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APPENDIX 1**Department locations and contact details****National Office**

Department of Employment and Workplace Relations
GPO Box 9879
Canberra ACT 2601
Phone 02 6121 6000

Canberra

Garema Court, 148–180 City Walk, Canberra City ACT 2601
7 Mort Street, Canberra City ACT 2601
10 Mort Street, Canberra City ACT 2601
12 Mort Street, Canberra City ACT 2601
12 Moore Street, Canberra City ACT 2601
Sverdrup House, 15 Moore Street, Canberra City ACT 2601
Saraton Building, 34 East Row, Canberra City ACT 2601
64 Northbourne Avenue, Canberra City ACT 2601
Construction House, 217 Northbourne Avenue, Turner ACT 2612
Alan Woods Building, 25 Constitution Avenue, Canberra City ACT 2601
Brindabella Business Park East, 14 Brindabella Circuit,
Canberra International Airport ACT 2609
Brindabella Business Park West, 16 Brindabella Circuit,
Canberra International Airport ACT 2609

New South Wales**Sydney**

GPO Box 9879
Sydney NSW 2001
7th floor, North Wing
Sydney Central Building
477 Pitt Street
Sydney NSW 2000
Phone 02 9246 0600

PO Box 736
North Ryde BC
11 Waterloo Road
Macquarie Park NSW 1670

5 Eden Park Drive
North Ryde NSW 2113
Phone 02 9246 0600

Newcastle

PO Box 117
Hamilton NSW 2303

1st floor, 24 Beaumont Street
Hamilton NSW 2303
Phone 02 4974 1700
Fax 02 4974 1717

Orange

PO Box 2308
Orange NSW 2800

Ophir Court
95 Byng Street
Orange NSW 2800
Phone 02 6392 6750
Fax 02 6361 1267

Victoria

Melbourne

GPO Box 9879
Melbourne VIC 3001

Customs House
414 La Trobe Street
Melbourne VIC 3000
Phone 03 9954 2510

Bendigo

PO Box 476
Bendigo VIC 3552

1st floor, Corner Myers Street and Mundy Street
(Mundy Street entrance)
Bendigo VIC 3550
Phone 03 5430 5600
Fax 03 5430 5624

Queensland

Brisbane

GPO Box 9879
Brisbane QLD 4001

215 Adelaide Street
Brisbane QLD 4000
Phone 07 3223 1250

Rockhampton

PO Box 1494
Rockhampton QLD 4700

Level 6
34 East Street
Rockhampton QLD 4700
Phone 07 4920 3805
Fax 07 4920 3819

Townsville

PO Box 1088
Townsville QLD 4810

Townsville Commonwealth Centre
143 Walker Street (cnr Stanley Street)
Townsville QLD 4810
Phone 07 4760 2650
Fax 07 4760 2602

Cairns

PO Box 4623
Cairns QLD 4870

1st floor, Commonwealth Centre
94–104 Grafton Street
Cairns QLD 4870
Phone 07 4048 7150
Fax 07 4048 7164

Western Australia

Perth

GPO Box 9879
Perth WA 6848

12th floor, QV1 Building
250 St Georges Terrace
Perth WA 6000
Phone 08 9464 4200
Fax 08 9464 4255

South Australia

Adelaide

GPO Box 9879
Adelaide SA 5001

KPMG House
115 Grenfell Street
Adelaide SA 5000
Phone 08 8306 8700
Fax 08 8306 8769

Tasmania

Hobart

GPO Box 9879

Hobart TAS 7001

12th floor, Commonwealth Government Centre

188 Collins Street, Hobart TAS 7000

Phone 03 6222 6303

Fax 03 6234 1195

Northern Territory

Darwin

GPO Box 385

Darwin NT 0801

3rd floor, TCG Centre

80 Mitchell Street

Darwin NT 0800

Phone 08 8936 5000

Fax 08 8936 5040

Alice Springs

PO Box 252

Alice Springs NT 0871

Suite 73, Alice Plaza

Todd Mall

Alice Springs NT 0870

Phone 08 8953 2969

Fax 08 8953 0917

APPENDIX 2

Websites

Employment and Workplace Relations

The following websites are relevant to the operations of the Department of Employment and Workplace Relations and associated portfolio agencies, councils and committees.

Department of Employment and Workplace Relations	http://www.dewr.gov.au
Age Management Training	http://www.jobwise.gov.au
Agreement making	http://www.oea.gov.au
Alternative Dispute Resolution Assistance Scheme	http://www.workchoices.gov.au
Australian Jobs Update	http://www.workplace.gov.au
Australian JobSearch	http://www.jobsearch.gov.au
Australian Public Service agreement making	http://www.workplace.gov.au
Australian Training	http://www.jobsearch.gov.au/training
Australian VolunteerSearch	http://www.volunteersearch.gov.au
Australian Workplace	http://www.workplace.gov.au
Australian Workplace Agreements	http://www.oea.gov.au
Award Review Taskforce	http://www.awardreviewtaskforce.gov.au
Certified agreements	http://www.oea.gov.au
Community Development Employment Projects	http://www.workplace.gov.au/indigenous
Community Work Coordinators	http://www.workplace.gov.au
Community Work placements	http://www.volunteersearch.gov.au
Corporate Leaders for Indigenous Employment Project	http://www.workplace.gov.au/indigenous
Disability Employment Services	http://www.workplace.gov.au
Employee entitlements schemes	http://www.workplace.gov.au/employeeentitlements
Employee share ownership	http://www.workplace.gov.au/eso
Employer Advisor Programme	http://www.workchoices.gov.au
Employer Incentives Strategy	http://www.workplace.gov.au
Employment Innovation Fund	http://www.workplace.gov.au

Employment Services Code of Practice	http://www.workplace.gov.au
Federal agreement making	http://www.oea.gov.au
Federal awards	http://www.wagenet.gov.au
Flexible working arrangements in retail	http://www.flexibilityworks.dewr.gov.au
Freedom of association	http://www.ows.gov.au
General Employee Entitlements and Redundancy Scheme	http://www.workplace.gov.au/employeeentitlements
Green Corps	http://www.greencorps.gov.au
Green Reserve	http://www.greenreserve.com.au
Harvest Trail	http://www.jobsearch.gov.au/harvesttrail
Helping People Move into Work	http://www.movingintowork.gov.au
Indigenous Capital Assistance Scheme	http://www.workplace.gov.au/indigenous
Indigenous Employment Centres	http://www.workplace.gov.au/indigenous
Indigenous Employment Programme	http://www.workplace.gov.au/indigenous
Indigenous Small Business Fund	http://www.workplace.gov.au/indigenous
Indigenous Wage Assistance	https://www.wageassistance.gov.au
Job Explorer	http://www.jobsearch.gov.au/jobexplorer
Job Network	http://www.jobnetwork.gov.au
Job Outlook	http://www.jobsearch.gov.au/joboutlook
Job Placement	http://www.workplace.gov.au/jobplacement
Job Placement, Employment and Training	http://www.workplace.gov.au
JobAble	http://www.jobable.gov.au
JobAccess	http://www.jobaccess.gov.au
JobJuice	http://www.jobjuice.gov.au
JobSearch Training	http://www.jobsearch.gov.au/training
Jobwise	http://www.jobwise.gov.au
Labour Market Information	http://www.workplace.gov.au/lmip
Media Centre	http://www.mediacentre.dewr.gov.au
National Code of Practice for the Construction Industry	http://www.workplace.gov.au/building
National Disability Recruitment Coordinator	http://www.dwa.org.au
National Indigenous Cadetship Project	https://www.nicp.dewr.gov.au
New Enterprise Incentive Scheme	http://www.workplace.gov.au

Office of the Australian Safety and Compensation Council	http://www.asc.gov.au
Office of the Federal Safety Commissioner	http://www.fsc.gov.au
Personal Support Programme	http://www.workplace.gov.au/psp
Personnel Operations Programme	http://www.workplace.gov.au/pop
Prime Minister's Employer of the Year Awards	http://www.workplace.gov.au
Royal Commission into the Building Industry	http://www.royalcombc.gov.au
Simpler Workplace Relations System	http://www.simplerWRsystem.gov.au
Small Business OHS Advisers Programme	http://www.smallbusinessohs.com.au
Special Employee Entitlements Scheme for Ansett Group Employees	http://www.workplace.gov.au/employeeentitlements
Structured Training and Employment Projects	http://www.workplace.gov.au/indigenous
Support The System That Supports You	http://www.supportthesystem.gov.au
Supported Wage System	http://www.workplace.gov.au
Trades Recognition Australia	http://www.workplace.gov.au/tra
Transition to Work	http://www.workplace.gov.au
Unlawful Termination Assistance Scheme	http://www.workchoices.gov.au
Vocational Rehabilitation Services	http://www.jobaccess.gov.au
Voluntary Work Initiative	http://www.workplace.gov.au
Wage Subsidy Scheme	http://www.workplace.gov.au
WageNet	http://www.wagenet.gov.au
Wise Workforce	http://www.jobwise.gov.au
Work and family	http://www.workplace.gov.au/workfamily
Work for the Dole	http://www.workplace.gov.au
WorkChoices	http://www.workchoices.gov.au
Workplace Advisory Service	http://www.workchoices.gov.au
Workplace Modifications Scheme	http://www.workplace.gov.au

Portfolio agencies

Australian Building and Construction Commission	http://www.abcc.gov.au
Australian Fair Pay Commission	http://www.fairpay.gov.au
Australian Industrial Relations Commission	http://www.airc.gov.au
Comcare	http://www.comcare.gov.au
Defence Force Remuneration Tribunal	http://www.dfrt.gov.au
Equal Opportunity for Women in the Workplace Agency	http://www.eowa.gov.au
Indigenous Business Australia	http://www.iba.gov.au
Office of the Australian Building and Construction Commissioner	http://www.abcc.gov.au
Office of the Employment Advocate	http://www.oea.gov.au
Office of Workplace Services	http://www.ows.gov.au
Remuneration Tribunal	http://www.remtribunal.gov.au
Safety, Rehabilitation and Compensation Commission	http://www.comcare.gov.au/commission.html
Seacare Authority	http://www.seacare.gov.au

Councils and committees

Australian Safety and Compensation Council	http://www.ascc.gov.au
Central trades committees	http://www.workplace.gov.au/tra
Local trades committees	http://www.workplace.gov.au/tra
Workplace Relations Ministers Council	http://www.dewr.gov.au

APPENDIX 3

Portfolio legislation

The following Acts and parts of Acts are administered within the Employment and Workplace Relations portfolio:

- *Aboriginal and Torres Strait Islander Act 2005, Part 4*
- *Air Passenger Ticket Levy (Collection) Act 2001*—except to the extent administered by the Minister for Transport and Regional Services
- *Asbestos-Related Claims (Management of Commonwealth Liabilities) Act 2005*
- *Asbestos-Related Claims (Management of Commonwealth Liabilities) (Consequential and Transitional Provisions) Act 2005*
- *Australian Workplace Safety Standards Act 2005*
- *Builders Labourers' Federation (Cancellation of Registration) Act 1986*
- *Builders Labourers' Federation (Cancellation of Registration—Consequential Provisions) Act 1986*
- *Building and Construction Industry Improvement Act 2005*
- *Building and Construction Industry Improvement (Consequential and Transitional) Act 2005*
- *Building Industry Act 1985*
- *Coal Mining Industry (Long Service Leave Funding) Act 1992*
- *Coal Mining Industry (Long Service Leave) Payroll Levy Collection Act 1992*
- *Coal Mining Industry (Long Service Leave) Payroll Levy Act 1992*
- *Construction Industry Reform and Development Act 1992*
- *Defence Act 1903, ss. 58F–58Q, 61, 61A–61C, 118A and 118B*
- *Disability Services Act 1986*—insofar as it relates to open employment and related services and Part III
- *Employment and Workplace Relations Legislation Amendment (Welfare to Work and Other Measures) Act 2005*—in connection with provisions that relate to legislation and other matters administered by the Minister for Employment and Workplace Relations
- *Employment and Workplace Relations Legislation Amendment (Welfare to Work and Other Measures) (Consequential Amendments) Act 2006*—in connection with provisions that relate to legislation and other matters administered by the Minister for Employment and Workplace Relations
- *Employment Services Act 1994*
- *Equal Employment Opportunity (Commonwealth Authorities) Act 1987*
- *Equal Opportunity for Women in the Workplace Act 1999*
- *International Labour Organisation (Compliance with Conventions) Act 1992*
- *International Labour Organisation Act 1947*
- *International Labour Organisation Act 1973*

