



Ms Jeanette Radcliffe
Secretary
Senate Community Affairs Legislation Committee
PO Box 6100
Parliament House
CANBERRA ACT 2600

Dear Ms Radcliffe

Clarification of information provided at the 2017-18 Additional Budget Estimates hearing on 1 March 2018

I am writing to clarify information that was provided to the Committee during its examination of the Department of Human Services in the 2017-18 Additional Budget Estimates hearing on 1 March 2018.

In answering a question from Senator Keneally, Mr Jackson said (page 113, Hansard Proof Copy):

Senator KENEALLY: When did you start that new caller survey process?

Mr Jackson: It was January this year.

Mr Horsley: It's reasonably new.

Mr Jackson wishes to clarify his evidence to advise:

The post call survey was originally planned to be deployed in January 2018 but was delayed due to technical issues. It will be deployed by the end of May.

In answering a question from Senator Singh, Mr Hutson said (page 116, Hansard Proof Copy):

Mr Hutson: In answering your question, I will, if I can, give a headcount number, which is just the number of persons that we have employed at a particular time. I have the headcount at 31 December 2017. At 31 December 2017, ongoing and non-ongoing staff, including intermittent and irregular employees was 33,288; outsourced staff, which includes the Serco contractors, was 250; our contingent workforce, which consists of labour hire contractors and other, was 3,524—for a total headcount at 31 December 2017 of 37,062 people.

Mr Hutson wishes to clarify his evidence to advise:

The statement that Serco contractor numbers were 250 should be clarified. The Serco arrangements are for the provision of services that equates to 250 full time equivalent (FTE) staff not headcount as stated.

Our current Human Resource Information System (HRIS) captures all contractors, labour hire, consultants, and other non-APS individuals under one grouping. The individual categories cannot be separated for accurate reporting. The wrong data source was accessed. As such we wish to correct the statement to “our contingent workforce, which consists of labour hire contractors and other is in the vicinity of 2,093 — it is not possible to break this number down to location. The total workforce including APS and contingent staff, at 31 December 2017 was approximately 35,381 people.”

A Contractor Standardisation project is currently underway which will include HRIS enhancements that will enable accurate reporting of this cohort into the future.

In answering a question from Senator Pratt, Ms Bridger said (page 134, Hansard Proof Copy):

Senator PRATT: Have you done any audits since Pluto commenced?

Ms Bridger: Not formal internal audits. We do have an assurer as part of the program of work, and they did some early work. But that was probably some six months ago.

Ms Bridger wishes to clarify her evidence to advise:

Ms Bridger: An audit that commenced prior to Pluto had a point in time update undertaken in late 2017. We also have an assurer as part of the program of work, and they did some early work.

It would be appreciated if these clarifications of evidence could be provided to Committee Members.

Yours sincerely

Glenn Black
Acting National Manager
Ministerial Coordination and Parliamentary

16 April 2018