

EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

**SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE
2008-09 BUDGET ESTIMATES HEARING**

Outcome 7

DEEWR Question No. EW280_09

Senator Abetz asked on 17/06/08, DEEWR provided in writing.

Question

Program Health Checks

- i. Which of DEEWR's programs are health check reports provided for?
- ii. What is the frequency that health check reports are undertaken for each provider?
- iii. Are reports generated for each individual site?
- iv. How many complaints have been received by the Department about health check reports in the last six months and can we have a break down by program?

Answer

Please refer to table at attachment A for answers to questions i - iii.

- iv: The Department communicates regularly with employment services providers through an extensive network of contract and account managers, receiving and managing on a case by case basis, a range of suggestions, complaints and comments. It is not possible to disaggregate from those wide ranging discussions specific numbers of complaints regarding any given process or tool. The Department notes that in the recent round of submissions on the Employment Services Review, 7 submissions raised concerns in relation to health checks for the DEN program, and 1 submission raised a concern in relation to health checks for the CWC program. No issues were raised about any other programs that produce health check reports.

Programs	i: Is a health check report provided for this program?	ii: What is the frequency that health check reports are undertaken for each provider?	iii: Are reports generated for each individual site?
Job Network	Yes.	Updated weekly.	The Job Network Services Report is generated for each individual site.
Job Placement	Yes.	Updated monthly.	The Job Network Services Report is generated at the organisation level.
Disability Employment Network (DEN)	Yes.	Updated monthly.	<p>For the DEN capped stream, health check reports are produced for each site except where a single caseload has been split into multiple sites since 1 July 2006. In these cases a single health check is provided covering all the affected sites.</p> <p>For the DEN uncapped stream, health check reports are produced by Employment Service Area (ESA) and this may include multiple sites.</p>
Vocational Rehabilitation Services (VRS)	Yes.	Updated monthly.	Reports are generated for each contracted site (this excludes outreach sites).
Work for the Dole	Yes.	Updated weekly.	A report is generated for each Community Work Coordinator operating in an ESA.
Green Corps	Yes.	Updated every six months.	The reports are provided for each Service Provider and cover the regions where they deliver Green Corps projects. Green Corps Service Providers are contracted to deliver projects on a regional basis (one region is equal to two states and/or territories).
Personal Support Program (PSP)	Yes.	Updated monthly.	Providers are able to view data for their individual sites in the monthly health check report.
Job Placement Employment and	No.	Not applicable.	Not applicable.

Programs	i: Is a health check report provided for this program?	ii: What is the frequency that health check reports are undertaken for each provider?	iii: Are reports generated for each individual site?
Training Program (JPET)			
New Enterprise Incentive Scheme (NEIS)	No.	Not applicable.	Not applicable.
Harvest Labour Services	No.	Not applicable.	Not applicable.