- *Judicial and Statutory Officers (Remuneration and Allowances) Act 1984*
- *Long Service Leave (Commonwealth Employees) Act 1976*
- *Maternity Leave (Commonwealth Employees) Act 1973*
- *National Workplace Relations Consultative Council Act 2002*
- *Occupational Health and Safety (Commonwealth Employment) Act 1991*
- *Occupational Health and Safety (Maritime Industry) Act 1993*
- *Remuneration and Allowances Act 1990*
- *Remuneration and Allowances Alteration Act 1986*
- *Remuneration Tribunal Act 1973*
- *Safety, Rehabilitation and Compensation Act 1988*—except to the extent administered by the Minister for Veterans' Affairs
- *Seafarers Rehabilitation and Compensation Act 1992*
- *Seafarers Rehabilitation and Compensation Levy Act 1992*
- *Seafarers Rehabilitation and Compensation Levy Collection Act 1992*
- *Seafarers Rehabilitation and Compensation (Transitional Provisions and Consequential Amendments) Act 1992*
- *Social Security Act 1991*—insofar as it relates to Disability Support Pension, Mature Age Allowance, Newstart Allowance, Sickness Allowance, Mobility Allowance, Parenting Payment, Widow Allowance and Partner Allowance and any other payment, allowance or supplement insofar as that payment, allowance or supplement relates to persons receiving Disability Support Pension, Mature Age Allowance, Newstart Allowance, Sickness Allowance, Mobility Allowance, Parenting Payment, Widow Allowance or Partner Allowance, Youth Allowance and any other payment, allowance or supplement insofar as those payments relate to persons other than students
- *Social Security (Administration) Act 1999*—insofar as it relates to Disability Support Pension, Mature Age Allowance, Newstart Allowance, Sickness Allowance, Mobility Allowance, Parenting Payment, Widow Allowance and Partner Allowance and any other payment, allowance or supplement insofar as that payment, allowance or supplement relates to persons receiving Disability Support Pension, Mature Age Allowance, Newstart Allowance, Sickness Allowance, Mobility Allowance, Parenting Payment, Widow Allowance or Partner Allowance, Youth Allowance and any other payment, allowance or supplement insofar as those payments relate to persons other than students
- *Tradesmen's Rights Regulation Act 1946*
- *United States Naval Communication Station (Civilian Employees) Act 1968*
- *United States Naval Communication Station (Civilian Employees) Act 1988*
- *Workplace Relations Act 1996*—except to the extent administered by the Attorney-General
- *Workplace Relations and Other Legislation Amendment Act 1996*

- *Workplace Relations Legislation Amendment (Registration and Accountability of Organisations) (Consequential Provisions) Act 2002*
- *Workplace Relations Amendment (Agreement Validation) Act 2004*
- *Workplace Relations Amendment (Work Choices) Act 2005.*

APPENDIX 4

Commonwealth Disability Strategy

Policy adviser role: performance indicator 1

Performance indicator	New or revised policy/programme proposals assess the impact on the lives of people with disabilities prior to decision
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Evidence of compliance, 2005–06

The Department of Employment and Workplace Relations recognises that many people with disability can and want to work and develops policy and programme proposals that aim to increase employment opportunities for this group. The 2005–06 Budget included two measures from this portfolio that will directly assist people with disability. One measure will help people with mental illness find and retain employment through the provision of additional places in the Personal Support Programme and additional post-placement support and assistance for people whose jobs are in jeopardy because of a mental health condition. The other measure will increase employment opportunities for people with disability through additional funding for the Supported Wage System and funding for Auslan interpreters to help deaf employees in the workplace.

The Welfare to Work reforms, which were developed during 2005–06 for introduction on 1 July 2006, provide additional assistance through both disability-specific and mainstream employment services. Places in all services are available to people with disability. Recommendations from qualified Job Capacity Assessors will give people access to the service that best suits their needs. Welfare to Work also provided assistance through the Workplace Modifications Scheme and the Wage Subsidy Scheme to help employers engage people with disability.

An important achievement during 2005–06 was the development of JobAccess, an initiative of the Employer Demand Strategy. JobAccess is an information and advice service that offers practical workplace solutions for people with disability and their employers. It includes a comprehensive, easy-to-use website and a free telephone information and advice service where people can obtain confidential, expert advice on all disability employment matters.

The JobAccess website has information about the full range of Australian government services and incentive schemes for employment of people with disability. It also has step-by-step guides to recruitment, job searching, adapting a workplace, understanding rights and responsibilities at work, and more.

THE WELFARE TO WORK EVALUATION

People with disability constitute a key reporting group for the Welfare to Work evaluation. The evaluation will determine whether, and to what extent, Welfare to Work has been effective in helping people with disability find work consistent with their capacity. It will also analyse

what parts of the reforms worked for this group and what barriers remain. The evaluation will specifically look at the following:

- what effect the nature and extent of a disability have on labour market participation
- what programmes are most effective for people with disability
- what the barriers to employment are for this group and the barriers' effect on labour market participation
- how many service offers are made and how many are taken up for different kinds of disability
- the reasons for non-participation for this group
- whether the Welfare to Work Employer Demand and Workplace Flexibility Strategy has been effective in providing assistance to employers to hire and retain job seekers with disability.

For more information on the Welfare to Work evaluation, see Output 3.1.2.

THE PERSONAL SUPPORT PROGRAMME

The Personal Support Programme bridges the gap between crisis services and employment assistance programmes. In 2005–06 the Personal Support Programme was delivered by 148 organisations at around 600 sites across Australia. The programme is open to people on income support who, because of multiple non-vocational barriers—such as homelessness, drug or alcohol dependency, disability, poor mental health and family breakdown—are unable to gain a job or benefit from employment programmes such as Job Network or the Disability Employment Network (formerly Disability Open Employment Services). Once barriers are tackled, a central objective of the programme is to link participants to employment services.

Personal Support Programme outcomes can be economic or social. Economic outcomes include jobs, a sustained transition in Job Network or the Disability Employment Network, and education and training. The level of achievement of such outcomes continues to increase.

Economic participation might not be possible, at least in the short or medium term, for a number of Personal Support Programme participants. In the case of people who are not yet ready to make employment-related transitions, the programme funds providers for a social outcome for participants who complete the two-year programme. Social outcomes include more stabilised circumstances, increased community engagement, improved life skills, stable accommodation, increased self-esteem and confidence, stabilised medical circumstances and improved access to health services. For some participants, continued engagement with the Personal Support Programme during the two years will be an achievement in itself and will improve their social functioning and degree of connectedness.

Six per cent of current Personal Support Programme participants receive the Disability Support Pension.

THE DISABILITY EMPLOYMENT NETWORK

The Disability Employment Network (formerly Disability Open Employment Services) provides specialist assistance to job seekers with disability, to help them to gain and maintain employment in the open labour market.

The introduction on 1 July 2005 of case-based funding for Disability Employment Network services has been a major initiative of the Australian Government's disability service reforms. Replacing previous block grant funding arrangements in a way that is both fair and equitable, case-based funding is a performance-based, fee-for-service arrangement whereby providers are paid a fee to help a job seeker with disability find and keep employment. Fees are based on the job seeker's assessed level of support need and employment outcomes achieved by providers.

The Welfare to Work reforms announced in the 2005–06 Budget have provided for a substantial increase in the services for job seekers with disability and will see the introduction of up to 21 000 places in a new 'uncapped' stream for the Disability Employment Network from 1 July 2006. The uncapped stream is for job seekers who have a part-time participation requirement, an assessed work capacity of between 15 and 29 hours a week, and an ability to work at award wages and become independent in the workplace within two years.

For the purpose of eligibility and streaming in the Disability Employment Network programme, work capacity will be determined by the new Job Capacity Assessment and conducted by JCA providers; this came into effect on 1 July 2006.

Job Capacity Assessments are faster than the current process, and people will be directly referred to the services they need to maximise their employment potential where that is appropriate. People undergoing an assessment will typically be claiming or receiving an income support payment and be referred for assessment through Centrelink or an employment services provider. At the assessment, the person can be directly referred to employment or support services that suit their individual needs.

The introduction of comparative provider performance assessment from 1 July 2006 will further integrate the Disability Employment Network programme into the department's comprehensive performance framework. The performance ratings will be modelled on the Job Network Star Ratings but will be specifically developed and tailored to the characteristics and circumstances of Disability Employment Network services.

The 2005–06 Budget recognised that people with disability can and will continue to contribute to the Australian workforce. The Australian Government increased the assistance available to components of the Employer Incentive Scheme as part of the Welfare to Work Budget measures.

The Wage Subsidy Scheme, the Workplace Modifications Scheme and the Supported Wage System received increases in assistance in the 2004–05 and 2005–06 Budgets. Targets for the Supported Wage System, Wage Subsidy Support and the Workplace Modifications Scheme were revised mid-year in 2005–06 to reflect the increase in funding.

JOB NETWORK

Job Network is the largest of the Australian Government’s contracted employment services. It provides a continuum of tailored and individualised services to help job seekers successfully find sustainable work and has a number of features to tailor assistance to individual needs, including the needs of job seekers with disability. This includes access to the flexible Job Seeker Account, which can be used for giving job seekers additional individualised assistance (such as training), to help them find and keep work.

About 20 per cent of job seekers in Job Network have a declared disability. Most of these people are in receipt of NewStart or Youth Allowance (other) unemployment benefits. In 2005–06 an increasing number of people with disability in receipt of the Disability Support Pension chose to voluntarily participate in Job Network services to help them find work.

Job Network has continued to deliver record results for people with disability. During 2005–06 more than 16 100 long-term jobs were achieved for disadvantaged job seekers and those unemployed for more than three months who identified as having a disability—an increase of over 30 per cent on the previous financial year.

The department continues to give special consideration to people with disability through ongoing improvements to the *Active Participation Model*. Highly disadvantaged job seekers receive immediate access to Intensive Support customised assistance, which provides more one-on-one services to help remove the individual’s barriers to employment and to tailor their efforts in looking for work.

Specialist Job Network providers cater to the needs of a particular client group in the community—including job seekers with hearing or vision impairment, mental health problems, or HIV/AIDS or hepatitis. At 30 June 2006 there were 36 Job Network sites delivering specialist services to people with disability.

WORKING WITH CENTRELINK

The Job Seeker Classification Instrument is an objective measure of a job seeker’s relative labour market disadvantage. Administered by Centrelink, it is used to identify job seekers with significant barriers to employment for early referral to Intensive Support customised assistance. In 2005–06 the department worked to ensure that the instrument identified job seekers with special needs (such as those with disability) for Job Capacity Assessments. Job Network members are also able to review a job seeker’s Job Seeker Classification Instrument where the individual’s circumstances have changed.

CAPABILITY BUILDING

Throughout 2005–06 the department worked with stakeholders such as the National Employment Services Association and Job Network members to identify ways of strengthening Job Network services provided to job seekers with disability. Disability awareness training modules have been developed for employment service providers and were launched in July 2006.

DIRECT REGISTRATION

The department has been working with the employment services sector to streamline processes and improve access to services for job seekers with disability. In July 2005 new procedures were introduced to allow volunteer job seekers receiving the Disability Support Pension or Parenting Payment or those participating in Community Development Employment Projects to register directly with a Job Network member—without the need for a Centrelink referral. Direct registration has improved job seekers' access to Job Network, which offers a variety of assistance in accordance with an individual's needs.

Policy adviser role: performance indicator 2

Performance indicator	People with disabilities are included in consultation about new or revised policy/ programme proposals
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Evidence of compliance, 2005–06

The Disability Advisory Group advises the Minister for Workforce Participation about employment policy, programmes and services in relation to people with disability. The group's membership includes representatives of employment service provider peak bodies, disability peak bodies, employer organisations and employers. During 2005–06 the group was consulted on various aspects of implementation of Welfare to Work—for example, the legislative instruments under the *Social Security Act 1991* and the amendments to the *Guide to Social Security Law*.

The Employer Roundtable provided the Minister with advice on ways of increasing employer demand for people with disability. It reported at the end of 2005.

Consultations were held in October and November 2005 to determine the scope for the Job Access website and advice services. These consultations involved job seekers and workers with disability, employment service providers, employers and the general community.

On behalf of the Award Review Taskforce, the Award Review Taskforce Secretariat wrote to interested parties in December 2005, asking for submissions in response to two discussion papers. The parties were the Human Rights and Equal Opportunity Commission, the Association of Competitive Employment National Network, ACROD (the National Industry Association for Disability Services), the Australian Federation of Disability Organisations, the Mental Health Council of Australia, the National Employment Services Association and other community organisations. In addition, the Chairman of the taskforce conducted consultations around Australia with stakeholders, including the Human Rights and Equal Opportunity Commission, the Australian Federation of Disability Organisations, other community groups, and groups providing aged care services.

