Role of the Lead Ministers' Departments

There are two 'Lead Ministers' Departments also known as 'Central Agencies' within the VPS:

- Department of Premier and Cabinet
- Department of Treasury and Finance

The role of these departments is to provide leadership, strategic direction, and unifying intelligence on the implementation of government policy. Therefore, a function of DPC is to provide advice on decision-making and in those instances where consistency across departments is important, set broad parameters within which the strategic objectives of government can be met.

Role of the Public Sector Standards Commissioner

The *Public Administration Act 2004* (PAA) established the Victorian Public Sector Commission (VPSC) which is one of DPC's portfolio agencies. The VPSC is headed by the Victorian Public Sector Commissioner whose role includes strengthening the efficiency, effectiveness and capability of the public sector in order to meet existing and emerging need and deliver high quality services and to maintain, and advocate for, public sector professionalism and integrity.

Victorian Secretaries Board

The Victorian Secretaries Board (VSB) is Victoria's public sector strategic leadership group.

The VSB considers whole-of-government issues and drives improvements in public administration and service delivery for the benefit of all Victorians. The membership of VSB includes the Secretary of DPC (as Chair) and the Secretaries of each other department, the Chief Commissioner of Police, the Chair of the Victorian Public Sector Commission, and the Chair of the Deputy Secretaries Sub-Committee.

Section Two: Your Appointment

You have been appointed to the Victorian Public Service (VPS):

- on an ongoing basis, or
- subject to a contract between DGS and yourself (this includes employment on a casual basis, a fixed-term basis, traineeship and contractor).

You should already have a copy of your Position Description outlining your position requirements.

Please check your letter of offer for your employment details, particularly in relation to any probationary period.

If a probationary period does apply, your appointment will be confirmed at the end of that period if your performance has been satisfactory. Your manager will work with you to complete a probation report throughout the probationary period.

Your responsibilities

You have additional responsibilities to those in your position description that are set out in the

- [VPS Enterprise Agreement 2020](#)
- [VPS Code of Conduct](#)
- [VPSC Common Policies](#)
- [DGS policies.](#)

You are encouraged to read all of these documents so that you are fully aware of what will be required of you during your time within the department.

DGS policies and procedures

DGS's policies set the standard at which the department operates and are available on the Policy Hub on our [SharePoint Page](#). These are reviewed biannually to make sure they comply with current government legislation.

Code of Conduct

As a Victorian public servant you must adhere to the [Code of Conduct for Victorian Public Sector Employees](#) (the Code). The Code sets out the expected behaviour of Victorian public servants and will assist you in understanding your responsibilities and obligations regarding work performance and conduct. Please read the Code (which was sent with your letter of offer) and act in accordance with it. Further

information about the Code can be found on the [Victorian Public Sector Commission website](#).

Our Public Sector Values

DGS is committed to professional conduct and exemplary quality of work. Building our internal capability and improving processes and systems that support our people and their work is crucial to achieving our objectives.

The *Public Administration Act 2004* establishes values to guide conduct and performance in the Victorian Public Sector. The Public Sector Values and Code of Conduct for Victorian Public Sector Employees lay the foundation for integrity and accountability for employees.

Responsiveness

We respond in a timely way with our best work

Integrity

We are honest, ethical and transparent

Impartiality

We behave in the best interests of the public by making fair and objective decisions

Accountability

We hold ourselves and others to account for the work that we do

Respect

We value others and accept their differences

Leadership

We are genuine, supportive and do the right thing

Commitment to Human Rights

We uphold and respect the rights of others

Further Information about the Public Sector Values can be found on the [Victorian Public Sector Commission website](#).

Section Four: Machinery of Government Transitions

Accommodation

In these initial stages there will be no change to accommodation or office location.

Keep going to the same office and sitting in the same area you have sat in the past.

Over the year the Department of Government Services will develop its accommodation strategy and confirm locations.

Flexible working

The Department of Government Services is committed to providing a flexible work environment. Your flexible working agreements from your previous department (DPC, DTF, DJCS or DJSIR) will remain in the new department. Any requests for changes to flexible working arrangements should be agreed with your manager. Flexible working arrangements remain the same for entity staff.

