

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**Department of Human Services and agencies**

Budget Estimates 2006-2007, 25 May 2006

**Question: HS52**

**Outcome 1, Output 2**

**Topic: Child Support Agency - Training and Coaching**

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

**SENATOR LUDWIG** asked the Minister for Human Services, upon written notice:

Where available, please provide:

1. Total spending on these services.
2. The number of employees offered these services and their salary level.
3. The number of employees who have utilised these services and their salary level.
4. The names of all service providers engaged.
5. For each service purchased from a provider listed in the answer to the previous question, please provide:
  - a. The name and nature of the service purchased.
  - b. Whether the service is one-on-one or group based.
  - c. The number of employees who received the service.
  - d. The total number of hours involved for all employees.
  - e. The total amount spent on the service.
  - f. A description of the fees charged (e.g. per hour, complete package).
  - g. Where a service was provided at any location other than the department or agency's own premises, please provide:
    - i. The location used
    - ii. The number of employees who took part on each occasion
    - iii. The total number of hours involved for all employees who took part.

**Answer:**

The Child Support Agency (CSA) has engaged three external providers to deliver coaching services to SES level staff, at a cost of between \$256 and \$275 per hour. The three external providers used were:

- Yellow Edge – Performance Architects
- Direction for Change
- Bull and Bear

CSA SES officers also attended the following APSC Learning and Leadership Training Programs. Cost and duration of each of the programs are provided:

- SES Breakfasts series - \$110
- SES Snapshot updates -\$50 (2.5hrs)

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- SES Orientation - \$ 2,150 (3 days)
- Ministerial Conversations - \$110 (lunch time)
- SES Snapshot - \$ 250 (2hrs)
- SES Band 2 Residential - *Leading across boundaries* - \$7,400 (3 days)
- SES Band 3 Residential - *Leadership Mastery* - \$ 11,500 (3 days)
- Australian New Zealand School of Government ANZSOG - \$ 23,500 ( 3 weeks)

Expenditure for leadership training and coaching for SES officers over the last four years, and the number of SES officers in CSA over these years, is below:

Year	Number of SES Officers	Expenditure on SES Leadership Training and Coaching
2005/06	14	\$31,774
2004/05	13	\$29,029
2003/04	11	\$8,522
2002/03	7	\$10,810

To prepare this answer it has taken approximately 7 hours at an estimated cost of \$362.