The department has continued to consult with disability peak bodies, service providers and consumers in relation to policy affecting people with disability. Extensive consultations about the development of Star Ratings for the Disability Employment Network were held with a reference group comprising representatives of various peak bodies, including a representative

of the national disability consumer peak body. Following this, public consultations were held in every state and territory in June and July 2006.

The department contributed to the inquiry into the Disability Services Quality Strategy conducted by the Department of Families, Community Services and Indigenous Affairs during 2005–06.

The department also held consultations in 2005 with employers, the Disability Employment Network and people with disability in connection with the new JobAccess advisory service and changes to the Workplace Modifications Scheme.

Further, consultations were held in relation to the proposed amendments to the Disability Services (Vocational Rehabilitation Services) Guidelines under the Disability Services Act 1986, following passage of the Welfare to Work and Other Measures Bill 2005. The consultations involved the Australian Council of Social Service, the Association of Competitive Employment, ACROD, the Australian Federation of Disability Organisations and the National Employment Services Association. The community groups involved supported the changes to the guidelines.

Policy adviser role: performance indicator 3

Performance indicator	Public announcements of new, revised or proposed policy/programme initiatives are available in accessible formats for people with disabilities in a timely manner
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Evidence of compliance, 2005–06

The Welfare to Work Consultative Forum advises the Minister for Employment and Workplace Relations and the Minister for Workforce Participation at a broad strategic level on the design of services to ensure that government policy objectives are achieved and on the implementation of Welfare to Work. The forum includes community sector representatives with expertise in employment and welfare reform affecting people with disability.

The department made information available through a wide range of forums and media and in formats to cater for a variety of disabilities in 2005–06.

The JobAble website < www.jobable.gov.au > was redeveloped into the new JobAccess website < www.jobaccess.gov.au >, launched in July 2006. This involved review of existing content from JobAble and creation of new information-rich resources for people with disability and the people who employ them and work with them. The site is an example of leading accessibility practices after advice from Vision Australia and the application of various Australian and international standards. It will be formally assessed by Vision Australia's Online Accessibility Consulting against the international standards established by the World Wide Web Consortium. The assessment will occur shortly after the site's release in July 2006, and the results will be used when the site is being progressively improved.

JobAccess has been designed as a one-stop shop for all matters relating to employment of people with disability. It is an online resource and telephone advice service that provides free, expert information and advice to:

- job seekers and their co-workers
- employers
- employment service providers.

The JobAccess website provides information about the full range of government services and incentive schemes in Australia for the employment of people with disability. It also provides step-by-step guides on subjects such as the following:

- recruitment
- job searching
- adapting a workplace
- understanding rights and responsibilities at work
- responding to common concerns.

The department's *Annual Report 2004–05*, the 2005–06 Portfolio Additional Estimates Statements and the 2005–06 Employment and Workplace Relations Portfolio Budget Statements and Budget media releases were published on the DEWR website <www.dewr.gov.au> in both HTML and PDF formats at the same time as the printed documents were tabled and released. HTML is the most accessible format for users with disability because of its ability to customise output for different assistive technologies, including screen readers. This practice of concurrent release of alternative web-based formats continues to be rolled out across all the department's websites as the sites are redeveloped.

Each of the department's promotional campaigns was supported by a stand-alone website that collected public materials (fact sheets, advertisements, programme information and frequently asked questions), provided them in accessible formats (HTML, PDF and even RTF) and alerted users to the availability of further information across email addresses or phone centres and links to other useful sites. Among these campaigns were WorkChoices <www.workchoices.gov.au>, Welfare to Work <www.movingintowork.gov.au> and Support the System that Supports You <www.supportthesystem.gov.au>.

Printed materials were translated into numerous languages and the initial WorkChoices booklet, for example, was also provided in three formats for the visually impaired—as a large-print version, on audio tape and in Braille.

For the Welfare to Work and Support the System campaigns, media placements were designed for communicating with people with disability, using media organisations such as Radio for the Print Handicapped. In addition, Centrelink call centres are equipped with telephone typewriter facilities for the hearing impaired. Video captioning of television advertisements was also designed to meet the needs of the hearing impaired.

Regulator role: performance indicator 1

Performance indicator **Publicly available information on regulations and quasi-regulations is available in accessible formats for people with disabilities**

Evidence of compliance, 2005–06

The department provides information on regulations, quasi-regulations, and wages and conditions in a range of accessible formats for the public, including people with disability.

Information about workplace relations matters is developed for employers and employees by the Workplace Relations Services Group and is available in the following formats:

- electronic formats, including HTML and PDF—available through <www.workchoices.gov.au>
- telephone advisory and referral services available through the WorkChoices Infoline (previously available via Wageline)—including access to translator services
- hard-copy fact sheets explaining specific aspects of the federal workplace relations system as applicable to employees and employers
- a hard-copy booklet that outlines the impact of the WorkChoices reforms and is available in Braille and large-print formats
- an audio version of a booklet outlining the impact of the WorkChoices reforms
- information seminars and workplace visits covering various aspects of workplace relations.

Information on the department’s programmes—such as the Disability Employment Network (formerly Disability Open Employment Services), the Workplace Modifications Scheme and the Supported Wage System—is available in accessible formats from the JobAccess website and telephone hotline (which has a telephone typewriter facility).

Regulator role: performance indicator 2

Performance indicator **Publicly available regulatory compliance reporting is available in accessible formats for people with disabilities**

Evidence of compliance, 2005–06

Regulatory compliance reporting pertaining to workplace relations matters previously reported through the department’s annual report is now the responsibility of the Office of Workplace Services, which was established as an independent executive agency in 2005–06.

Information about the quality assurance system for the Disability Employment Network and Vocational Rehabilitation Services is available from the Department of Families, Community Services and Indigenous Affairs website <www.facs.gov.au> in accessible formats.

Purchaser role: performance indicator 1

Performance indicator **Publicly available information on agreed purchasing specifications are available in accessible formats for people with disabilities**

Evidence of compliance, 2005–06

The department's tenders are advertised through various media, including AusTender, newspapers and the department's website <www.dewr.gov.au>. Although the tenders are generally offered in PDF format, other formats are available on request through the contact officer for each tender.

Purchaser role: performance indicator 2

Performance indicator **Processes for purchasing goods or services with a direct impact on the lives of people with disabilities are developed in consultation with people with disabilities**

Evidence of compliance, 2005–06

In 2005 the department held consultations with employers, Disability Employment Network members and people with disability in relation to purchasing processes for the Disability Employment Network and JobAccess.

Based on their performance, existing Disability Employment Network members were offered an extension of their Disability Employment Network 'capped' business until 30 June 2009. The department conducted an open tender for the delivery of Disability Employment Network 'uncapped' business for 2006 to 2009, followed by an open tender for a range of employment and related services, in 16 full or partial Employment Service Areas identified as rural and remote.

Purchaser role: performance indicator 3

Performance indicator **Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the *Disability Discrimination Act 1992***

Evidence of compliance, 2005–06

The department's template contracts for the purchase of goods and services require compliance with Commonwealth laws, including the *Disability Discrimination Act 1992*. The template request for tender states that successful tenderers will be subject to the same requirement.

Service providers delivering employment-related services under contract to the department must comply with a range of legislative requirements, including the Disability Discrimination Act, and the relevant statutes, regulations, by-laws and requirements of their state, territory and local authorities. This includes Job Network providers, Community Work Coordinators, New Enterprise Incentive Scheme providers, Disability Employment Network providers and Vocational Rehabilitation Services.

The Disability Employment Network and Vocational Rehabilitation Services are specialist employment services contracted by the department to help people with disability obtain and retain employment under conditions that meet the provisions of the Disability Discrimination Act. These specialist employment services are also required to achieve and maintain quality assurance certification under the Disability Services Standards and are independently audited against the 12 standards.

The Job Network Star Ratings assess the performance of Job Network providers in helping job seekers achieve job outcomes under the *Active Participation Model*. The performance measures used to calculate the Star Ratings reflect the job placement and longer term outcome fees paid to Job Network providers, and, in line with the fee structure, outcomes for the long-term unemployed and/or the highly disadvantaged receive the greatest emphasis. There is an extra incentive for placing highly disadvantaged job seekers—which may include those with disability and especially job seekers on the Disability Support Pension—in long-term jobs.

Purchaser role: performance indicator 4

Performance indicator	Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disabilities is provided
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Evidence of compliance, 2005–06

The department’s annual report provides publicly available performance reporting information against the contract specifications. Accessible formats are offered.

Information on performance reporting is also available in the department’s Portfolio Budget Statements.

Job Network providers are contractually required to access and use the department’s information systems when delivering employment services. The department uses these systems to monitor the participation of job seekers (including specific client groups such as people with disability) in Job Network services.

Job seekers are informed of the relative performance of Job Network providers by the biannual updating of the Job Network Star Ratings on the Australian JobSearch website <www.jobsearch.gov.au>. Detailed statistics on the overall performance of Job Network and other employment services are published in the quarterly *Labour Market Assistance Outcomes* reports on the WorkPlace portal <www.workplace.gov.au>.

Purchaser role: performance indicator 5

Performance indicator **Complaints/grievance mechanisms, including access to external mechanisms, are in place to address concerns raised about provider's performance**

Evidence of compliance, 2005–06

THE EMPLOYMENT AND RELATED SERVICES CODE OF PRACTICE

Providers are contractually bound to provide services according to the standards set out in the Employment and Related Services Code of Practice, which sets out a series of principles and commitments to high-quality service delivery and has been designed to have application to all employment and related services, focusing attention on the way services are provided to achieve the best outcomes for clients.

The code requires that providers of employment and related services deliver their services according to the needs of job seekers, including:

- ensuring that premises and facilities are appropriate for the delivery of services with safety, privacy and dignity
- considering clients' individual circumstances and backgrounds and tailoring assistance by taking account of individuals' job search needs
- demonstrating flexibility in service delivery as clients' circumstances change
- collecting relevant and necessary information
- communicating clearly and effectively
- ensuring that clients are aware of their rights and obligations
- seeking feedback and advising clients of the availability of the freecall Customer Service Line
- supporting clients when resolving any difficulties or concerns they have.

Job Placement organisations are contractually obliged to adhere to the Job Placement Code of Practice. This includes adherence to anti-discrimination laws, treating all job seekers fairly and with respect, and providing premises that are appropriate for the delivery of services with safety, privacy and dignity.

SERVICE GUARANTEES

Job seekers can expect to receive the range of services set out in the relevant service guarantee. Service guarantees form part of each contract to deliver employment and related services for 2006 to 2009, are available in accessible formats, and have been translated into 20 languages.

THE COMPLAINTS PROCESS

Disability Services Standard 7 requires that Disability Employment Network providers and Vocational Rehabilitation Services providers have an accessible, effective internal complaint-handling mechanism for consumers. Consumers can also make use of the external Complaint

Resolution and Referral Service, which can help raise and seek resolution of complaints. The aim is to resolve complaints at the local level. Where complaints about other matters are received, consumers are referred to the relevant jurisdictional authority. Complaint Resolution and Referral Service staff are also able to advise Disability Employment Network providers on developing or improving their internal complaint-handling procedure.

The Employment and Related Services Code of Practice is supported by a three-step complaints process that is available to clients who are not satisfied with the service they have received. The three steps are as follows:

- Clients directly discuss their concerns with their service provider.
- If clients do not wish to raise the complaint with their provider, or are not satisfied with the response, they can contact the department's Customer Service Line on freecall 1800 805 260. Officers on the Customer Service Line can provide information and advice, inquire into complaints, and require providers to take remedial action if necessary. Clients of the Disability Employment Network or Vocational Rehabilitation Services can contact the free Complaints Resolution and Referral Service on freecall 1800 880 052.
- If clients are not satisfied with the way their concerns were dealt with by the department, they can ask to have the matter reviewed by the Commonwealth Ombudsman.

The employment and related services complaints process has four main objectives:

- providing an accessible complaints process for clients
- examining and resolving complaints and, where appropriate, helping providers comply with the Code of Practice or relevant service guarantee
- identifying recurrent shortcomings in the delivery of services and providing feedback to senior management
- producing the best possible outcomes for clients by developing high-quality, continually improving services.

FEEDBACK MECHANISMS

The department's customer feedback mechanisms are designed to ensure that clients—regardless of their circumstances or background—have access to a complaints mechanism. The freecall Customer Service Line (1800 805 260) allows clients to express concerns about the services they receive and the performance of providers. Interpreter services, translator interpreter services and telephone typewriter facilities (through the National Relay Service) are available on request.

