

**Senate Standing Committee on Education and Employment**

**QUESTIONS ON NOTICE  
Additional Estimates 2013-2014**

**Agency - Comcare**

**Department of Employment Question No. EM0393\_14**

**Senator Ludwig provided in writing.**

**Question**

**Comcare - Market research**

List any market research conducted by the department/agency since 7 September 2013. 1. List the total cost of this research 2. List each item of expenditure and cost, broken down by division and program 3. Who conducted the research? 4. How were they identified? 5. Where was the research conducted? 6. In what way was the research conducted? 7. Were focus groups, round tables or other forms of research tools used? 8. How were participants for these focus groups et al selected?

**Answer**

The above questions are best answered collectively. Table 1 provides a response to each of these questions except for Question 2. Additional tables have been included in order to provide a list of items of expenditure for relevant projects.

**Table 1:- Market Research Undertaken by Comcare since 7 September 2013.**

<b>Name of Research Project</b>	<b>Cost of Research (excl GST) (Q1)</b>	<b>Provider (Q3)</b>	<b>Appointment Process (Q4)</b>	<b>Location (Q5)</b>	<b>Methodology (Q6)</b>	<b>Use of Focus Groups, Round Tables or Other Research Tools (Q7)</b>	<b>Selection and Recruitment of Participants (Q8)</b>
Injured Worker Survey	\$50,774 (Q2 Table 2)	The Social Research Centre	Open Tender Process followed by a Request for Quotation	Across Australia	Computer Assisted Telephone Interview	No	Random Selection / Voluntary Participation
Early Intervention Project (Phase 1) (In Progress)	Estimated \$27,000 (Q2 Table 3)	Sweeney Research	Open Tender Process followed by a Request for Quotation	ACT, NSW & Vic	One-on-one and Small Group Discussions	Yes	Employers within the Comcare jurisdiction invited to participate
Work Ability (May to November 2013)	Total Cost = \$25,124 Expenditure Post 7 Sept = \$3,589 (Q2 Table 4)	Roy Morgan Research	Open Tender Process followed by a Request for Quotation	Within Comcare ACT, Vic and NSW Sites	Online Survey	No	Staff within Comcare invited to participate
Work Health & Safety Manager Survey*	Internal resourcing	Conducted Internally	N/A	Across Australia	Online Survey	No	Invitation through employer
Health and Safety Representative Survey*	Internal resourcing	Conducted Internally	N/A	Across Australia	Online Survey	No	Invitation through employer
Managers of Workers' Compensation Survey*	Internal resourcing	Conducted Internally	N/A	Across Australia	Online Survey	No	Invitation through employer

Name of Research Project	Cost of Research (excl GST) (Q1)	Provider (Q3)	Appointment Process (Q4)	Location (Q5)	Methodology (Q6)	Use of Focus Groups, Round Tables or Other Research Tools (Q7)	Selection and Recruitment of Participants (Q8)
Contractor Management*	Internal resourcing	Conducted Internally	N/A	Across Australia	Online Survey	No	Jurisdiction members who attended the Best Practice Forums invited to participate
Bullying Education Evaluation*	Internal resourcing	Conducted Internally	N/A	Request from Specific Department	Online Survey	No	Department Staff invited to participate
Claims Management Strategy	\$9,375 (Q2 Table 5)	Tim Pence	Request for Quotation (Targeted Providers)	Melbourne and Canberra	Workshop	Yes	Internal Comcare staff
Best Practice Claims Management Project	Internal resourcing	Conducted Internally	Project Team Leader	Across Australia	Mixed Methodology	Three separate workshops / small groups	Invitations were extended to: <ul style="list-style-type: none"> <li>• Comcare staff</li> <li>• APS Agencies</li> <li>• Members of the personal injury compensation industry</li> </ul>
Road Transport Campaign - Heavy Vehicle Driver Health Checks	\$3,865 (Q2 Table 6)	PreventionXpress	SWA & National Transport Project Tender Process	Sydney, Albury and Melbourne	Screening Test (10 minute health check)	No	Self-selection

\* There is an annual licence fee of \$10 000 associated with the online survey tool used by Comcare. This cost is distributed across all online surveys.

**Table 2:- Injured Worker Survey fee breakdown November 2013**

<b>Component</b>	<b>Investment</b>
Survey establishment	\$2,515
Sample design / preparation / purchases	\$3,431
Approach letters / helpline operation	\$3,538
Main study data collection	\$32,127
Coding	\$1,017
Data outputs	\$2,584
Project management	\$3,295
Reporting	\$2,267
<b>Project total (excluding GST)</b>	<b>\$50,774</b>
GST component	\$5,077
Project total (including GST)	\$55,851

**Table 3:- Early Intervention Project fee breakdown Feb-April 2014**

<b>Component</b>	<b>Investment</b>
Project management	\$3,000
Field set-up, including development of discussion guides	\$1,500
Recruitment scheduling and confirmations	\$2,900
Fieldwork – in-depth interviews (1.5 hours each) and small group sessions (2 hours each)	\$15,600
Analysis and Reporting	\$4,000
Travel	TBA
<b>Project total (excluding GST)</b>	<b>\$27,000</b>
GST component	\$2,700
Project total (including GST)	\$29,700

**Table 4:- Work Ability Project May-November 2013**

<b>Component</b>	<b>Investment</b>
Project management	\$7,465
Feedback and refinement of online survey	\$683
Programing of online survey	\$4,389
Online reporting – ASTROID suite	\$8,500
Summary Report	\$4,087
<b>Project total (excluding GST)</b>	<b>\$25,124</b>
GST component	\$2,512
Project total (including GST)	\$27,636

**Table 5:- Claims Management Strategy November-December 2013**

<b>Component</b>	<b>Investment</b>
Stakeholder engagement and workshop design	\$3,000
Workshop facilitation	\$4,500
Final Report	\$1,875
<b>Project total (excluding GST)</b>	<b>\$9,375</b>
GST component	\$938
Travel	\$165
Project total (including GST)	\$10,478

**Table 6:- Road Transport Campaign November 2013 - March 2014**

<b>Component</b>	<b>Investment</b>
Screening of 100 drivers	\$3,300
Final Report	\$565
<b>Project total (excluding GST)</b>	<b>\$3,865</b>
GST component	\$386
Project total (including GST)	\$4,165