A DGS Flexible Work Policy is currently in development. In the interim, please refer to the [VPSC Policy on Flexible work and working remotely](#).

Policies

You should continue to use your previous department or agency's policies for the time being. As the department continues to develop its intranet it will make DGS policies available. If you are unsure in the meantime, please check with your manager.

Refer to the 'DGS Policies' page on our [SharePoint page](#) for a list of policies.

Technology

You should continue to use the devices, network, email, and applications that have been provided to you by your agency, entity, or previous department (DPC, DTF, DJCS or DJSIR), until we have everything in place for our new department.

Work is underway to determine the best and most seamless transition of the technology you use today. You will be informed of the plan for transition, with clear instructions well prior so you have time to prepare.

HR Support

DGS staff will continue to receive HR support and advice from their previous department (DPC, DTF, DJCS or DJSIR), until we have everything in place for the new department.

Department	Contact
DPC / DGS ETT	dpc.hr@dpc.vic.gov.au
DTF	people.culture@dtf.vic.gov.au
DJSIR	Contact the team by filling out a request form via the Corporate Connect service portal or contact the hotline on 1800 370 724 between 9am – 5pm on weekdays
DJCS	hrrassist@justice.vic.gov.au

Entities will continue with the same HR support arrangements.

Work is underway to determine the best and most seamless transition of HR services and platforms you use today. You will be informed of the plan for transition, with clear instructions well prior so you have time to prepare.

HR Delegations

DGS will have its own set of HR delegations. Please refer to them for all HR related actions, you can find these delegations [here](#).

Please continue to contact the recruitment teams from your former department until advised otherwise.

Letters of offer

From 1 January 2023, DGS letterhead and offer letter template will be used for all appointments.

You can access these DGS letterhead templates [here](#).

Use of recruitment platforms (e.g Springboard):

For all incoming functions into DGS, an MOU will be put in place to ensure continuity of services and access to your existing recruitment and onboarding platforms. Work is underway to review and plan the transition of all HR, including recruitment activities, into DGS.

Information management

For now, you will continue to save and store your information in the information management repository of your given department of DPC, DTF, DJCS or DJSIR. Staff who work in agencies and entities should also continue to store information in the existing repository.

The Information Management teams from the four incoming departments will work together with DGS' Information Management Working Group to complete a review and planned migration of all current and historical records related to your function into the new department.

Frequently Asked Questions (FAQs)

If you cannot find what you need in this pack, there is a comprehensive set of FAQs about this transition available on the SharePoint. You can access these on the [FAQ page](#).

If you still cannot find what you need within the document, please speak with your leaders, and send your question through to communications@dgs.vic.gov.au

Section Five: Getting Started

As you start to settle in, we encourage you to familiarise yourself with the DGS environment and [SharePoint Page](#).

SharePoint Page

Our transition team have developed a SharePoint page to act as an intranet until we have put in place an intranet for our department.

You can access this the DGS SharePoint page [here](#).

On this page you can find:

- Key leadership updates
- Q & A's about the transition
- A space to share your feedback
- Templates and tools to use

Email

We've made changes to the way you identify as a DGS staff member across the VPS, including your display name and email address through MS Teams and Outlook. This is an exciting step towards deepening our transition to the new department and creating a sense of unity for all our staff.

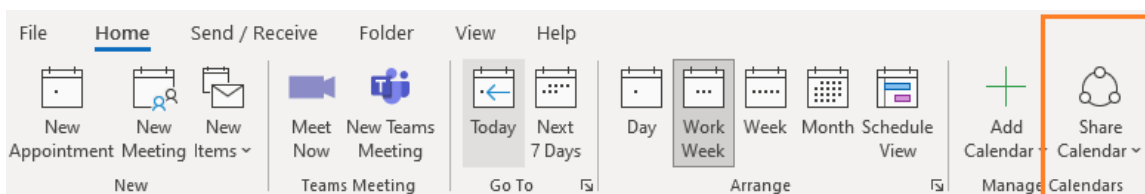
For instructions on how to use your DGS email address, please click [here](#).