Employer role: performance indicator 1

Performance indicator **Employment policies, procedures and practices comply with the requirements of the *Disability Discrimination Act 1992***

Evidence of compliance, 2005–06

The department's Certified Agreement—supported by a number of occupational health and safety human resources guides promoted through the internet—help ensure that the department's policies and practices meet the requirements of the *Disability Discrimination Act 1992*.

The department's Performance Agreement Scheme encompasses management of employees with disability, and the recruitment and selection guide provides selection panels with information about provisions for applicants with disability.

In 2006–07 the department will do the following:

- continue to meet the requirements of the *Disability Discrimination Act 1992*
- amend or update policies, procedures and practices as necessary—in keeping with legislative, regulatory and case law developments
- work with external organisations to encourage the employment of people with disability
- continue to support the Assistive Technology Consultative Group to help employees with disability.

Employer role: performance indicator 2

Performance indicator **Recruitment information for potential job applicants is available in accessible formats on request**

Evidence of compliance, 2005–06

The department ensures that recruitment information is available in a range of formats:

- electronically, via the department's internet and intranet sites
- online and in hard-copy form through the *Australian Public Service Gazette*
- in hard-copy form from the department's recruitment team
- via touch screens at Centrelink and Job Network offices.

The recruitment team sends out as hard copy selection documentation for vacancies in the first available mail following the request.

Departmental websites aim to meet the Government Online Strategy criteria for accessibility, with documentation available in HTML and, for some documents, as RTF and PDF versions.

In 2006–07 the department will continue to provide information for potential job applicants in accessible formats on request and will respond to requests as necessary.

Employer role: performance indicator 3

Performance indicator **Agency recruiters and managers apply the principle of reasonable adjustment**

Evidence of compliance, 2005–06

Managers can obtain information and advice on a case-by-case basis by applying the principle of reasonable adjustment—for example, assessments for assistive technology and provision of additional time to complete assessment processes. Provision is made for equipment and the arrangements necessary to enable people with disability to contribute effectively to the work of the department.

Formal training for Selection Advisory Committee members during 2005–06 covered application of the principle of reasonable adjustment. Recruitment Online provides support and information for managers via links to relevant human resource guides.

In 2006–07 the department will continue to apply the principle of reasonable adjustment, ensure that Selection Advisory Committee training continues to be offered widely in the department, and amend or update support mechanisms and guides as necessary—in keeping with best-practice developments.

Employer role: performance indicator 4

Performance indicator **Training and development programmes consider the needs of staff with disabilities**

Evidence of compliance, 2005–06

Training participants are encouraged to provide advice of any specific needs in advance of training. Training providers receive information about the specific needs of participants with disability before conducting the training programme.

During 2005–06 the department did the following:

- maintained a wide-screen monitor in the IT training room, for use by people with sight difficulties
- included in the tender process requests for potential providers to provide information on how they will accommodate participants with disability
- ensured that the department's training suite had appropriate access and amenities to cater for people with disability
- used training nomination forms to encourage participants to provide information about their needs
- adjusted instructional design to suit the needs of employees with disability
- included text on training videos as required for hearing-impaired employees.

Employer role: performance indicator 5

Performance indicator **Training and development programmes include information on disability issues as they relate to the content of the programme**

Evidence of compliance, 2005–06

Training and development programmes—for example, the department’s Contract Management training packages—cover the provisions of the *Disability Discrimination Act 1992* and other topics such as race and sex discrimination, workplace harassment, human rights and equity. The package was upgraded in mid-2005 and includes a module entitled ‘Promote Diversity’.

Employer role: performance indicator 6

Performance indicator **Complaint/grievance mechanism, including access to external mechanisms, in place to address issues and concerns by staff**

Evidence of compliance, 2005–06

The department’s guideline on resolving workplace issues, available on the intranet, outlines the process for employees seeking resolution of complaints and grievances—both internally and, if unsatisfied, externally through the Merit Protection Commissioner. The guideline is reviewed and updated as required.

Specific IT applications, including the intranet, offer their own feedback mechanisms that allow any employee to raise accessibility questions directly with the responsible area of the department. The feedback mechanisms also allow for monitoring of time frames and response histories.

Details of contact points and how to provide feedback are features of the department’s Service Charter. Telephone feedback contacts are given, as well as postal and web address options.

APPENDIX 5

Ecologically sustainable development and environmental performance

Section 516A of the *Environmental Protection and Biodiversity Conservation Act 1999* requires that Australian government organisations include in their annual report a section detailing their environmental performance and their contribution to ecologically sustainable development.

The department remains committed to the principles of ecologically sustainable development and environmental performance. Government agencies affect the environment through a wide range of activities, the provision of products and services, the direct multiple-use management of public lands and waters, the construction and maintenance of highways and buildings, and the maintenance of large fleets of motor vehicles.

Departmental activities in accord with ecologically sustainable principles

The department continues to seek ways to reduce its day-to-day impact on the environment. It has implemented an Environmental Management System to support and guide its activities in relation to environmental performance, and it has gained certification for an EMS pilot site. The EMS aims to reduce consumption of finite natural resources and the production of greenhouse gases while ensuring the efficient use of physical and monetary resources and the provision of healthy working environments for employees.

The department's outcomes and their contribution to ESD

Green Corps

The Green Corps programme is a voluntary youth development and environmental training programme for people aged 17 to 20 years. It offers participants an opportunity to conserve, preserve and restore Australia's natural environment and cultural heritage. Most Green Corps projects are located in regional or remote Australia and focus on areas where environment and heritage restoration, protection and conservation are a high priority.

Green Corps project proposals are subject to rigorous assessment by a panel whose membership includes representatives of the Department of the Environment and Heritage. All Green Corps projects must have a focus on one of the key activity areas as stated under the Natural Heritage Trust or the National Action Plan for Salinity and Water Quality. Projects must be consistent with the Australian Government's environment and heritage policies, priorities and legislation, with particular attention being given to ensuring compliance with the *Environment Protection and Biodiversity Conservation Act 1999*.

During 2005–06 there were 168 Green Corps projects dealing with the environmental priorities of local communities. The following examples demonstrate the programme's commitment to ecologically sustainable development:

- *Echuca West Sustainable Habitat Creation at Echuca in Victoria.* New housing developments in the Echuca area are placing increasing demand on the water supply. This project aimed to develop a model for community education, demonstrating the benefits of native, low-water-use and drought-resistant gardens rather than exotic gardens. Other activities included work at a number of nearby small wetlands and ponds that are infested with weeds; the work was designed to increase the biodiversity of the area.
- *Tea Tree Lane Coastal Rehabilitation Project at East Devonport in Tasmania.* This project maintained, protected and restored local areas of viable coastal habitat and biodiversity. One of the main aims of the project was to educate the local community about local biodiversity and provide information and a hands-on example for landholders, to encourage their involvement in natural resource management.
- *Integrating Tree Crops in the Avon River Basin at Northam in Western Australia.* This project provided information and documentation on the tree-cropping options for the lower rainfall zones of Western Australia. It developed baseline data to assist with whole-of-catchment management planning and demonstrated the benefits of working across farm boundaries, integrating water harvesting and new revegetation systems. Participants also received training in best-practice techniques in land management and were encouraged to think laterally about solutions to land degradation.

The Indigenous Employment Programme

During 2005–06 the Indigenous Employment Programme’s Structured Training and Employment Projects provided Indigenous participants with training and employment opportunities in projects that have an environmental focus. The Indigenous Small Business Fund funds similar projects. Projects include:

- conservation and land management—for example, reserve officers and park rangers
- forest growing and management
- Indigenous heritage monitors of exploration fields for the mining industry
- aquaculture enterprises that support ecologically sustainable ventures
- eco-tourism.

The Indigenous Employment Programme does not specifically measure or review the environmental performance of these projects; its primary responsibility is training and employment outcomes for Indigenous Australians.

Community Development Employment Projects

In 2005–06 over 220 Community Development Employment Projects service provider organisations provided opportunities through 34 791 CDEP places to increase the employability skills of unemployed Indigenous Australians.

The CDEP programme offers Indigenous Australians the opportunity to work and acquire skills in a wide range of community development projects and enterprises. Many activities have an environmental focus, providing training and work experience in environment, land and heritage projects. CDEP facilitates employment and training in areas such as landscaping and revegetation, community beautification, feral animal eradication, land and water care and other environmental activities. Among the activities in 2005–06 with a focus on environment-type work were the following:

- recycling
- land and water care
- environmental health
- syringe collection
- native plant and seed propagation
- eco-tourism
- fire breaks and protection
- fish re-stocking
- rubbish collection
- sea and land rangers.

The department does not specifically record, measure or review the environmental performance of these activities; its primary responsibility is employment and enterprise outcomes.

Work for the Dole

Work for the Dole provides work experience opportunities for eligible job seekers. Through the programme, unemployed people are able to satisfy their Mutual Obligation requirements through participation in activities that are of value to the environment and communities.

The following are examples of Work for the Dole initiatives with an environmental focus during 2005–06:

- *The Endangered Wallaby Recovery Program.* Run by Workwise Central Coast in Wyong, New South Wales, and sponsored by Waterfalls Spring Sanctuary in Kulnura, this project entailed the construction of new animal enclosures and breeding facilities. Participants were also involved in maintenance of existing facilities, improvement of pastures, and construction of fences and habitats required for holding wallabies.
- *Vinnies Timber Recycling.* Run by Uniting Care Port Adelaide Incorporated in Port Adelaide and sponsored by the Society of St Vincent De Paul in Kidman Park, this project involved using recycled timber to build garden and household furniture. Participants were trained in carpentry and the construction of a variety of furniture items.
- *Clarence Plains Rivulet Landcare Project.* Run by Mission Australia Sydney and sponsored by Tranmere/Clarence Plains Land & Coastcare Inc., this project involves improvements to the Clarence Plains Rivulet, in association with the public recreation area and the Old Rokeby historic trail. Activities include environmental management and path reconstruction.

Green Reserve

Green Reserve offers mature age job seekers the opportunity to fulfil their Mutual Obligation requirements by participating in environment- or heritage-focused activities of value to the community. In 2005–06 activities with an environmental focus included the following:

- *Noah's Ark Brisbane.* Noah's Ark is a not-for-profit recycling organisation that has bought a property in Ipswich in order to protect an internationally recognised flying fox. The activity will entail clearing asparagus vine from existing trees and planting eucalypts on the edge of the colony.
- *Maitland Long-stem Planting.* This activity involves planting seedlings in various locations in the Maitland area. Tube stock and small-stem seedlings are known to be very vulnerable and to wash away in floods, as well as being subject to heavy losses as a result of drying out in hot dry periods. The long-stem planting system helps avoid these problems and also encourages drought survival.

The National Occupational Health and Safety Standards

The department supports the work undertaken by the Australian Safety and Compensation Council and the Workplace Relations Ministers' Council on workplace hazardous substances, dangerous goods and the control of major hazard facilities.

Work continues on the revision of the workplace chemicals framework, which will lead to a common standard and guidance material for workplace chemical safety. The new standard will use an internationally agreed system for classifying and labelling chemicals and providing information about their safe use. These changes will help improve environmental performance through achieving international consistency in these areas.

The agency's impacts on the environment and measures taken to minimise those impacts

The department's Environmental Management System provides the framework to support and guide office-based activities in relation to environmental performance. In 2005–06 the department undertook a project to gain certification under the AS/AZ ISO 14001:2004 standard for an Environmental Management System at a pilot site in Canberra. Certification was gained.

The department continues to implement an EMS in other sites. Programmes being rolled out as a part of the EMS are as follows:

- the Waste Management Program
- the Energy Management Program
- the Purchasing Management Program.

The department has fully implemented the Waste Management Programme throughout its tenancy and is undertaking a comprehensive education programme for all pool vehicle managers to increase the number of pool vehicles with a Green Vehicle Guide rating. The

department is also striving to increase the number of vehicles that have a Green Vehicle Guide rating of 10.5 or more by 5 per cent.

Review mechanisms to increase the measures the agency takes to minimise its impact on the environment

The department uses its Environmental Management System as a tool for monitoring, evaluating and revising its impact on the environment. The system assesses achievements against outcomes for specific objectives and targets. It will assist business outcomes with compliance against applicable Australian government and state and territory environmental legislation, regulations, policies, initiatives and other requirements relating to the department's environmental performance.

APPENDIX 6

Staffing profile

The following tables provide details of the department's staffing profile at 30 June 2006.

