

**Supplementary Submission No. 4.2
DEWR**

Sent: Friday, 11 May 2007 3:35 PM

Subject: Fw: Updates for Auditor-General's report I

Sent: Friday, 27 April 2007 6:07 PM

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On 7 March you requested an update on the status of responses previously provided by DEWR in relation to the Joint Committee of Public Accounts and Audit's Review of Auditor-General's Reports Nos. 43 (2004/05) - 6 (2005/2006). The Committee selected two DEWR Audit Reports to review in this series: Audit Report no. 51, 2004-05: *DEWR's Oversight of Job Network Services to Job Seekers*; and Audit Report no. 6, 2005-06: *Implementation of Job Network Employment Services Contract 3*.

The DEWR response to the latest questions is:

Question 1

Following the Joint Committee of Public Accounts and Audit (JCPAA) public hearing on 27 March 2006 which reviewed the following DEWR ANAO Reports *Implementation of Job Network Employment Services Contract 3 – No.6 (2005/06)*; and *DEWR's Oversight of Job Network Services to Job Seekers – No.51 (2004/05)* DEWR was asked to respond to a Question on Notice (QoNs) to provide information outlining action taken by DEWR to address the concerns raised by the Audit Office regarding the recording of complaints.

DEWR responded that the DEWR's complaint management system was currently being enhanced with the anticipated release date is July 2006.

DEWR can now confirm that the complaints management system was enhanced in July 2006 to improve the classification and reporting framework. This enhancement addressed the concerns raised by the Audit Office regarding the recording of complaints.

Question 2

At JCPAA hearing, 27 March 2006, p. 9 DEWR was asked what was the total payment due to DEWR as a result of Job Network providers reclassifying clients. DEWR responded that the information was currently subject to investigation and could not be disclosed.

DEWR's response as at 26 April 2007 is that action in connection with investigations into the classification of job seekers by a small number of Job Network providers is ongoing.

please contact me on 6121 6022 if you require further clarification.

regards

Christine Leary
Chief Internal Auditor

11/05/2007