

Davoren, Pam

From: Darville, Pam
Sent: Monday, 25 February 2013 1:46 PM
To: Davoren, Pam; Readshaw, Sally; Dixon, Brook
Subject: CM Talkback Follow up from ABC radio talkback Friday 22 February 2013
Attachments: 00 DRAFT CM Talkback Follow up.docx

Hi Pam/Sally/Brook

Last Friday the CM was on ABC Radio talkback. After the session ABC provide a list of all callers/sms/text etc. They also provide a list of unanswered callers, people that did not have the opportunity to speak to the CM.

I have been provided callers that I am advised would be CMTD to contact:

1) Name: David from Farrãh – re Williamsdale Airfield where are we up to in the process - **NO Phone Number provided** but I am chasing up here as he apparently contacted CM.office 7 weeks ago. I will advise once we have some contact details.

2) Name - **Exempt s41**
Phone Number -
Topic: Changing the flight path

I am advised that usually someone from the Directorate will contact the person, find out exactly what they were wanting to talk to the CM about and have a discussion regarding the issue. It may be that they just want to have a chat, or they may be seeking further information about the issue.

See attached Talkback Follow up form. I have highlighted CMTD in RED TEXT.

Can you please provide your **OUTCOME** of contact by COB Thursday 28 February 2012. The list with outcomes is then provided to the CM for her information or further direction, then it is loaded onto the open government website.

Give me a call if you require any further information or assistance.

Cheers

Pam Darville | Directorate Liaison Officer

Phone: +61 2 6205 3029 | Email: pam.darville@act.gov.au

Chief Minister and Treasury Directorate | ACT Government

ACT Legislative Assembly | London Circuit CANBERRA CITY | GPO Box 158 Canberra ACT 2601 |

www.act.gov.au

For Follow up from Friday 22 February 2013

Important information to note when responding to talkback caller inquiries:

- initial contact (a phone call) should be made the day of talkback to let the caller know that work is being undertaken to investigate their call.
- Further contact should be made before the next talkback (preferably not the day before) to advise outcome or progress;
- The CMD DLO needs to be provided with feedback on action taken by the Wednesday COB deadline of the week of talkback (ie same day that briefs are due)

Friday 22 February 2013 – calls received on air

<p>Name: David from Farrah Phone: No Phone number provided (Checking previous contact with CMO ? will advise of contact details asap)</p>	<p>Directorate: CMTD Issue: Williamsdale Airfield, where are we at with this process ? Response: CM advised her Office will phone David Action: CMTD to contact OUTCOME:please advise what action CMTD have taken with caller</p>
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Out of Scope

Davoren, Pam

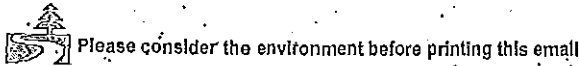
From: Darville, Pam
Sent: Wednesday, 27 February 2013 8:50 AM
To: Davoren, Pam; Readshaw, Sally; Dixon, Brook
Subject: RE: CM Talkback Follow up from ABC radio talkback Friday 22 February 2013

Good morning all

I am advised by the Chief of Staff that item 1 below is being addressed at the CM Office. So no action required for this one, just item 2.

Cheers Pam

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Davoren, Pam

From: Dixon, Brook
Sent: Wednesday, 27 February 2013 8:55 AM
To: Davoren, Pam
Subject: FW: CM Talkback Follow up from ABC radio talkback Friday 22 February 2013
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Hi Pam

Is this the protocol re CM talkback? I am unfamiliar with this process

Grateful for your advice

Regards

Brook

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From: Davoren, Pam
Sent: Wednesday, 27 February 2013 11:20 AM
To: Darville, Pam
Subject: FW: CM Talkback Follow up from ABC radio talkback Friday 22 February 2013

Hi Pam – I have asked Brook to follow-up and ring the two callers to avoid delay.

However, I thought the CM's office did this follow-up (based on our information). That might be because we dont get many followup issues. Can you pls double check.

Thanks Pam

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