TABLE 6.1

Employees, by classification and location

Broadband	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Cadet				1					1
DEWR Broadband 1	236	64	8	15	8	7	51	25	414
DEWR Broadband 2	1 143	176	56	123	71	31	126	98	1 824
DEWR Broadband 3	906	52	18	33	14	3	26	21	1 073
DEWR Training Broadband	84	9	1	9	4	2	5	4	118
Government Lawyer Band 1	43								43
Government Lawyer Band 2	14								14
Senior Executive Band 1	75	1	1	1	1	1	1	1	82
Senior Executive Band 2	18	1					1		20
Senior Executive Band 3	3								3
Grand Total	2 522	303	84	182	98	44	210	149	3 592

Note: The Secretary of the department is not included in this table.

TABLE 6.2

Ongoing and non-ongoing full-time and part-time employees, by gender, 30 June 2005 and 30 June 2006

Gender	Ongoing full-time		Ongoing part-time		Non-ongoing full-time		Non-ongoing part-time		Total	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Female	1 234	1 600	167	217	100	156	34	35	1 535	2 008
Male	1 219	1 412	35	43	68	119	14	11	1 336	1 585
Total	2 453	3 012	202	260	168	275	48	46	2 871	3 593

Note: The Secretary of the department is included.

TABLE 6.3

Ongoing and non-ongoing full-time and part-time employees self-identifying as Indigenous Australians, 30 June 2005 and 30 June 2006

	Ongoing full-time		Ongoing part-time		Non-ongoing full-time		Non-ongoing part-time		Total	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Indigenous	131	133	3	2	5	2			139	137
Non-Indigenous	2 322	2 879	199	258	163	273	48	46	2 732	3 456
Total	2 453	3 012	202	260	168	275	48	46	2 871	3 593

Note: The Secretary of the department is included.

TABLE 6.4**Substantive Senior Executive Service employees, by classification and gender, 30 June 2006**

Classification	Female	Male	Total
Senior Executive Band 1	44	38	82
Senior Executive Band 2	8	12	20
Senior Executive Band 3	1	2	3
Total	53	52	105

Note: The Secretary of the department is not included.

TABLE 6.5**Employees under Australian Workplace Agreements and the Certified Agreement, by broadband, 30 June 2006**

Broadband	Australian Workplace Agreements	Certified Agreement	Total
Senior Executive Band 3	3		3
Senior Executive Band 2	20		20
Senior Executive Band 1	82		82
Government Lawyer Band 2	14		14
Government Lawyer Band 1	39	4	43
DEWR Training Broadband	118		118
DEWR Broadband 3	946	127	1 073
DEWR Broadband 2	1 331	493	1 824
DEWR Broadband 1	356	58	414
Cadet		1	1
Total	2 909	683	3 592

TABLE 6.6**Salary ranges, by broadband, 30 June 2006**

Broadband	Pay point lower (\$)	Pay point higher (\$)
Senior Executive Band 3	175 000	190 000
Senior Executive Band 2	135 000	170 000
Senior Executive Band 1	100 000	140 000
Government Lawyer Band 2	95 000	112 000
Government Lawyer Band 1	50 000	110 000
DEWR Broadband 3	62 000	133 333
DEWR Broadband 2	40 000	75 000
DEWR Broadband 1	22 000	52 000
DEWR Training Broadband	41 000	47 000
Cadet	18 778	18 778

Note: Includes employees covered by the Certified Agreement and employees covered by Australian Workplace Agreements. Pay points lower than CA are due to employees on AWAs pending review of salary on promotion.

TABLE 6.7**Performance pay: estimated actuals, 2005–06**

Classification	Number	Total paid (\$)	Average paid (\$)	Min. paid (\$)	Max. paid (\$)
APS Levels 1 to 6	1 199	5 057 045	4 218	200	14 000
Executive Level 1	576	4 483 700	7 784	500	20 000
Executive Level 2	278	3 188 900	11 471	1 000	25 000
Government Lawyer	42	450 775	10 733	1 500	20 000
Senior Executive Service	112	2 438 250	21 770	2 000	45 000
Total	2 207	15 618 670	7 077		

Notes: The figures relate to performance bonuses achieved in 2005–06 and paid in August 2006. Only those performance bonuses agreed by individual employees are included; amounts include pro-rata payments.

TABLE 6.8**Non-salary benefits: 2005–06**

Employees	Number	Total amount (\$)
Non-SES—Certified Agreement		
Learning and development bonus	15	15 000
Salary sacrificing	34	—
Non-SES—Australian Workplace Agreement		
Learning and development bonus	133	271 000
Retention bonus	5	43 336
Salary sacrificing	281	—
SES—Australian Workplace Agreement		
Retention bonus	8	83 536
Salary sacrificing	26	—

APPENDIX 7**Advertising and market research**

The following list of agencies and organisations were contracted by the department to provide advertising and market research services. The list includes payments of \$1500 and above.

TABLE 7.1**Market research expenditure 2005–06**

Name of organisation	Service provided	Paid
Blue Moon Social Research Pty Ltd *	Investigate impact of Job Placement Organisations and examine the effect of the Active Participation Model on job search behaviour	\$253 891.00
Chant Link & Associates Pty Ltd	Job seeker market research	\$73 656.00
Colmar Brunton Social Research *	Conduct Market Research on Australian JobSearch	\$89 546.40
Colmar Brunton Social Research *	Job Seeker Omnibus Survey 2006	\$105 053.65
Colmar Brunton Social Research *	Research for the WR Reform Communication	\$2 222 000.00
Jackson Wells Morris Pty Ltd *	Issues Management Strategy for WR Reform	\$1 000 000.00
Kate Sullivan & Associates	Fee for Service and Flexible Servicing Arrangements Evaluation—client and Stakeholder Interviews	\$2 168.11
Orima Research Pty Ltd	Job Seeker Omnibus Survey 2002–2005	\$132 083.97
Orima Research Pty Ltd	Experience of Employment and Employees: Disability Support Pensioners Recipients	\$15 000.00
Orima Research Pty Ltd	Testing and research on Support the System campaign	\$602 154.00
Orima Research Pty Ltd	Communications research with employment service providers	\$38 217.00
Resolution Consulting Services	Programme Assurance Consulting	\$62 464.60
The Open Mind Research Group	Developmental communications research—Welfare to Work	\$160 409.00
The Open Mind Research Group	Concept testing—Welfare to Work	\$344 608.00
The Open Mind Research Group	Benchmark and tracking research—Welfare to Work	\$166 776.00
The Roy Morgan Research *	Regional Skills Shortage Survey	\$18 181.82
The Roy Morgan Research *	Regional Skills Shortage Survey—Phase 2	\$17 045.46
The Social Research Centre	Survey of parenting payment clients	\$26 053.00
The Social Research Centre	Job Seeker Account Study	\$55 000.00
The Social Research Centre *	Longitudinal Pathways Survey	\$419 019.08

Name of organisation	Service provided	Paid
TNS	ISEP Trial—Research & Evaluation	\$42 160.00
TNS	Evaluation Mitsubishi Labour Adjustment Package and Sugar Industry Reform Programme	\$17 570.00
TNS	2005 Service Provider Survey	\$96 509.10
TNS *	Business Learning Network—market test for an alternative brand name	\$24 210.00
TNS *	2006 Survey of Employment Service Providers	\$41 571.00
TNS *	International & Australian State/Territory Programmes which assist people with mental health issues obtain/maintain employment	\$22 425.00
TNS *	Research Study into Skills In Demand in Selected Occupations	\$67 000.00
Wallis Consulting *	Client services survey	\$32 835.00
Wallis Consulting Group Pty Ltd	2004 Employer Survey—quantitative	\$61 462.50
Wallis Consulting Group Pty	Concept testing for rebranding of employment services	\$64 117.00
The Roy Morgan Research *	Regional Skills Shortage Survey	\$20 000.00
Total		\$6 293 186.69

*Also reported under appendix 8—Consultants and consultancy services

TABLE 7.2

Media advertising expenditure 2005–06

Name of organisation	Service provided	Paid
Carbine Media	Ad in Australian Human Resource Institute Year Planner	\$8 000.00
CountryWide Media	Ad in Volunteer Magazine—NSW SES edition	\$1 500.00
Empowered Communications	JobJuice Launch	\$30 636.00
EOC Consulting	Ad in Burst	\$5 000.00
Hallmark Editions	Ad in My Business Magazine	\$5 100.00
HMA Blaze Pty Ltd	Advertising Services (Non-campaign)	\$2 916 128.79
HMA Blaze Pty Ltd	Campaign media promotional advertising	\$3 047 124.71
HMA Blaze Pty Ltd	Advertising Services (Non-campaign)	\$59 497.53
HMA Blaze Pty Ltd	Advertising Services (Non-campaign)	\$77 218.57
The Magazine Publishing	Ad in QHA Review	\$2 040.91
Your Business Success	Episode Sponsorship In Your Business Success Program	\$15 000.00
Youth Off The Streets	Ad in TeenMatters	\$15 750.00
Total		\$6 182 996.51

TABLE 7.3**Direct mail organisations expenditure 2005–06**

Name of organisation	Service provided	Paid
Salamat Document Management Solutions Pty Ltd	Mailhouse services	\$399 827.89
IT Direct	Mailhouse services	\$74 138.62
National Mailing & Marketing	Direct Marketing Services for ESO Team	\$26 535.03
Total		\$500 501.54

TABLE 7.4**Advertising agencies expenditure 2005–06**

Name of organisation	Service provided	Paid
Dewey & Horton *	Advertising for WorkChoices	\$2 964 749.01
Universal McCann	Media Buying Promotional Advertising	\$51 973 816.50
Vinten Browning	Support the System campaign—creative	\$702 412.00
Vinten Browning	Welfare to Work campaign—creative	\$875 843.00
Total		\$56 516 820.51

*Also reported under appendix 8—Consultants and consultancy services

Grand Total	\$69 493 505.25
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APPENDIX 8**Consultants and consultancy services****Selection and engagement policy**

The department's policy on selection and engaging consultants is in accordance with the *Commonwealth Procurement Guidelines*, based on the core principle of value for money.

Summary

During 2005–06 232 new consultancies were entered into, involving total actual expenditure of \$23 737 678.47. In addition, 46 ongoing consultancy contracts were active during 2005–06, involving actual expenditure of \$4 734 503.54.

TABLE 8.1

Consultancies let in 2005–06 of \$10 000 or more

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
Outcome 1				
Accumen Alliance	Internal Audit of Automatching	\$26 928.00	Open Tender	c
Australian Federation of Deaf Society	Pilot Project for Auslan Interpreting	\$20 000.00	Select Tender	a
Colmar Brunton Social Research *	Conduct Market Research on Australian JobSearch	\$98 510.00	Select Tender	a
Deloitte	Analysis and data integrity of the Contract Administration System and automated reports	\$34 100.00	Panel	a
Diversity@Work	Disability Online Training	\$43 200.00	Select Tender	b
Econtech	Review of Star Ratings	\$124 457.00	Open Tender	c
ETM Perspectives (Duane And Janelle Vickery)	Facilitation of the IYEC Forum	\$18 700.00	Select Tender	b
Hays Personnel	Bulk Recruitment and Selection Services	\$150 000.00	Select Tender	b
IISM Group P/L	Delivery of project management training	\$73 773.00	Open Tender	a
Infofocus Australia Pty Ltd	Redevelopment of Contract Administration System user support material	\$35 633.00	Open Tender	a
Ipsos	Qualitative Research on Australian JobSearch	\$154 144.00	Select Tender	a

