

**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: HS43**

**Agency: Child Support Agency**

**Outcome 1, Output 2**

**Topic: Recruitment Agency Spending**

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

**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 Child Support Agency (CSA) spent \$8,116,980 on recruitment agencies in 2006. This includes amounts for staff recruitment and ongoing engagement costs of contractors.
- (2) The following recruitment agencies are used by the CSA.

Aust Public Service Commission<sup>1</sup>  
Candle Australia Pty Ltd  
Careers Unlimited Pty Ltd  
Chandler Macleod  
Change Drivers Pty Ltd Compas Pty Ltd  
CPT Global  
Data Flow Pty Ltd  
DFP Recruitment Services  
Diskecho Pty Ltd  
eConnect Solutions  
Finite Recruitment  
Frontier Group  
Greythorn Pty Ltd  
Hays Personnel  
Hoban Recruitment  
Hudson Global Resources  
Icon Recruitment Pty Ltd  
IPA Personnel Pty Ltd

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<sup>1</sup> The Australian Public Service Commission has been included because of its role in sourcing staff for CSA.

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Kaz Technology Services P/L  
Kowalski Recruitment Manpower Australia  
Merit Solutions Pty Ltd  
Paxus Pty Ltd  
Peoplebank  
Recruitment Solutions Ltd  
Regent Recruitment  
Ron Hogan & Associates  
Select Australasia  
Southern Cross Computing P/L  
Wizard Information Services

- (3) The CSA conducts the majority of its recruitment through recruitment agencies. Recruitment agencies are used to hire entry-level staff, and also to source Executive and Senior Executive staff. Recruitment agencies process job applications, run assessment centres, and provide shortlists of applicants to CSA for final selection. They are also used to source IT and other contractors.

The likely impact on departmental outcomes from a reduction in recruitment spending on external agencies would be to generate an increase in spending on support staff to perform non-core recruitment support functions. This would be due to:

- (a) a need to hire and develop sufficient staff with the professional expertise to administer bulk recruitment processes and to run assessment centres; and
  - (b) additional time and resources being expended by CSA staff in processing large numbers of job applicants, particularly for entry-level recruitment.
- (4) There have been no specific benefit-cost assessments done. It is anticipated such an analysis will be completed at the end of 2006/07 when the current staffing increases being experienced have slowed.

To prepare this answer it has taken approximately 6 hours and 30 minutes at an estimated cost of \$351.