

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2016 - 2017

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-001960

Senator Marshall asked on 30 March 2017 on proof Hansard page 33

Question

jobactive Business Reallocation Process

Senator MARSHALL: Can you tell me what information was provided to existing providers outlining how the review of business reallocation process would be conducted?

Mr Hehir: We provided them with an industry paper.

Senator MARSHALL: Is that a public document?

Mr Hehir: Yes.

Senator MARSHALL: Can you point me to where I can find that.

Senator Cash: We can get you a copy.

Senator MARSHALL: If you could give me a copy, that would be good.

Mr Hehir: Sorry, just to correct that, we have not published the document that was provided to the providers because it was sent to the providers for their feedback.

Senator MARSHALL: All right. Can you—

Mr Hehir: Can I take that on notice? I need to check and see what information is in there on the process.

Senator MARSHALL: I am happy for you to do that, if it is identifying particular providers or other things. I am after the generic material, so I am happy to have it redacted.

Senator Cash: We will take that on notice.

Senator MARSHALL: When was that given out, do you know?

Mr Hehir: The draft industry paper was released on 29 November.

Senator MARSHALL: Were the providers given an opportunity to comment on it?

Mr Hehir: That is why it was a draft industry paper—so, yes, they were.

Senator MARSHALL: What was that process?

Mr Hehir: They were given two weeks to provide feedback.

Senator MARSHALL: What objections or recommendations were provided to you?

Mr Hehir: Again, I would probably take that on notice. In general there was a split view—that we should defer the process for a further six months or not defer the process for a further six months.

Senator MARSHALL: How did you respond to that split view?

Mr Hehir: We went with the contracts. We went with the timing already advised in the contracts.

Senator MARSHALL: Maybe on notice, if there were other recommendations that were provided, you could provide them to the committee. That would be useful.

Mr Hehir: Yes.

Answer

The Department of Employment wrote to jobactive providers, the National Employment Services Association (NESA) and Jobs Australia on 29 November 2016 seeking feedback on the draft jobactive provider services 18 month business reallocation Industry Information Paper. Feedback on the content of the paper was requested by 13 December 2016. The

proposed arrangements were also discussed at the National jobactive Forum on 2 December 2016.

The Department received feedback from five jobactive providers, NESA and Jobs Australia. The feedback was generally supportive recognising that the proposed timing and process was consistent with that outlined in the *Request for Tender for Employment Services 2015-2020*, as well arrangements for previous business reallocations, which are well understood across the sector.

A summary of the feedback (Attachment A), as well as the final Industry Information Paper (Attachment B) which included changes made following consideration of the feedback, were sent to jobactive providers, NESA and Jobs Australia on 22 December 2016. The Industry Information Paper was also published on the Provider Portal (a website specifically for jobactive providers) on 22 December 2016.