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
KPMG (Canberra)	Review of costings models and processes	\$10 000.00	Select Tender	c
Major Training Services	Training packages development	\$75 000.00	Direct Sourcing	a
McGrath Nicol & Partners	Review of NEIS Programme 2005	\$30 690.00	Open Tender	a
McGrath Nichol & Partners	Provide strategy, planning and business control advice	\$68 000.00	Direct Sourcing	c
McMillan Staff Development	Delivery of training services	\$26 500.00	Select Tender	a
Nesa	Parent Strategy Seminars	\$272 727.00	Open Tender	b
Orygen	Mental Health—Face to Face Sessions	\$56 312.00	Select Tender	b
Pricewaterhousecoopers	Development of a Vocational Rehabilitation Services financial modelling tool	\$42 900.00	Select Tender	a
Quay Connection	Public relations and issues management for Welfare to Work campaign	\$266 000.00	Select Tender	b
RSM Bird Cameron	High Level Control—review NICP	\$11 200.00	Panel	b
TNS	ISEP Trial—Research and Evaluation	\$42 160.00	Select Tender	c
TNS Social Research	Parenting Pilot Evaluation 2005	\$57 310.00	Open Tender	a
Wallis Consulting	Harvest Labour Service Review	\$26 400.00	Select Tender	c
Walter Tumbull Pty Ltd	Job Seeker Account CEO Working group	\$32 120.00	Panel	b
Subtotal		\$1 796 764.00		
Outcome 2				
Access Economics	Study of economic impacts of regulatory scheme of high hazard plant	\$158 000.00	Select Tender	a
Access Economics	Methodology to measuring the costs of OHS compliance and prevention	\$77 962.90	Panel	
Access Economics	Cost Benefit Analysis of a National Code of Practice for Induction Training for Construction Work	\$70 085.00	Panel	
Access Economics	Technical advice to support the development of a hazard exposure surveillance strategy under the Occupational Diseases Action Plan	\$12 705.00	Panel	
ACM Diagnostics Pty Ltd	Project assurance re contact centres	\$73 500.00	Select Tender	a
ACM Diagnostics Pty Ltd	User Acceptance Testing documentation	\$20 000.00	Select Tender	a
ACT & Region Chamber Of Commerce & Industry	WorkChoices Employer Advisor Programme	\$99 550.00	Open Tender	b
ACTU	Advance the National OHS Strategy 2002/12	\$352 000.00	Open tender	a
Adelaide Research And Innovation	Services to Develop a Module on Developing a good OHS Business Case	\$70 800.00	Panel	
Aged And Community Services Association	WorkChoices Employer Advisor Programme	\$90 200.00	Open Tender	b
Allan Thomas Management Services Pty Ltd	Provision of Auditing Services	\$20 000.00	Open Tender	b
Allen Systems Group (ASG)	IT Management review	\$21 120.00	Panel	b
Ascent Consulting Pty Ltd	Coaching and performance management model	\$17 374.50	Select Tender	a

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
Ascent Consulting Pty Ltd	Workforce Management Consultancy	\$56 363.64	Select Tender	a
Aussafe Consulting P/L	Provision of Auditing Services	\$88 000.00	Open Tender	b
Aust Business Limited Incorporating Aust Mines & Metals Association	WorkChoices Employer Advisor Programme	\$1 500 000.00	Open Tender	b
Australian Federation of Deaf Society	WorkChoices Employer Advisor Programme	\$600 000.00	Open Tender	b
Australian Hotels Association	Pilot Project for Auslan Interpreting	\$20 000.00	Select Tender	a
Australian Industry Group	WorkChoices Employer Advisor Programme	\$347 749.00	Open Tender	b
Australian Industry Group	Establishment of the Small Business OHS Advisers Programme	\$6 530 000.00	Open Tender	a
Australian Retailers Association	WorkChoices Employer Advisor Programme	\$1 530 892.00	Open Tender	b
Barry Pratt And Associates	WorkChoices Employer Advisor Programme	\$770 000.00	Open Tender	b
Barry Pratt And Associates	Hazardous Chemicals in Small Enterprises	\$90 000.00	Open Tender	a
BMA Consulting	Framework for Hazardous Substances	\$50 688.00	Open Tender	a
Bryan Bottomley	Develop of OHS induction—construction	\$79 750.00	Open Tender	a
Bryan Bottomley & Associates	Manual Tasks Benchmarking Exercise	\$10 010.00	Open Tender	a
Bryan Bottomley & Associates	OHS accreditation scheme, maintenance and development	\$13 860.00	Direct Sourcing	a
Business SA	OHS consultancy	\$97 900.00	Open Tender	b
Cantile Recruitment	WorkChoices Employer Advisor Programme	\$541 459.00	Open Tender	b
Chamber of Commerce & Industry of (WA)	Consultancy for Shortlisting Services	\$23 281.50	Open Tender	a
Change Actions	WorkChoices Employer Advisor Programme	\$371 200.00	Open Tender	b
Clear Lead Pty Ltd	Work & Job Design	\$135 000.00	Open Tender	b
Clear Lead Pty Ltd	Develop access SQL database	\$65 296.60	Direct Sourcing	b
Colmar Brunton Social Research	Develop training and induction package	\$39 600.00	Direct Sourcing	b
Colmar Brunton Social Research	Research for Safe Work Australia Week	\$10 000.00	Direct Sourcing	b
Colmar Brunton Social Research *	Conduct Client Satisfaction Survey	\$66 000.00	Open Tender	a
Commerce Queensland	Research for the WR Reform Communication	\$28 325.00	Panel	c
Curriculum Corporation	WorkChoices Employer Advisor Programme	\$2 222 000.00	Open Tender	c
Davis Langdon	Guiding principles for H&S programmes	\$749 800.00	Open Tender	b
Deloitte Touche Tohmatsu	Provision of Auditing Services	\$65 961.00	Open Tender	a
Dewey & Horton *	Internal Audit Services	\$20 000.00	Open Tender	b
Directnet IT	Advertising for WorkChoices	\$96 395.58	Open Tender	b
	Development of Case Management Calculator	\$3 001 446.00	Select Tender	b
		\$27 000.00	Select Tender	b

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
Dr Donald Dingsdag	Managerial Commitment to Safety: Defining, assessing and motivating senior management safety commitments in the construction sector	\$16 200.00	Direct Sourcing	a
Dr Herbert Biggs	Managerial Commitment to Safety: Defining, assessing and motivating senior management safety commitments in the construction sector	\$27 500.00	Direct Sourcing	a
Early Childhood Australia	Research into Employer experience with overseas trained childcare coordinators	\$10 000.00	Select Tender	a
Econtech	Economic Review	\$65 340.00	Open Tender	a
Elimatom Pty Ltd	Presentation on Safe Design to information sessions	\$14 520.00	Panel	
Elimatom Pty Ltd	Review of Australian and NZ Workplace Exposure Surveillance Systems	\$51 317.00	Panel	
Elimatom Pty Ltd	Specific services to support the development of a hazard exposure surveillance strategy under the Occupational Diseases Action Plan	\$10 560.00	Panel	
Enhance HR	Development of an assessment strategy	\$10 450.00	Open Tender	a
Finity	Review of chain ladder methodology for calculating premiums for self-insured	\$58 725.70	Panel	
Finnish Institute Of Occupational Health	Cochrane Injuries Reviews on Agriculture	\$51 963.00	Direct Sourcing	a
Flinders Consulting	Review of the draft Fatalities Estimates Report	\$15 840.00	Panel	
Flinders Consulting	Review of the draft Fatalities Estimates Report	\$25 080.00	Panel	
Flinders Consulting	Work-related injuries using Hospital Separations data 2002–04	\$60 720.00	Panel	
Flinders Consulting	Work-related injuries using Emergency Department data 2002–04	\$27 720.00	Panel	
Flinders Consulting	Evaluation of COSHH Essentials in the Printing Industry	\$ 108 427.00	Panel	
Flinders Consulting	Potential Implications for OHS from Nanotechnology	\$35 860.00	Panel	
Global Safety Strategies	Provision of Auditing Services	\$20 000.00	Open Tender	b
Green & Green Group	Recruitment Services	\$ 110 000.00	Direct Sourcing	a
Griffith University	International IR Issues—WorkChoices	\$20 000.00	Open Tender	a
HSEQ Solutions Pty Ltd	Provision of Auditing Services	\$58 300.00	Open Tender	b
I&J Management Pty Ltd	Analysis of NCIS data for factors in fatalities in construction industry	\$24 310.00	Panel	
International Standards Certification	Provision of Audit Services	\$40 000.00	Open Tender	b
Jackson Wells Morris Pty Ltd *	Issues Management Strategy for WR Reform	\$ 1 000 000.00	Open Tender	a
La Trobe University	Research on the Prevention of Work-Related Musculoskeletal Disorders	\$37 055.00	Panel	
Leapfrog Leadership	Shortlisting Services	\$26 642.20	Open Tender	a
Libraries Alive!	Review of DEWR Library Services	\$54 780.00	Open Tender	a
Link Learning Pty Ltd	Development of a Training Strategy	\$12 375.00	Open Tender	a
Link Market Services	Internal Workshop on ESO	\$10 097.45	Open Tender	a
Lloyd's Register Quality Assurance	Provision of Auditing Services	\$55 321.20	Open Tender	b

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
Managing Work Life Balance International	Working Arrangements in Catering Industry	\$ 126 852.00	Open Tender	a
Master Builders Australia Incorporated	WorkChoices Employer Advisor Programme	\$ 344 469.00	Open Tender	b
Minter Ellison Consulting	Review of OHS reporting mechanisms	\$ 38 170.00	Open Tender	a
Minter Ellison Consulting	Implementation of National Priority Plan	\$ 41 766.84	Open Tender	a
Monash University	Impact of State Unions' Wage Cases	\$ 40 000.00	Select Tender	a
Monash University	Economic Impact of WR Reforms	\$ 70 000.00	Select Tender	a
Monash University	Effects of ACTU Safety Net Review	\$ 20 000.00	Select Tender	a
National Farmers Federation Limited	WorkChoices Employer Advisor Programme	\$ 930 000.00	Open Tender	b
National Retail Association Ltd	WorkChoices Employer Advisor Programme	\$ 220 789.00	Open Tender	b
Nga.Net Pty Ltd	DEWR Recruitment Project	\$ 34 672.00	Open Tender	a
O'Brien Rich Research Group	Improving OHS Outcomes for Agriculture	\$ 54 010.00	Select Tender	a
Occupational Dermatology Research	Printing of Skin@Work Education Kit	\$ 57 608.70	Panel	
Occupational Dermatology Research	Development of an education training package	\$ 105 300.00	Panel	
Plutonic Zoo	Analysis of ARTS Business Requirements	\$ 14 520.00	Direct Sourcing	a
Pricewaterhousecoopers	Implementing Globally Harmonised System	\$ 144 373.00	Panel	
Pricewaterhousecoopers	Procurement Plan for the completion of the General falls code	\$ 95 700.00	Panel	
Pricewaterhousecoopers	Development of a Vocational Rehabilitation Services financial modelling tool	\$ 42 900.00	Panel	a
Pricewaterhousecoopers	Audit Services—Awards Review Taskforce	\$ 275 000.00	Select Tender	a
Pricewaterhousecoopers	Remuneration advice	\$ 17 380.00	Select Tender	c
Quality Assurance And Compliance	Provision of Auditing Services	\$ 20 000.00	Open Tender	b
Recruitment & Consulting	WorkChoices Employer Advisor Programme	\$ 89 850.00	Open Tender	b
Restaurant And Catering Australia	WorkChoices Employer Advisor Programme	\$ 250 000.00	Open Tender	a
Robert Wheeler & Associates	Remote Service Delivery Strategy	\$ 21 120.00	Direct Sourcing	b
Royce (Vic) Pty Ltd	Development of Communications Strategy	\$ 81 744.30	Panel	b
Royce (Vic) Pty Ltd	Provision of Communication Strategy	\$ 17 557.00	Panel	b
Russell Lynch	Scoping and development of request for tender	\$ 18 480.00	Direct Sourcing	a
Russell Lynch Consulting	National Standard for Plant	\$ 38 280.00	Open Tender	a
Russell Lynch Consulting Pty Ltd	Development of Policies and Procedures	\$ 35 000.00	Direct Sourcing	a
SAI-Global Limited	Provision of Auditing Services	\$ 20 638.62	Open Tender	b
SHL Australia	Performance Development Services	\$ 18 366.00	Direct Sourcing	a
SHL Australia	Consultancy for Recruitment Services	\$ 205 131.95	Open Tender	a
Sinclair Knight Mertz (SKM)	Site hazard checklist	\$ 15 600.00	Direct Sourcing	a

