



Internal/staff engagement

Australian Federal Department of Industry, Innovation and Science: ways of working

The Australian Federal Department of Industry, Innovation and Science used [Citizen Space](#) to run a series of internal 'ways of working' surveys. As part of a major office refit, the consultation helped to identify how different individuals liked to work across different divisions in the organisation. Using Citizen Space's survey cloning feature, the department was able to create the survey and clone it for each additional division.

The consultation results shaped the way the offices were ultimately fitted out. The team responsible for the renovation was able to move a whole floor or division out, consult, see people's preferences before taking that feedback into account and moving everyone back in. Depending on the staff preferences identified through the survey, each office was fitted with different desks and layout.

"Getting the Citizen Space consultation hub up and running and educating people in a more online space has been the best project I've worked on at the department. Showing them the benefits of consulting digitally and educating our staff on the benefits of a digital-first focus has been exciting."

Digital Online Communications Officer, The Australian Federal Department of Industry, Innovation and Science