



Australian Government

Department of Education, Employment and Workplace Relations



Deputy Secretary
Sandra Parker

Mr D Harrington
Administrative Officer
Senate Standing Committee on Education, Employment and Workplace Relations
Suite SG, 52 Parliament House
Canberra ACT 2600

Dear Mr Harrington

I would like to clarify the Hansard transcript from the public hearing into the Administration of Disability Employment Services that was held in Melbourne on 27 October, 2011.

Page 52, line 53 of the transcript states: *"We [DEEWR] are very aware of the issues with some providers since the government made its decision to roll over four- and five-star providers. Most of the issues appear to be with four and five-star providers."*

Specifically the sentence *"Most of the issues appear to be with four and five star providers"* as written, does not represent the intention of the comment. The comment could be misinterpreted by the public as meaning that the Government has concerns about the behaviour of four and five-star providers, which is not the case.

The actual meaning of this statement is that most of the issues raised about four and five star providers appear to be in regards to whether these ratings are deserved. The Department investigates all allegations of so called 'sharp practices' and has confidence in the accuracy of the star ratings performance model.

To alleviate any misinterpretation, the record should read:

"We are very aware of the issues that some providers have recently been raising about 4 and 5 star providers, since the Government made its decision to roll over four and five star providers. Most of the issues raised by these providers appear to be about whether four and five star providers deserve those ratings".

Yours sincerely

Sandra Parker

14 November 2011