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
Sinclair Knight Mertz (SKM)	Provision of observation Services	\$16 105.76	Direct Sourcing	a
Tactics Consulting Pty Ltd	Review of Business processes	\$79 970.00	Select Tender	b
Taylor Fry Consulting	Actuarial Services for the CPM Project	\$21 482.50	Panel	
Taylor Fry Consulting	Actuarial Services for the CPM Project	\$15 000.00	Panel	
The Green & Green Group	Bulk Recruitment Reference Checking	\$15 000.00	Open Tender	a
The Hiser Group P/L	Develop IA for OASCC Website	\$66 110.00	Open Tender	a
The Hiser Group P/L	Audit and Analysis of Website	\$74 000.00	Open Tender	a
Tin Can Ct Pty Ltd	Telephony User Acceptance Test Management	\$57 500.00	Select Tender	a
TMP Worldwide	Creative Briefs for Recruitment	\$14 906.98	Open Tender	a
TNS Social Research	Website User Needs	\$26 335.00	Select Tender	a
United Customer Management Solutions	Contact Centre Management Systems Consultancy	\$70 909.09	Direct Sourcing	a
United Focus Pty Ltd	Website for Flexible Working in Retail	\$234 560.00	Open Tender	a
University Of Canberra	Wages and Tax Transfer system for low paid	\$49 000.00	Select Tender	a
University Of Melbourne	Hazard Exposure Surveillance Strategy	\$11 000.00	Open Tender	a
University Of Sydney	Bettering Evaluation and Care of Health	\$88 733.28	Open Tender	a
Urbis JHD Pty Ltd	Evaluate Workplace Dispute Pilot	\$92 399.00	Select Tender	a
Vaughn Sheahan	Managerial Commitment to Safety: Defining, assessing and motivating senior management safety commitments in the construction sector	\$15 000.00	Direct Sourcing	a
Vaughn Sheahan	Managerial Commitment to Safety: Defining, assessing and motivating senior management safety commitments in the construction sector	\$42 200.00	Direct Sourcing	a
Victorian Automobile Chamber Of Commerce	WorkChoices Employer Advisor Programme	\$349 666.00	Open Tender	b
Viosh Australia	OHS accreditation scheme, maintenance and development	\$50 000.00	Panel	a
Wallis Consulting *	Client services survey	\$32 835.00	Select Tender	b
Yellowwedge	Contact centre process development	\$28 710.00	Direct Sourcing	a
Yellowwedge	Workforce Planning Consultancy	\$72 181.82	Direct Sourcing	a
Subtotal		\$27 419 261.11		
Outcome 3				
Aequus Partners	Review of existing international literature on intervention strategies to address the mental health problems of single mothers and facilitate their return to work	\$10 000.00	Direct Sourcing	a
Blue Moon Social Research Pty Ltd *	Investigate impact of Job Placement Organisations and examine the effect of the Active Participation Model on job search behaviour	\$279 280.10	Open Tender	a

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
Brewarrina Business Centre	Indigenous Business Support	\$70 000.00	Direct Sourcing	a
Broome Enterprise Centre	Business Support Service Project	\$75 000.00	Direct Sourcing	a
Broome Enterprise Centre	Indigenous Economic Development	\$240 000.00	Direct Sourcing	a
Centrecare Inc	Delivery Entrepreneur Training	\$48 211.00	Direct Sourcing	a
Colmar Brunton Social Research *	Job Seeker Omnibus Survey 2006	\$250 402.00	Open Tender	a
Darebin Enterprise Centre	Consultants Business Support Network	\$43 780.00	Direct Sourcing	a
Data Analysis Australia Pty Ltd	Longitudinal Survey—Welfare to Work Participation Patterns of Working Age Income Support Recipients Welfare to Work Evaluation	\$38 665.00	Select Tender	a
Deakin University	Research into issues of an ageing workforce in a multicultural society	\$27 390.00	Direct Sourcing	a
Department of Business Economic and Regional Development	NT Economic Development Officers	\$1 410 000.00	Direct Sourcing	a
Department of State	Economic Development Officer—QLD	\$400 000.00	Direct Sourcing	a
Experience2	Age Management Training Project	\$78 640.00	Direct Sourcing	a
Finity	Insurance consultancy	\$50 000.00	Open Tender	a
First Australians Business	Business Hub Facilitation	\$900 000.00	Direct Sourcing	a
Indigenous Business Australia	Indigenous Employment and Training	\$75 000.00	Direct Sourcing	a
Indigenous Business Australia	Sponsorship Disadvantaged Youth	\$22 000.00	Direct Sourcing	a
Indigenous Business Australia	Business Hub development with KEE	\$55 000.00	Direct Sourcing	a
Indigenous Business Australia	Workshop Facilitation	\$15 163.50	Direct Sourcing	a
Ithaca Group Pty Ltd	Action Plan to increase workforce participation for people with disabilities through increased employer demand	\$11 200.00	Direct Sourcing	a
Kimberley Aquaculture Hatchery	Business Mentoring	\$57 552.00	Direct Sourcing	a
KPMG (Darwin)	Capacity Building Reviews	\$170 940.00	Direct Sourcing	a
Life Activities Inc	Website content for use on disability employment website	\$55 846.00	Open Tender	a
Marsh Pty Ltd	Insurance Information Line	\$55 000.00	Select Tender	a
Mental Health Council Of Aust Inc	Evaluating the Applicability and Cost of Converting the Mental Health First Aid Course to E-Learning	\$16 500.00	Direct Sourcing	a
Northern Territory Institute For Community Engagement & Development	Community Business model consultation	\$10 000.00	Direct Sourcing	a
Parkes Forbes Enterprise	Arts Industry Case Study Project	\$10 000.00	Direct Sourcing	a
Professor Robyn Penman	Literature Review on Welfare Payments and Behaviours	\$18 150.00	Direct Sourcing	a
Professor Robyn Penman	Literature review: Indigenous housing—household life and parental employment	\$19 800.00	Direct Sourcing	a

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
RSM Bird Cameron	Welfare to Work—Risk assessment and management services	\$50 450.00	Panel	a,b,c
Taylforth Consultants Pty Limited	Integrated Data Warehouse Development Project	\$16 900.00	Direct Sourcing	a
The Roy Morgan Research *	Regional Skills Shortage Survey	\$20 000.00	Select Tender	a
The Roy Morgan Research *	Regional Skills Shortage Survey—Phase 2	\$25 000.00	Direct Sourcing	a
The Social Research Centre	Longitudinal Pathways Survey	\$3 062 407.00	Open Tender	a
TNS *	Research Study into Skills In Demand in Selected Occupations	\$147 400.00	Open Tender	a
TNS *	2006 Survey of Employment Service Providers	\$98 340.00	Open Tender	a
TNS *	Business Learning Network—market test for an alternative brand name	\$26 631.00	Direct Sourcing	b
TNS *	International & Australian State/Territory Programmes which assist people with mental health issues obtain/maintain employment	\$25 300.00	Select Tender	a
University Of Queensland	Family Friendly Conditions—survey advice	\$22 344.30	Select Tender	a
Subtotal		\$8 008 291.90		
Corporate				
Butler Caroye	Travel Management Review	\$25 000.00	Select Tender	a
Global Learning	Develop&deliver Middle Management Program	\$900 000.00	Open Tender	a
Grosvenor Management Consulting Pty Ltd	Review of Property Services	\$77 500.00	Direct Sourcing	a
Grosvenor Management Consulting Pty Ltd	Scope reengineering of HR processes	\$13 781.00	Direct Sourcing	a
The Nous Group	Provision of Executive Leadership Program	\$1 262 145.48	Open Tender	a
Subtotal		\$2 278 426.48		
Financial Management Group				
Acumen	Review—Documentation Administered Programs	\$36 300.00	Select Tender	a
Econtech	Review—Administered estimates model	\$14 250.00	Select Tender	a
Ernst & Young	Review of FBT	\$40 000.00	Open Tender	a
McGrath & Nicol	Review of Outcomes and Outputs	\$98 000.00	Select Tender	a
Subtotal		\$188 550.00		
ITSG Responses				
Accenture	Review of EA3000	\$370 000.00	Select Tender	c
Intech1	Risk Assessment of Data Centres	\$10 000.00	Direct Sourcing	b
Subtotal		\$380 000.00		

Consultant name	Description	Contract Price	Selection Process ¹	Justification ²
States				
Bentleys MRI Pty Ltd	Funds Controller Services to Wheatbelt Aboriginal Corporation	\$73 055.00	Select Tender	a
Bentleys MRI Pty Ltd	Funds Controller Services to Wheatbelt Aboriginal Corporation	\$151 536.00	Open Tender	a
Dilima Consulting	Forensic Financial Analysis	\$76 980.00	Panel	b
Enmark Business Enterprises	Funding Controller & Investigative Audit	\$91 517.00	Panel	b
Jessup and Partners	Funding Controller & Investigative Audit	\$33 242.00	Panel	a
McGrath Nicol & Partners	General Accounting/Auditing Services	\$123 720.00	Panel	b
Walter & Turnbull	Funding Controller	\$102 750.00	Panel	a
Subtotal		\$652 800.00		
Total		\$40 724 093.49		

*Also reported under appendix 7—Advertising and market research

1 Explanation of selection process terms drawn from the Commonwealth Procurement Guidelines (January 2005):

Open Tender: A procurement procedure in which a request for tender is published inviting all businesses that satisfy the conditions for participation to submit tenders.

Select Tender: A procurement procedure in which the procuring agency selects which potential suppliers are invited to submit tenders in accordance with the mandatory procurement procedures.

Direct Sourcing: A procurement process, available only under certain defined circumstances, in which an agency may contact a single potential supplier or suppliers of its choice and for which conditions for direct sourcing apply under the mandatory procurement procedures.

Panel: An arrangement under which a number of suppliers, usually selected through a single procurement process, may each supply property or services to an agency as specified in the panel arrangements.

2 Justification for decision to use consultancy:

- a skills currently unavailable within agency
- b need for specialised or professional skills
- c need for independent research or assessment

APPENDIX 9

Freedom of information

Subsection 8(1) of the *Freedom of Information Act 1982* requires that each Commonwealth agency publish information about the following:

- the organisation and functions of the agency, including the decision-making and other powers affecting members of the public that are involved in those functions
- arrangements that exist for outside participation in policy formulation or administration of any enactment or scheme by the agency
- categories of documents the agency possesses
- how people can gain access to documents held by the agency.

Organisation and functions

Part 1 of this report provides information about the organisation and functions of the Department of Employment and Workplace Relations.

Decision-making powers that affect members of the public

The department makes decisions under the following legislation:

- the *Air Passenger Ticket Levy (Collection) Act 2001*—in relation to the Special Employee Entitlements Scheme for eligible employees of the Ansett Group of companies
- the *Australian Workplace Safety Standards Act 2005*—relating to the making of occupational health and safety standards
- the *Building and Construction Industry Improvement Act 2005*—provides a comprehensive set of workplace relations reform measures for the building and construction industry, including the establishment of the Australian Building and Construction Commission
- the *Coal Mining Industry (Long Service Leave Funding) Act 1992*—relating to funding long-service leave in the coal mining industry
- the *Disability Services Act 1986*—relating to the provision of the Disability Employment Network (formerly Disability Open Employment Services) and Vocational Rehabilitation Services
- the *Freedom of Information Act 1982*—to grant or refuse access to documents, to amend or annotate documents, and in relation to fees and charges
- the *Privacy Act 1988*—to disclose information about individuals in accordance with the Information Privacy Principles
- the *Social Security Act 1991*—relating to income support payments and participation requirements for Newstart Allowance, Youth Allowance, Parenting Payment and the Disability Support Pension
- the *Social Security (Administration) Act 1999*—providing for the administration of social security law and related purposes

- the *Tradesmen's Rights Regulation Act 1946* and Regulations of the *Migration Act 1958*—relating to trades recognition
- the *Workplace Relations Act 1996*—relating to compliance and advisory services for federal awards and workplace agreements
- the Workplace Relations Regulations 2006—relating to the effective operation of the *Workplace Relations Act 1996*, as amended by the *Workplace Relations Amendment (Work Choices) Act 2005*
- the *Workplace Relations Amendment (Codifying Contempt Offences) Act 2004*—which compels people to provide information relevant to investigations of the Building Industry Task Force (now the Office of the Australian Building and Construction Commissioner).

The department also makes decisions under the following administrative schemes:

- the Compensation for Detriment Caused by Defective Administration Scheme in connection with compensation that might be payable to a claimant who has suffered detriment as a result of defective administration
- the administrative scheme that provides coverage for non-Commonwealth employees who participated in, or were present in the area at the time of, the British nuclear tests in Australia in the 1950s
- the Scheme for the Payment of Compensation for Injury in Exceptional Circumstances, which provides coverage for people defined as employees by the *Safety Rehabilitation and Compensation Act 1988*, judges, members of parliament or ministers of state, people performing functions for the Commonwealth, and dependants or members of the household of those specified, as a result of actual or threatened acts of violence because the claimant was identified with the Commonwealth.

Arrangements for outside participation

Arrangements for participation are described here by organisational group.

The Working Age Policy Group

The Working Age Policy Group consulted widely with stakeholders on matters relating to the development and introduction of the Welfare to Work legislation, disallowable instruments and the *Guide to Social Security Law*. The department received written comments and held consultation sessions with welfare, single parent, mature age and disability groups on the content of the instruments and the guide. It also worked closely with internal and external stakeholders to finalise the Welfare to Work reforms and implement them on 1 July 2006.

The department held consultations on mature age employment with small and medium enterprises, large employers and a range of peak bodies that have an interest in mature age employment. In addition, focus groups were held with employers to review the content of the *Mature Age Employment Practical Guide*, and the Age Management Training Reference Group was established with several external members to provide advice on the training programmes

developed for managers and experienced workers to help them make workplace adjustments to attract and retain mature age workers.

