



## EXECUTIVE MINUTE

on  
JOINT COMMITTEE OF PUBLIC ACCOUNTS AND AUDIT  
REPORT No.20

*Review of Auditor-General's Reports 2002-03: First, Second & Third Quarters*

### General comments

The department is committed to ensuring that each of the areas identified through the ANAO report's nine recommendations are addressed, appropriately resourced and progress against the required activities is actively monitored by the Executive.

A key priority for the 2003-2004 financial year is to continue to enhance the administrative efficiency of the employee entitlements schemes by implementing a new business strategy for the General Employee Entitlements and Redundancy Scheme (GEERS). This will include market testing to ensure the most cost effective service delivery model is achieved.

The department acknowledges the Joint Committee of Public Accounts and Audit's recognition of the positive response to suggestions for improvement from both the ANAO and a consultant engaged by DEWR and the Committee's acknowledgement that the suggestions and recommendations have already been partially or fully implemented.

### Response to the recommendation(s)

#### Recommendation No. 7 Paragraph 9.62

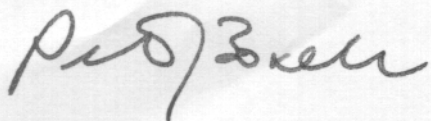
Department of Employment and Workplace Relations examine ways in which it can:

- improve claimants' awareness of the scheme, their eligibility for benefits under the scheme, and changes in the interpretation of the operational arrangements; and
- monitor interactions between insolvency practitioners and individual claimants for the quality and accuracy of information provided to claimants.

The department supports the recommendation and notes that the first of these recommendations is already being progressed through such initiatives as:

- \* introduction of a revised GEERS claim form that significantly improves the initial information available to claimants;
- \* improved flow of information to insolvency practitioners, including the regular publication of articles about GEERS in the Insolvency Practitioners Association of Australia quarterly journal; and
- \* progressing the redesign of the GEERS internet site to take account of recent feedback from claimants and insolvency practitioners.

The second part of the recommendation is also being progressed through a targeted education program with insolvency practitioners, exploring the development of service level agreements, and examining options for obtaining regular claimant feedback.



Peter J. Boxall  
Secretary

2 April 2004