

**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 Number:** HS44

**Agency:** Centrelink

**Outcome 1, Output 1.1**

**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) Centrelink spent \$5.2 million on recruitment agencies in 2006.
- (2) The recruitment agencies used by Centrelink in 2006 include:
  - Chandler Macleod
  - Hoban Recruitment
  - IPA Personnel
  - DFP Recruitment Services
  - Regent Recruitment
  - Select Australasia
  - Icon
  - People Bank
  - Hays Personnel
  - Hansen and Searson
  - Manpower Services
- (3) Recruitment agencies are required to assist Centrelink to recruit, screen and select personnel. Any reduction in recruitment spending on external agencies could compromise Centrelink's ability to attract broadly based quality fields. There would also be a significant impact on Centrelink's ability to provide an immediate workforce at peak times.
- (4) No recent benefit-cost assessments have been undertaken.

To prepare this answer it has taken approximately 2 hours and 26 minutes at an estimated cost of \$141.