



Ground Floor, 1 Farrell Place ■ Canberra
GPO Box 442 ■ Canberra ACT 2601
Phone 1300 362 072 ■ Fax 02 6249 7829
ombudsman@ombudsman.gov.au
www.ombudsman.gov.au

13 March 2006

Committee Secretary
Senate Finance and Public Administration Legislation Committee
Department of the Senate
PO Box 6100
Parliament House
CANBERRA ACT 2600

Questions on Notice – PM 35, PM 42, PM 49 and PM 56

I refer to the *Question on Notice Index – Prime Minister and Cabinet Portfolio* dated 06/03/2007.

The Office of the Commonwealth Ombudsman is responding to questions numbered PM 35, PM 42, PM 49 and PM 56.

Should you wish to discuss any aspect of these responses, please contact Marilyn Prothero on 02 6276 3747.

Yours sincerely

Ms Mary Durkin
Deputy Ombudsman a/g

Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Prime Minister and Cabinet Portfolio

Commonwealth Ombudsman Office

Estimates 2006-07 — Additional Estimates Hearings, 12 February 2007

Question: PM 35

Topic: Recruitment Agency Spending

Senator Wong asked:

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. \$46,744 (GST inclusive)
2. Wizard Personnel
Sassella Consulting Pty Ltd
Effective People Pty Ltd
Australian Public Service Commission
Select Australasia
Ross Human Directions Ltd
Hays Personnel Services Australian Pty Ltd
3. Scribes and filling of temporary employment. Likely impact would be internal staff spending more time on the administration tasks of selection process therefore reducing productivity. Temporary positions would not be filled as quickly, also affecting productivity.
4. None

Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Prime Minister and Cabinet Portfolio

Commonwealth Ombudsman Office

Estimates 2006-07 — Additional Estimates Hearings, 12 February 2007

Question: PM 42

Topic: Opinion Polls / Market Research

Senator Wong asked:

1. What sum was spent on opinion polls, focus groups or market research in 2006 by each department and agency in the Minister's portfolio?
2. Will the Ministers provide a list of the opinion polls, focus groups, or market research agencies what are used by department and agencies in the Minister's portfolio?
3. How much of the opinion polls, focus groups or market research expenditure of agencies or departments was conducted at the request of the Minister's office?
4. What benefit-cost assessments have been done which assess the returns from opinion polls, focus groups of market research?

Answer:

1. \$64,350 (GST inclusive) was spent on a benchmark awareness survey conducted in regional and rural Australia.
2. ACNielsen was contracted to conduct the awareness survey.
3. None.
4. Assessment of the market survey results has informed future planning and activities for outreach and service delivery in regional and rural Australia.

Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Prime Minister and Cabinet Portfolio

Commonwealth Ombudsman Office

Estimates 2006-07 — Additional Estimates Hearings, 12 February 2007

Question: PM 49

Topic: Advertising Campaigns

Senator Wong asked:

1. What sum was spent on each of the active advertising campaigns for each department and agency in the Minister's portfolio?
2. In attachment A – a list of active campaigns that were tabled in on 30 October 2006 at Senate Estimates, what were the actual costs for those which have been completed as relevant to each department and agency in the Minister's portfolio?
3. At the Budget Estimates in May 2006, the Budget Papers listed the following Pending Campaigns (from Budget Papers: period up to 4 years)

Campaign	\$M
Smart Card	47.3
Child Support Reform	36.1
Promote Private Health Cover	52.1
Medicare direct mail	17.5
New family law arrangements	19.9
Independent contractors	<15
Pensions real estate/assets test	5.9 (at least, over 2 years)
Smart Traveller	13.1
Alcohol abuse	25.2
Citizenship	4

Disease risk factors	
Child care rebate	
Family Law arrangements	
Illicit drugs and mental illness	
Living in Harmony Initiative	

4. For those campaigns which are relevant to each department and agency in the Minister's portfolio, what is the:

- (a) planning progress for campaigns;
- (b) likely start dates; and
- (c) media spend.

Answer:

1. \$0
2. \$0
3. None of the listed campaigns are relevant to the Office of the Commonwealth Ombudsman.
4. None of the listed campaigns are relevant to the Office of the Commonwealth Ombudsman.

Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Prime Minister and Cabinet Portfolio

Commonwealth Ombudsman Office

Estimates 2006-07 — Additional Estimates Hearings, 12 February 2007

Question: PM 56

Topic: Monitoring of Water in Departments and Agencies

Senator Wong asked:

1. Is there any requirement to provide details of how much water is used and how much water is saved in the annual reports of each department and agency in the Minister's portfolio?
2. Is water usage monitored for each department and agency in the Minister's portfolio?
3. What is the water usage for each department and agency in the Minister's portfolio?
4. For each department and agency in the Minister's portfolio, can information be provided on whether dual flush toilets are in place in the buildings they occupy?

Answer:

1. Water use is not required to be measured or reported in agency Annual Reports.
2. No.
3. Water usage data is not collected in this agency.
4. Dual flush toilets are in place in only one of this agency's six location buildings, that being in Canberra.

Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Prime Minister and Cabinet Portfolio

Commonwealth Ombudsman Office

Estimates 2006-07 — Additional Estimates Hearings, 12 February 2007

Question: PM 92

Topic: Grants allocated

Senator Ludwig asked:

With regard to all grants allocated by the department/agency from 1 January 2002, could a table detailing the following information be provided:

- a. The name of the grant program
- b. The name of the grant recipient
- c. The ABN of the grant recipient (where available)
- d. The value of the grant awarded
- e. The date the grant was awarded
- f. The state of the grant recipient
- g. The postcode of the grant recipient

Answer:

No grants are allocated by this agency.