

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES - 25 FEBRUARY 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(AE14/204) PROGRAMME – Internal Product

Senator Carr (Written) asked:

How often are contractors reviewed and evaluated?

Who conducts the reviews and evaluations?

If it is a government agency, is there independent oversight?

If so, which independent agency is responsible? Who do they report to?

What are the review and evaluation procedures in place?

How long does a review and evaluation take?

Are review and evaluation visits announced?

Is staff conduct included in the review and evaluation?

If not, why not?

Are there plans to include this in future reviews and evaluations? If staff conduct is found to be

How is success measured in these reviews and evaluations?

Specifically, what are the criteria needed to be satisfied?

What procedures are in place to deal with contractors who do not satisfy a review and evaluation?

What measures are taken to ensure that standards are improved for the next review and evaluation?

Answer:

The department reviews its contractors as appropriate with the scope of the review, nature of the reviewer, reporting requirements, criteria, frequency and all other aspects to be determined in accordance with the specific requirements of the review.

The frequency and length of reviews and evaluations vary according to the scale, size and risks relevant to each contract, as well as the matter being reviewed or evaluated.

Reviews and evaluations may be undertaken by the department, other agencies including the Australian National Audit Office and Commonwealth Ombudsman, contracted providers and other organisations as appropriate.

Independent oversight occurs if necessary and appropriate agencies are approached. Reporting obligations are determined depending on the review.

Specific details of each review vary depending on the matter being reviewed. Each review will have individual specific requirements and criteria that need to be satisfied.

Visits for scheduled reviews are announced if it is appropriate to do so. This is dependent on the circumstances.

Staff conduct would be included if it is deemed appropriate for review.

There are procedures in the department's contracts to manage contractors that do not satisfy a review and evaluation. These procedures are transparent in each contract and are agreed between the department and the contractors.

Success measures are articulated within the scope of the review and reported in the findings.

Specific criteria are determined dependent on the review required.

The department takes into consideration the recommendations of reviews and evaluations that are undertaken. If specific standards require improvement, they are managed through a contract variation, contract management or a new contract if this is deemed necessary.