TMAG Front of House Project

STAGE 1 PROPOSAL

Following on from Mary's briefing last week please find attached documents relating to Stage 1 of our Front of House project.

- A draft Statement of Duties
- The Change Proposal and Communication Plan
- A high-level Organisational Structure diagram
- Frequently Asked Questions

We would like to hear your thoughts on what is proposed and there are several ways you can do this:

1. **You can have a one-on-one chat with our external consultant Katherine Street.**

   Katherine will be onsite on Wednesday the 8th, Thursday the 9th and Friday the 10th. You will find Katherine in Mary's office.

   These one on one's are a chance to:
   - Talk though your thoughts and ideas
   - Chat specifically how what is proposed impacts you

   Time slots align with our rotation shift. The front desk will coordinate available time slots so this will ensure that Laura will be able to cover your rotation.

   Through the lunch shifts, Katherine will also walk around, and you can grab her for a talk on the floor then.

   You can also chat with Katherine over a phone call. Drop her an email to figure out the best time (katherine@flourishing.com.au).

2. **Post your thoughts in the Ideas Box located at the back of the shop.**

   We have developed a set of consultation questions you can use to prompt your thoughts, copies of these are printed and available both at the front desk and with the Ideas Box at the back of the shop.

   Or simply note down any ideas you have on a blank piece of paper and post this in the ideas box.

   Or simply post your own document with your thoughts and ideas.

3. **Use the online portal to electronically submit your thoughts against the consultation questions.**

   We have developed an online portal specifically for the Front of House project.

   Use the following link to take you to the portal where you will be able to answer the consultation questions electronically.

https://engage.stategrowth.tas.gov.au/tmag-front-house

4. **Chat with Matt or Pip.**

   If you prefer you can also sit down with either Matt or Pip to share your thoughts or talk through your concerns.

5. **Chat with the union**

   As you are aware we are providing the Community and Public Sector Union (CPSU) with a copy of the pack of consultation documents, so feel free to chat and provide feedback through them f you would like.

Our Employee Assistance Program (EAP), Converge, is also available for additional support phone 1300 687327.

The consultation period will run through to the 21st of November so please take the opportunity to get clear information and share your thoughts by putting forward your ideas and suggestions.

If you have any questions, please don't hesitate to reach out to anyone from the Working Group – Matt Spencer, Pip Hankin, Mel Parker, or Katherine Street.