

**Senate Standing Committee on Education Employment and Workplace Relations**

**QUESTIONS ON NOTICE  
Budget Estimates 2010-2011**

**Outcome 2 - Schools**

**DEEWR Question No.EW0395\_11**

**Senator Collins asked on 3/06/2010, Hansard page 122.**

**Question**

**Complaint Rates**

Senator JACINTA COLLINS—Mr Manthorpe, still on that issue, can you give us an assessment or comparison of the complaint rate in terms of how it relates to other project implementation processes—I am sure there is a general sense of what is an acceptable level of problems in implementing a program—and how this sits in that benchmark. As you said, it sounds relatively minor in comparison, but by the same token some people have been able to attract significant media attention to those examples. I would be interested in looking at the implementation of other Commonwealth programs, what sorts of complaint rates have occurred in those and how these then compare, both in terms of the number of actual complaints and the level of resolution. You will obviously have to take that on notice. Mr Manthorpe—We will.

**Answer**

The investment being provided through the Building the Education Revolution (BER) program is unprecedented, with some \$16 billion having been invested in almost 24,000 projects across Australia.

In its interim report to the Minister for Education, published August 2010, the BER Implementation Taskforce received complaints in respect of 254 schools. These schools represent a very small percentage of the total number of schools with BER projects nationally - approximately 2.7 per cent.

There is no known or reliable comparator with which to make a benchmark comparison.