

**Senate Standing Committee on Finance and Public Administration**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

Additional Estimates 2006-2007, 13<sup>th</sup> and 16<sup>th</sup> February, 2007

**Question: HS42**

**Agency: CRS Australia**

**Outcome 1, Output 3**

**Topic: Recruitment Agency Spending**

**Hansard Page/Written Question on Notice: Written Question on Notice**

**SENATOR WONG** asked on 16/02/2007:

- (1) What sum was spent on recruitment agencies in 2006 by each department and agency in the Minister's portfolio?
- (2) Will the Minister provide a list of the recruitment agencies which are used by the department and agencies in the Minister's portfolio?
- (3) What functions do recruitment agencies perform for departments and what would be the likely impact on departmental outcomes from reduction in recruitment spending on external agencies?
- (4) What benefit-cost assessments have been done which benchmark internal recruitment processes and/ or on utilising on line recruitment portals?

**ANSWER:**

- (1) The sum of spent on recruitment agencies in 2006 by CRS Australia was \$423,605.90
- (2) The recruitment agencies used by CRS Australia are as follows:

Adecco
Biga Recruitment
Bradman Office Support Staff - Boss
Challenge Recruitment Ltd
Coopers Recruitment Formerly Bird Enterprises.
Drake Australia P/L
Effective People Pty Ltd
GAB Consultants (T/A Gippsland Workabout And Office Extra)
Gippsland Business Support
Harvey Recruitment Australia
Hays Accountancy Personnel
Health Education & Recruitment Services
Hudson Global Resources
Integrity Staffing Pty Ltd
J&B Personnel P/L t/as Heather Bowen
Marshmans Personnel

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Monarch Personnel
Peoplebank Australia Pty Ltd
Ross Human Directions Limited
Sheelagh Mckenzie Recruitment
Simpson Personnel
Sos Recruitment
Sue Weeks Personnel
Victorian Personnel Pty Ltd
Win Personnel Consultants
Wizard Pty Ltd - Melissa Riches
Workplace Services
Workzone
Your Employment Solutions
Zelda Recruitment P/L

(3) Functions performed by recruitment agencies for CRS Australia have been:

- Conducting telephone screening
- Receiving and collating applications
- Advertising
- Conducting resume screening
- Conducting face-to-face interviews
- Conducting skills/personal assessment and testing
- Short listing of applicants recommended for interview
- Conducting reference checks
- Provision of quality control and evaluation/performance feedback.

The likely impact on departmental outcomes from reduction in recruitment spending on external agencies would be:

- Positions either not being filled successfully or taking a significant time to fill which could have business continuity implications.
- Reduced access to short term temporary relief staff.

(4) CRS Australia benchmarks internal recruitment process efficiency against a cross section of public sector organisations. No benefit-cost assessment has been done on utilising on line recruitment portals.

To prepare this answer it has taken approximately 6 hours at an estimated cost of \$339.