

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2016 - 2017

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-003975

Senator Marshall provided in writing

Question

Business Reallocation Process

Will the contract reviews be published publicly?

What are the options for the contracts once they are reviewed?

If a decision is made to re-allocate business away from existing jobactive providers who have not met expectations will they have the opportunity to appeal the decision?

How will the Department reallocate business in an employment region where all providers scored one or two stars?

Answer

Information on changes due to the business reallocation process will not be published.

Providers with a 1 or 2 Star Rating at the Employment Region or Site level, at the end of the December 2016 performance period (using the published December 2016 Star Ratings), will be in-scope for business review and reallocation under the jobactive provider 18 month business reallocation process.

The Department will review and generally reallocate business at the Employment Region level amongst higher performing existing providers. However, the Department may also consider other options having regard to value for money and the public interest, to obtain better servicing for job seekers, including:

- a select tendering process;
- offering business to other Tenderers, successful or otherwise, including through direct sourcing; and
- putting a request to Tenderers and/or providers to consider providing additional gap-filling services to the Department from time to time, as when agreed with the Department.

Gap-filling will only be considered as an option if the Department is satisfied that the current and projected performance of existing providers within an Employment Region does not demonstrate the Provider's capacity to deliver high quality jobactive services to job seekers.

There is no appeal process for providers under the jobactive business reallocation.