

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: HS 54

Outcome #, Output #

Topic: Coaching and Leadership training services

Hansard Page/Written Question on Notice:

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

The following questions relate to the purchase of executive coaching and/or other leadership training services by the department/agency, broken down for each of the last four financial years.

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.

MR HOCKEY - The answer to the honourable member's question is as follows:

1. Medicare Australia does not separately track expenditure on all of these services, and is therefore unable to provide a response to this question.

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2. Executive Coaching services are available to all substantive Senior Executive Service (SES) and may also be offered on a case by case basis to other staff. Currently, Medicare Australia has 39 employees substantively employed in SES positions. Leadership training programs are offered to all employees of Medicare Australia in leadership positions, ranging from APS5 frontline managers in Medicare Branch Offices and Contact Centres, to Senior Executive Service managers.
3. Refer to response provided to Q1. It is estimated that less than 12 SES employees have accessed the services of a coach since 2004.
4. In 2004 Medicare Australia established a panel of providers who can offer coaching services to SES employees. The panel consists of coaches provided by the Australian Institute of Management and Amanda Horne Pty Ltd.
5.
 - (a) One-on-one coaching between Medicare Australia SES employees, and coaches drawn from the Medicare Australia panel.
 - (b) One-on-one.
 - (c) Refer to response provided to Q3.
 - (d) Coaching services are offered on an hourly basis. Medicare Australia does not maintain a centralised system that tracks actual hours spent by SES employees with their coaches.
 - (e) Since the panel of providers was established in 2004, Medicare Australia has spent \$14,092 in providing coaching services..
 - (f) Individual coaching for SES from the panel of providers is paid for on an hourly basis, at a cost of around \$300 to \$400 per hour.
 - (g) One-on-one coaching is normally provided at Medicare Australia premises.

To prepare this answer it has taken approximately 11 hours at an estimated cost of \$722.