

Senate Standing Committee on Finance and Public Administration

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and Agencies

Supplementary Budget Estimates 2006-2007, 31 October, 2006

Question: HS3

Outcome 1, Output 1

Topic: Department of Human Services - Sanctions for poor performance of JCA providers

Hansard Page/Written Question on Notice: F&PA 123

SENATOR WONG asked on 31/10/2006:

[In relation to sanctions for poor performance of JCA providers]

Senator WONG—So what are the measures you take to ensure timely referral? What are the sorts of drivers to ensure compliance with the KPI?

Mr Dolan—Similarly, it is in the contract. It is in our actual request for tender. We indicate in the contracts that providers will be measured on their performance. Meeting the timeliness standard is a key requirement. The incentive for the providers to abide by that is they are seeking business at the next round of contracts and the next request for tender. Good performance in the first two years would be something to put into future contracts.

Senator WONG—So what is the sanction or the penalty?

Mr Dolan—Under the contract we have a range of sanctions available, depending upon the severity of the case.

Senator WONG—Perhaps you could on notice provide us—

Answer:

DHS may, at its discretion, reduce the number or cease referrals to the Provider if the Provider does not meet the contractual KPIs.

To prepare this answer it has taken approximately 2 hours and 30 minutes at an estimated cost of \$138.