IP Australia

Internship available for Winter, 2019

IP Australia is responsible for the administration of Australia's IP rights, specifically patents, trade marks, designs and plant breeder's rights. It also undertakes programs to educate and promote an awareness of intellectual property (IP), provides IP policy input to Government, develops legislation to support the IP system and contributes to bilateral and multilateral negotiations to improve IP protection internationally.

IP Australia strives to deliver robust IP rights efficiently, satisfy our customers in terms of timeliness and value for money and be recognised as one of the leading IP offices in the world for the quality, accuracy and consistency of the IP rights we grant.

We especially have a passion for bright ideas and the protection of them. We also have a passion for smart, talented people and giving them opportunities. An opportunity exists for high-achieving 2nd year, 3rd year undergraduate and postgraduate behavioural psychology students from ANU to undertake an internship placement within our IP Rights Division.

So if you are keen to support the bright ideas and inventive spirit of Australians, an internship placement at IP Australia will provide you with an opportunity to help shape our culture to be one of high performance focused on quality, customer service and collaboration.

The project is available to international students, however to meet security purposes applicants must be Australian citizens.

An agency specific pre-employment check will be required. Students will be required to complete a security clearance form. On acceptance by IP Australia’s security team a temporary, unescorted pass will be issued.

Project: Evaluation of a trial of a cultural change program

Internship Details:
- Internship Availability: Winter 2019 (dates negotiable but must be between 24 June and 19 July)
- Internship Discipline: Behavioural psychology
- Internship Level: Undergraduate – 2nd or 3rd yr; Masters by Coursework
- Available to International Students: No
- Preferred Project Skills:
  - Communication
  - Problem-solving
  - Time management and personal organisation
  - Negotiation
  - Relationship management
- Clearances Required: Pre-employment check and security clearance
- Host Supervisor: Kevin Restrick (kevin.restrick@ipaustralia.gov.au) (The student will be located in the IP Australia office in Canberra with the project team, but interact with the supervisor in a virtual environment).

Summary:

In early 2017 IP Australia undertook a review of the performance setting and incentivisation arrangements in the IP Rights Division (IPRD). The purpose of the review was to develop a framework which consists of a statistically robust performance setting methodology coupled with a suite of intrinsic and extrinsic incentives that, when supported by good management practices, will
lead to improved performance. In the IPRD this would be characterised by improved productivity, quality, Customer Service Charter compliance, and a higher level of corporate contribution.

In addition, the goal was to create a more engaged workforce that will be more open to change, more collaborative and more innovative.

The review included staff consultations, a desktop review of our current performance setting methodology, a study of the contemporary behavioural economics literature related to the management of workers undertaking tasks similar to those undertaken in the IPRD and an international benchmarking comparison of IP Australia’s outputs against other IP Offices.

The Performance and Achievement framework developed applies to all Patents and Trade Marks staff and managers. The framework comprises the following six components:

**Production**
Groups and sections are expected to complete service requests within the Customer Service Charter. A work plan articulates how a staff member will contribute at an individual and team level in terms of both production tasks and wider contribution to the organisation.

**Quality**
Groups and sections continue to achieve the acceptable quality levels. The quality review system ensures that staff and the IP Rights Division as a whole learns and develops from the system’s feedback.

**Timeliness**
This component articulates the link between production and timeliness, and the role that the individual has in their section in achieving its goals.

**Corporate Contribution**
Contribution to section, Group, and the broader organisation is expected.

**Learning and Development**
Learning is tailored to individuals based on their needs, and also reflects the Group’s learning priorities arising from corporate projects, priorities and initiatives.

**Behaviours**
Defined behaviours are clearly articulated. These support delivery of high quality performance in respect of production, timeliness, team collaboration and corporate contribution.

The implementation of the Performance and Achievement framework (the Framework) is scheduled to commence on 1 July through a randomised controlled trial and be conducted over a 12-month period. Prior to 1 July staff and managers in the trial teams will be provided with training on all aspects of the Framework. The training will provide participants with the tools, resources and capabilities to successfully implement the Framework into their teams and understand their role in the successful implementation.

A comprehensive evaluation process will be undertaken to assess the trial’s success. As the purpose of Framework is to bring about a cultural change the evaluation approach must have a focus on the influences of workplace change and behavioural aspects of performance.

This project will assist in:

- the development of the trial evaluation content including the measures of success and measurement methods, and
- the initial analysis of the data and information collected.