

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2005-2006 SUPPLEMENTARY BUDGET SENATE ESTIMATES HEARING
2 and 3 NOVEMBER 2005**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 1: Efficient and effective labour market assistance

Output Group 1.2: Labour market programme management and delivery

Output 1.2.2: Employment Services

Question Number: W432-06

Question:

Senator Wong asked at *Hansard* page 14:

Could the department please indicate what action has been taken in relation the other recommendations of the *ANAO Report: Job Network*?

Answer:

Recommendation 1

The department agreed in part to this recommendation. The department remains of the view that its approach to delivering high quality services through Job Network is clearly articulated through the contract, including the Employment Services Code of Practice, the Job Network Service Guarantee and through the existing performance management processes.

Quality assessment projects have been developed in consultation with Centrelink and these are on track.

Recommendation 2

The department agreed in principle to this recommendation.

The Employment Services Contract is up to date and related documentation is reviewed regularly.

A Business Partnership Agreement (BPA) 2005-2006 was signed by the Secretary of the Department of Employment and Workplace Relations and the CEO of Centrelink, taking effect 1 July 2005. The BPA and associated policy guides and protocols continue to be updated using agreed change management procedures to reflect current business process and expectations.

Recommendation 3

The department agreed in part with this recommendation and in doing so provided comprehensive commentary for its reasons at pages 181 to 189 of the audit report.

The department continues to work with Centrelink and Job Network members to increase awareness of the Employment Services Code of Practice, the Job Network Service Guarantee and associated complaints mechanisms.

Job Network members are contractually obliged through the Employment Services Contract to prominently display, and make available to jobseekers and to employers, the Employment Services Code of Practice and Job Network Service Guarantee.

The content of the job seeker survey (Omnibus) is currently being reviewed to ensure that questions correlate to the Employment Services Code of Practice and Job Network Service Guarantee.

Recommendation 4

The department agreed to this recommendation.

Refer to Question on Notice No W428-06.

Recommendation 5

The department agreed to this recommendation.

A Quality Assurance project plan for 2005-2006 is in place which details the range of quality assurance projects currently underway to assure the department of quality delivery of services by Centrelink.

An agreed range of management information continues to be produced and expanded as resources allow.

Recommendation 6

The department agreed to this recommendation.

Job Network members complaints management is monitored by contract managers when a site visit is undertaken to ensure that the Job Network member is adhering to the conditions set out in the Employment Services Contract.

A process has been established for Centrelink to provide quarterly complaints data to DEWR.

Recommendation 7

The department agreed in part to this recommendation.

Guidance has been provided to departmental staff responsible for recording the enquiries information, which is supported by follow up at regular contract management communication forums. In addition IT specifications have been developed which will enhance the enquiries classification system. These system

enhancements are expected to be in place by the end of the financial year.

A training package for staff responsible for recording enquiries information is currently under development and will be finalised by December 2005.

Recommendation 8

The department agreed in principle to this recommendation. As discussed in pages 181 to 189 of the audit report the department considers it has an array of mechanisms to drive continuous improvement.