DGS staff should use the DGS email signature. You can find instructions and a template for this [here](#).

Sharing your calendar

Share your calendar with your manager

Click share calendar in the ribbon and set the invitation to **Full details**.



Induction material

DGS expects staff to undertake mandatory induction eLearn on their legacy department's systems in a timely manner.

If you are unsure where to access your induction eLearn, please contact your legacy department's learning team using the below details.

Department	Contact
DPC / DGS ETT	learning@dpc.vic.gov.au
DTF	people.culture@dtf.vic.gov.au
DJSIR	Contact the team by filling out a request form via the Corporate Connect service portal or contact the hotline on 1800 370 724 between 9am – 5pm on weekdays
DJCS	learning@justice.vic.gov.au

Health, Safety and Wellbeing (HSW)

Health, Safety and Wellbeing is a shared responsibility. All employees, contractors, volunteers, and visitors at DGS must take ownership of safety performance and be responsible for their own safety and for the safety of their colleagues and stakeholders.

In line with the VPS Leading the Way framework, DGS is committed to taking a holistic and inclusive approach to health and safety that promotes positive mental health and wellbeing and prevents and responds to occupational violence and aggression.

DGS Health and Safety Policy and procedures are currently in development. In the interim, please follow your legacy department's arrangements.

DGS staff will continue to receive health, safety and wellbeing support and advice from their legacy department (DPC, DTF, DJCS or DJSIR) until we have systems in place for the new department.

There is a new [DGS Health, Safety & Wellbeing email address](#) where queries can be directed, however you can utilise the relevant contact details below until DGS HSW systems are fully operational.

Department	Contact
DPC	HSW@dpc.vic.gov.au
DTF	dtf-ohsadvisory@actionohs.com.au
DJSIR	Contact the team by filling out a request form via the Corporate Connect service portal or contact the hotline on 1800 370 724 between 9am – 5pm on weekdays
DJCS	ohs@justice.vic.gov.au

Potential Parliamentary Questions (PPQs)

For now, DGS staff should continue to create, save and manage your PPQs in the system of your giving department of DPC, DTF, DJCS or DJSIR. Once the PPQ reaches your deputy secretary's Office they will manage the approval for the Secretary or Ministers accordingly.

Briefs

For now, DGS staff should continue to create, save and manage your briefings in the system of your giving department of DPC, DTF, DJCS or DJSIR.

Once the brief reaches your deputy secretary's office, they will manage the approval for the Secretary or ministers accordingly.

ACTION: If you are a DGS staff member you will need to use the new DGS template for briefing document. This will be either uploaded in the briefing system or you will need to manually attach it. If needed, please download the [brief template](#).

Performance Development Program (PDP)

All employees **must** complete a Performance Development Plan (PDP) and participate in the performance review process as outlined in the [Victorian Public Sector \(VPS\) Enterprise Bargaining Agreement 2020 \(EBA\)](#).

For employees commencing with DGS during the performance cycle, it is expected that a plan will be developed within one month of commencement of employment.

For system support, please see contact details below depending on your legacy department.

Department	Contact
DTF	People.Culture@dtf.vic.gov.au
DPC / DGS ETT	PDP@dpc.vic.gov.au / People.Central@dpc.vic.gov.au
DJCS	nexus servicedesk@justice.vic.gov.au
DJSIR	Submit a case via Corporate Connect .

Templates

A set of interim templates have been developed for use by DGS staff until we have had the opportunity to complete a full branding exercise for the department.

You can find these templates on the [DGS SharePoint](#).

Templates include:

- Position description
- PowerPoint presentation
- Letterhead for DGS correspondence
- Letterhead for ministerial correspondence
- Signature block
- DGS Briefing templates for the secretary, and each of our ministers
- Document templates, both with and without a cover.

Get involved

To find out more and get involved you can:

- Join the upcoming online DGS sessions. Look out for an invitation via email.
- Add your thoughts and ideas to the idea and feedback section on our [SharePoint homepage](#).

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Document Owner: Bree Bolst, Director, People and Culture