

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates February 2005



Question: HS9

Outcome 1, Output 1.1- Effective delivery of Australian Government services to eligible customers

Topic: Centrelink Consultancy Details for the 2003-04 Financial Year

Hansard Page/Written Question on Notice: Written

Senator Carr asked on 15 February 2005:

Please provide a table listing details of all consultancies for the 2003/04 financial year, for the department and all associated agencies within the portfolio. Please include the following:

- The costs for all completed consultancies, both budgeted and actual;
- The costs for ongoing consultancies, both budgeted and for the current financial year;
- The total costs for all consultancies, both the amount expended in the current financial year, and the total budgeted value of all consultancies running in the current financial year;
- The nature and purpose of the consultancy;
- The method by which the contract was let;

Answer:

Centrelink's reports on consultancy contracts are designed to extract only consultancies data in line with the Prime Minister and Cabinet Annual Report guidelines.

The following table details the number and value of consultancy contracts entered into during the 2003-04 financial year:

Financial year	\$10,000 or greater	Less than \$10,000	Total consultancy contracts entered into	Total value of consultancy contracts let with a value of \$10,000 or greater (inclusive of GST)
2003-04	49	82	131	\$4.666 M

The total expenditure for consultancy services during 2003-04, was \$8.516 M. This includes expenditure on all consultancy contracts that were 'live' during 2003-2004, including those reported as having been entered into in previous Annual Reports.

All consultancy contracts let during the 2003-04 financial year with a value of \$10,000 or greater.

Consultancy Table Explanatory Notes

The following legend serves as an explanatory guide to the data contained in the Table below

"How Engaged" codes

P/T = Public Tender

R/T = Restricted Tender

Reference Number	Vendor Name	Short Description	Total Value	How Engaged
EXTS04/0608	AIIESEC Australia	To facilitate the International Graduate Exchange Program 2004 for Centrelink	\$ 17,500	R/T
ITCS04/0099	Aquitaine Consulting Pty Ltd	Provision of independent advisory services for the Refresh Program	\$ 686,400	R/T
SODS03/0875-0003	Australian Protective Services	Provision of organisational security plan and other security consultancy services	\$ 35,800	R/T
SODS03/1189-0001	Biometix Pty Ltd	I&T consultancy services relating to authentication systems	\$ 120,000	R/T
CONQ03/0025	Charmjoy Pty Ltd T/A Cross Cultural Consultants	Consultation regarding the operation of the Centrelink office at Maningrida	\$ 25,000	R/T
DOAS04/0164-A	Charmjoy Pty Ltd T/A Cross Cultural Consultants	Consultation regarding the operation of the Centrelink office at Maningrida	\$ 38,854	R/T
DOAS04/0229	Coleshill Pty Ltd	Provision of specialist project management expertise	\$ 50,000	R/T
EXTS04/0052-D	Convergence E-Business Solutions Pty Ltd	Provision of authentication consultancy services	\$ 82,965	R/T
EXTS03/0963	Corporate GIS Consultants Australia Pty Ltd	Provision of consulting services associated with the implementation and support of a geographic information system	\$ 40,480	P/T
EXTS03/1138	CPT GLobal Limited	Assessment of future mainframe capacity demand and hardware provisioning options	\$ 74,800	R/T
DOAS04/0311	Dale R Boucher Solicitor & Consultant	Consultancy into Call Centre management practices	\$ 60,000	R/T
DOAS03/1212	Deloitte Touche Tohmatsu	Consultancy services in relation to Phase II of the Business Transformation and Participation Practice in Centrelink	\$ 198,000	R/T
DOAS04/0292-A	Deloitte Touche Tohmatsu	Consultancy services relating to strategic project management	\$ 85,223	R/T
SODS02/1596-0019	DMR Consulting Pty Ltd	Advice and facilitation of Centrelink's application of Benefits Realisation Approach	\$ 16,335	R/T
SODS02/1596-0020	DMR Consulting Pty Ltd	Advice and facilitation of Centrelink's application of Benefits Realisation Approach	\$ 27,235	R/T
SODS02/1596-C-0007	DMR Consulting Pty Ltd	Advice and facilitation of Centrelink's application of Benefits Realisation Approach	\$ 49,005	R/T
SODS03/1514-0001	Egon Zehnder International Pty Ltd	Performance and capability assessments	\$ 225,500	R/T

