

2.4 Briefing Note to Propose a Response

A Briefing Note to prepare a response is designed to get everyone on the same page with respect to an event or statement that affects the user of the Note, but also the department or governments a whole. More than the question "What do we say about this?" in relevance here is the question "What do we all say about this?"

Response Briefing Notes are used to:

- Develop an interpretation and response to events or changes in the environment

- Assess the policy and program implications

- Formulate a response in terms of both actions – "What are we doing?" and communications – "What are we saying about this?"

- Assess the reactions to both the situation and the response.

- Assess the risks.

- Provide the reader with

Example Response Briefing Note

A QP card is being prepared.

Suggested Response

The following are the proposed responses:

The Department is investigating these allegations.

We take them seriously but cannot confirm any misuse of information at this point.

We welcome any further information the refugee claimants may have to help us find and correct whatever problem may exist.

The Department is diligent in protecting personal information of all kinds. It adheres to all Government policies in these matters.