

20 September 2017

Housing Contact Centre restructure survey

We need your feedback

The following survey has been designed by your workplace delegates to gauge feedback in regard to the HCC restructure which has come about because of the FACS Cluster Operating Model (COM) restructure.

The previous Operations Leader roles at the HCC are to be deleted under the COM, and new job descriptions designed for the Team Leader roles. To date we are not sure if there will be any impact on the Client Service Officer roles or Housing Contact Centre functions.

To ensure workplace delegates are fully informed, we are surveying staff about the HCC Restructure.

The survey data collected will be used to address the issues impacting the HCC members. If you prefer, you can answer all questions and write comments anonymously.

It should take less than five minutes to complete the survey, and we encourage you to take advantage of the comments field after each question.

This is your chance to have your say! Survey closes Tuesday, 26 September 2017.

Click the link [HERE](#) to complete the survey.

(<https://www.surveymonkey.com/r/62B2DMD>)

