

**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: HS46**

**Agency: Australian Hearing**

**Outcome #, Output #**

**Topic: Recruitment agency spend 2006**

**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) For the financial year 2005/2006 Australian Hearing spent \$751,206 on recruitment agencies.
- (2) The recruitment agencies used by Australian Hearing across the country are listed below:

Hays Personnel  
Hudson  
PKL Personnel  
Select Australasia  
Futurestep  
Absolute Recruitment  
Small and Associates  
Finite Recruitment  
North Coast Workforce  
Ross Human Directions  
Enigma  
ESperille  
Adecco  
Korn Ferry International  
Robert Half Australia  
Stopgap  
Online Personnel

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Coopers Recruitment  
ChoiceOne  
The Next Step  
HJB Priority  
Parker Bridge Recruitment  
Conquest Personnel  
MHS Recruitment  
Tamworth Employment  
Exact Recruitment  
The Acom Corporation  
Western Personnel  
Munro Select

- (3) Recruitment agencies provide to Australian Hearing the following services; advertising for permanent roles on the internet and in papers, interviewing, short listing, reference checks, market research data and the supply of temporary staff on request. For senior management roles agencies also conduct Executive search to identify suitable candidates.

Reduction in recruitment spending through agencies would currently result in reduced staffing in urgent situations and the need to maintain service level to compete in a competitive market. To bring recruitment in-house for all roles excluding senior management would require significant investment in resources, employment branding and technology.

- (4) Australian Hearing has performed benefit-cost analysis and has determined that utilising on line recruitment portals would improve efficiency for internal recruitment and extend internal recruitment to more roles. This would not completely replace the use of recruitment agencies.

To prepare this answer it has taken approximately 5 hours and 30 minutes at an estimated cost of \$327.