

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Call Centre staff recruitment

**Question reference number:** HS 17

**Senator:** Cameron

**Type of question:** Hansard page 130

**Date set by the committee for the return of answer:** 4 April 2016

**Number of pages:** 2

#### **Question:**

Senator CAMERON: Can you take on notice then to provide me the process that was undertaken, who undertook the process, how much it cost for the process, and how many IIEs who applied for the job did not get the job?

Ms Campbell: I will just check whether Mr Jackson has that information on that last question.

Senator CAMERON: Can you take it on notice? I have not got time to go through it now. I will be happy for you to take that on notice.

#### **Answer:**

##### Process

All recruitment in the department is undertaken consistent with the *Public Service Act 1999*, including the merit principle. The Service Officer recruitment process was a national process that was open to all Australian citizens to apply.

The process included:

1. online application;
2. interview; and
3. referee checks.

Decisions regarding candidate assessments, including the appointment of successful candidates, were made within the department.

##### Cost of the process

This was a large national recruitment process that was undertaken by the department, with over 8,000 applications received and 6,000 applicants interviewed. The department managed the process internally, using an external provider for some steps. These steps included provision of an eRecruitment system for the submission of applications, candidate care hotline and email, and interview scheduling. The department paid the provider \$245,255 for these services.

All interviews and referee checks were conducted by department staff.

### IIE and Non-ongoing Applicants

The department is continuing to draw from the merit list established for this process. Of the 4,751 candidates that were assessed as not meeting the requirements of the positions, 1,360 indicated in their application that they are current employees (ongoing, non-ongoing, or intermittent or irregular).