DOAP03/0143	GSM Executive Programs Limited	Design, develop and conduct workshops on coaching skills	\$ 35,000	R/T
CONS04/0333	Heaney, Blaylock and Associates Pty Ltd	Services related to workplace relations	\$ 48,708	R/T
DOAS03/0886	HRM Consulting Pty Ltd	Review of human resource governance and management	\$ 123,200	R/T
CONS03/1430	Human Synergistics Australia Pty Ltd	Organisational cultural development pilot program	\$ 43,548	R/T
CONS03/1050	Incoming Calls Management Institute	Consultancy services for management education program	\$ 170,000	R/T
DOAS03/1218	Interaction Consulting Group	Review of risk management support	\$ 17,600	R/T
ITCS04/0365-A	Iterative Consulting Pty Ltd	Software architecture review and Forte consulting services	\$ 94,050	R/T
EXTS03/1075	IV & V Australia Pty Ltd	I&T consultancy services relating to Process Maturity Reporting	\$ 61,864	R/T
CONS04/0502	J G Mitchell and Associates Pty Ltd	Development of national assessor/evaluator network	\$ 12,000	R/T
CONX04/0003	J G Mitchell and Associates Pty Ltd	Consultancy service to develop proposals dealing with evaluation and recognition of learning	\$ 10,000	R/T
DOAS03/1139	J G Mitchell and Associates Pty Ltd	Develop new approach to learning and assessment with regard to nationally recognised qualifications	\$ 27,500	R/T
EXTS04/0468	Korn /Ferry International	Recruitment services consultancy	\$ 100,000	R/T
ITCS04/0394	Naked Object Group Ltd	Provision of I&T consultancy services	\$ 56,000	R/T
EXTS04/0571	Petmar Consultancies Pty Ltd	Consultancy into human resource system access	\$ 33,440	R/T
SODS03/1257-0007	Primavera Australia Pty Ltd	Consultancy services associated with Master Software Licence Agreement, data gathering and planning	\$ 15,840	R/T
SODS03/1257-0036	Primavera Australia Pty Ltd	Consultancy services associated with Master Software Licence Agreement	\$ 33,315	R/T
SODS03/1257-0037	Primavera Australia Pty Ltd	Consultancy services associated with Master Software Licence Agreement, integration design	\$ 51,675	R/T
SODS03/1257-0038	Primavera Australia Pty Ltd	Consultancy services associated with Master Software Licence Agreement, project manager	\$ 29,327	R/T
SODS03/1257-0042	Primavera Australia Pty Ltd	Consultancy services associated with Master Software Licence Agreement, team play scheduling refresh	\$ 32,061	R/T
SODS03/1257-0043	Primavera Australia Pty Ltd	Consultancy services associated with Master Software Licence Agreement, design work	\$ 69,284	R/T
SODS03/0322-0002	SGW & Associates	Specialist services in change and strategic stakeholder management	\$ 29,975	R/T
SODS03/0322-0003	SGW & Associates	Specialist services in change and strategic stakeholder management	\$ 59,950	R/T

CONS03/1505	Sherton Pty Ltd	Prepare Community Connect program plan and advice on presentation	\$ 20,000	R/T
DOAS04/0480	Team Systems Pty Ltd	Design and facilitate participation business information and process improvement workshops	\$ 11,990	R/T
SOXS04/0462-0001	Terranovate Group Pty Ltd	Inter-agency Refresh steering committee independent adviser	\$ 99,000	R/T
CONS04/0566	The Business Travel Consulting Group	Consultancy advice on travel management	\$ 16,500	R/T
SODS02/2194-0004	The Nous Group Pty Ltd	Design, development and delivery of leadership development programs	\$ 306,326	P/T (a)
SODS02/2194-0005	The Nous Group Pty Ltd	Design, development and delivery of leadership development programs	\$ 162,000	P/T (a)
SODS03/1349-0001	The University of Western Australia	Provision of fraud research services	\$ 105,745	R/T
EXTS03/1114	University of Canberra	Services to extend the functionality of the business assessment tool	\$ 365,200	R/T
CONS03/0848	University of South Australia	Consultancy advice on enhancing the performance of personal advisers	\$ 10,000	R/T
CONS03/1270	Woodhead International Pty Ltd	Develop and documentation of a set of 'Corporate Design Guidelines'	\$ 582,300	R/T