The Disability Advisory Group continued to meet during 2005–06, its members being drawn from peak bodies, service providers and employers. The Employer Roundtable provided advice to Minister Andrews in relation to increasing employer demand for people with disabilities.

The Working Age Taskforce

The Welfare to Work Consultative Forum advises the Minister for Employment and Workplace Relations and the Minister for Workforce Participation on implementation of the Welfare to Work reforms and, at a broad strategic level, the design of services to ensure government policy objectives are achieved. The forum consists of 16 representatives of the community, business, government and academic sectors. It is co-chaired by the two Ministers, and a non-government member is appointed as the Deputy Chair. When the Working Age Taskforce was disbanded, the secretariat support for the Welfare to Work Consultative Forum was transferred to the Working Age Policy Group.

The Indigenous Employment and Business Group

In 2005–06 the department released *Achieving Indigenous Economic Independence—Indigenous Economic Development Strategy*, which sets out a whole-of-government approach to removing barriers to Indigenous Australians achieving true economic independence. The document was launched by Minister Andrews, Senator Vanstone and Mr Elu, from Indigenous Business Australia, on 9 November 2005. It is publicly available.

The department introduced a competitive purchasing process for the delivery of the Community Development and Employment Projects programme in 2006–07, evaluating service provider applicants against specific criteria and assessing them in line with a probity plan to determine their suitability.

The Intensive Support Group

JOB NETWORK

The Intensive Support Group consulted widely with Job Network members and peak organisations on matters concerning Job Network Services. The group attended and presented at events involving a wide range of community stakeholders including National Employment Services Australia and the Centrelink Community Reference Group.

DISABILITY EMPLOYMENT

The department consults widely with stakeholders on matters associated with disability employment. Among the peak bodies consulted are the National Employment Services Association, ACROD, the ACE Network and the Australian Federation of Disability Organisations.

INDIGENOUS EMPLOYMENT

Various components of the Indigenous Employment Policy or projects established under the policy provide for the establishment of joint steering committees or for community consultation to guide implementation.

The department consults widely with stakeholders, including peak bodies and Indigenous Australians, on Indigenous employment matters.

The Job Search Support Group

The Job Search Support Group consults with Job Placement Licence organisations, Job Network members, Community Work Coordinators, providers of Green Corps and the Voluntary Work Initiative, Transition to Work and New Enterprise Incentive Scheme providers and peak organisations (including the National Employment Services Association, the National NEIS Association and the Recruitment and Consulting Services Association) in relation to programme performance and delivery of policy objectives.

The Australian Association of Career Counsellors has been consulted for the review of some Australian JobSearch information brochures and fact sheets for job seekers (yet to be published).

The Labour Market Strategies Group

In conjunction with the Intensive Support Group, the Labour Market Strategies Group consulted twice with the Centrelink Community Participation References Group in 2005–06 in the development of the Welfare to Work version of the Job Seeker Classification Instrument, to be implemented from early July 2006.

The group also consulted the labour economics community, through the Australian Labour Market Research Workshop, in its review of the DEWR Leading Indicator of Employment.

The Research and Evaluation Group

Research projects and evaluations are designed in close collaboration with a range of stakeholders. Formal and informal arrangements exist for consultation with relevant government departments and the National Employment Services Association. Employment agencies, employers and job seekers are also consulted, particularly in relation to survey design.

The Specialist Services and Income Support Group

The Specialist Services and Income Support Group consults with Disability Employment Network (formerly Disability Open Employment Services) service providers and peak organisations such as the National Employment Services Association, the ACE Network, ACROD and the Australian Federation of Disability Organisations. The Australian Council of Social Services and Welfare Rights provide feedback on income support matters.

The Disability Employment Network and Vocational Rehabilitation Services are specialist employment services contracted out by the department to help people with disability obtain and retain employment under conditions that meet the requirements of the *Disability Services Act 1986*.

The 100 per cent transition to a case-based funding model for all Disability Employment Network services occurred on 1 July 2005 following consultations with the sector. Case-based funding is a performance and outcome model whereby providers are paid fees to help job seekers with disability as they enter the programme and achieve milestones and outcomes.

A Disability Employment Network Star Ratings performance framework is being developed. In May and June 2006 the department consulted nationally on a draft model. Public consultations were held in state capitals and submissions closed on 15 June 2006. A reference group with peak body representation has worked closely with the department on the development of the model.

In conjunction with the Working Age Policy Group, the Specialist Services and Income Support Group consulted widely on the new JobAccess disability information service.

The Disability Services Standards require that disability employment services have for consumers an internal complaint handling mechanism that is accessible and effective. Consumers can also make use of an external complaint resolution and referral service that investigates complaints from consumers and concerned parties.

Changes have been made to the way Vocational Rehabilitation Services are provided, including introduction of the new Welfare to Work demand-driven service. The Specialist Services and Income Support Group consulted with relevant community and industry bodies on changes to the Disability Services (Vocational Rehabilitation) Guidelines.

The department consults widely with Job Placement, Employment and Training providers to inform its policy development. Formal arrangements exist for quarterly consultations with a JPET working party on programme matters. Membership of the working party comprises representatives of metropolitan, rural and remote JPET providers and rotating departmental state contract managers.

The department also consults widely with stakeholders in relation to the Personal Support Programme, including with individual providers and through bodies such as the National Employment Services Association PSP Special Interest Group.

The Workplace Relations Implementation Group

The Workplace Relations Implementation Group manages consultations through a consultative mechanism established by the department to seek the views of Australian business on workplace relations and other matters. The group is made up of senior human resources executives from a number of Australian companies; membership is by invitation from the Secretary. The group generally meets with the Secretary and senior departmental officers twice a year.

The Workplace Relations Policy Group

The National Workplace Relations Consultative Council (previously called the National Labour Consultative Council) is a tripartite body established by the *National Workplace Relations Consultative Council Act 2002*. Under the Act, the purpose of the council is to provide, in the public interest, a regular and organised means of allowing representatives of government, employers and employees and, when the Minister considers it appropriate, representatives of other bodies and organisations to consult on workplace relations matters of national concern. The Act also sets out procedures for appointment to the council and specifies that the council must meet once every six months.

The International Labour Affairs Committee is a subcommittee of the National Workplace Relations Consultative Council that discusses the adoption of, and reporting on, International Labour Organization standards. The committee was established as part of Australia's obligations under ILO Convention 144—Tripartite Consultation (International Labour Standards), 1976—to consult regularly with the most representative organisations of employers and workers. It normally meets twice a year.

The ILO Technical Officers Meeting is an annual meeting of Commonwealth and state and territory officials responsible for ILO matters. The meeting serves to fulfil Australia's obligation under Article 19.7 of the ILO Constitution, which requires federal nations such as Australia to consult with their constituent states in relation to unratified ILO conventions (including compliance matters and attitudes to ratification). The department convenes the meeting, which is hosted by one of the participants. Other purposes served by the meeting are sharing information on the ILO's standard-setting activities, informing states and territories of important developments in the ILO that relate to standard setting, and discussing reports required by the ILO on Australia's compliance with international labour standards.

The Award Review Taskforce is supported by a secretariat located in the Workplace Relations Policy Group. In 2005–06 the taskforce consulted with interested parties and called for submissions on two discussion papers dealing with award rationalisation and rationalisation of award wage and classification structures.

The Workplace Relations Legal Group

The Committee of Industrial Legislation is a subcommittee of the National Workplace Relations Consultative Council and provides a mechanism for the Workplace Relations Legal Group to consult with peak employer and union organisations on workplace and related legislative matters. Meetings are arranged as required.

The Workplace Relations Services Group

The Workplace Relations Services Group consults in a number of forums. The *Tradesmen's Rights Regulation Act 1946* facilitates the national recognition of tradespeople in metal and electrical trades through the issue of Australian Recognised Trade Certificates. These certificates are issued by five central and local trades committees covering the engineering,

electrical, boiler-making, blacksmithing and sheet metal trades. Appointees to each committee are drawn from the relevant employer and employee organisations and are required to possess a high degree of technical knowledge and experience in the relevant trades. All appointments to the committees are made by the Minister for Employment and Workplace Relations, pursuant to the Tradesmen's Rights Regulation Act, and the appointees serve 'during the pleasure of the Minister'. The committees meet as required to assess applications for Australian Recognised Trade Certificates.

The Workplace Relations Services Group consults with the Insolvency Practitioners Association of Australia, the Australian Securities and Investment Commission, and Insolvency and Trustee Service Australia on insolvency matters relating to the administration of the employee entitlements schemes. The group also consults with a number of peak legal and alternative dispute resolution organisations on matters relating to the creation and maintenance of provider panels under the Unlawful Termination Assistance Scheme and the Alternative Dispute Resolution Assistance Scheme.

The Office of the Australian Safety and Compensation Council

The Office of the Australian Safety and Compensation Council provides policy advice on national occupational health and safety and workers compensation. It develops national occupational health and safety standards and codes, carries out research, and analyses national workers compensation data.

The office supports the Australian Safety and Compensation Council in providing a national forum whereby representatives of state and territory governments, employers and employees consult and participate in the development of policies relating to occupational health and safety and workers compensation.

The Office of the Federal Safety Commissioner

The role of the Federal Safety Commissioner is to improve occupational health and safety performance in the building and construction industry. A key function is the operation of the Australian Government's building and construction OHS Accreditation Scheme. Under the scheme, Australian government agencies can contract only with accredited companies for building work valued at more than \$6 million. The commissioner consults widely with industry, occupational health and safety authorities, Australian government agencies, and state and territory authorities.

The Office of the Federal Safety Commissioner has established industry and government reference groups to advise the commissioner on matters affecting the building and construction industry's occupational health and safety performance. These reference groups are a mechanism for sharing information and meet quarterly.

Categories of documents available free of charge

The following categories of documents are available to the public free of charge.

The Employment Business Services Group

Publicly available information from the Employment Business Services Group is contained in the following documents:

- the *Employment and Related Services Style Guide 2006–2009*
- brochures, booklets and posters relating to the Employment and Related Services Code of Practice
- service guarantees and forms and guidelines relating to the complaints processes.

The Indigenous Employment and Business Group

Information available from the Indigenous Employment and Business Group is contained in the following documents:

- *CDEP Guidelines 2006–07*
- *Indigenous Economic Development Strategy*
- the CDEP insurance information pack
- *A Guide to Developing Capacity Building Plans*
- brochures, guidelines, pamphlets and fact sheets on the Community Development Employment Projects programme.

These and other documents are available on the internet <www.workplace.gov.au/cdep>.

The Intensive Support Group

Publicly available information from the Intensive Support Group is contained in the following documents:

- information on Job Network—available in paper form, on video or online at the Workplace website <www.workplace.gov.au>, including information about the *Active Participation Model*, Job Network services and the performance of Job Network
- the *Job Seeker Classification Instrument*
- information on employment services for people with disability—including forms, brochures, pamphlets, fact sheets and posters
- web-based toolboxes <www.toolboxes.dewr.gov.au> to help employment services train staff and assist disadvantaged job seekers—people of culturally and linguistically diverse background, mature age people, youth and Indigenous Australians
- web-based resources to assist mature age job seekers <www.jobwise.gov.au>, young people <www.jobjuice.gov.au> and people with disability <www.jobable.gov.au> in their search for employment

- information on the various elements of the Indigenous Employment Policy—in forms, brochures, pamphlets and posters, proponent guidelines and application forms, and online via links within the Workplace website <www.workplace.gov.au>.

The Job Search Support Group

Publicly available information from the Job Search Support Group is contained in the following documents:

- brochures and pamphlets about the New Enterprise Incentive Scheme
- the *Transition to Work* brochure and the Service Guarantee poster for job seekers
- the *Transition to Work Services Workforce Access Program for Partners* brochure
- a list of Job Placement Licence organisations
- *Job Placement Services 2006–2009: licence application pack*
- *National Harvest Guide: information for job seekers and Harvest Labour Service providers*
- Australian JobSearch job seeker promotional brochures and fact sheets
- Australian JobSearch employer and job seeker promotional brochures and web service fact sheets
- a pamphlet about a new functionality in Australian JobSearch that helps employers identify potential skilled migrants for vacancies that cannot be filled from the Australian labour market
- the list of finalists in and winners of the Prime Minister’s Work for the Dole Achievement Awards 2005
- the request for tender for Green Corps 2005
- the New Enterprise Incentive Scheme 2006–2009 request for tender
- the Community Work Coordinator Services 2006–2009 request for tender
- the list of successful tenderers for Community Work Coordinator Services 2006–2009
- Community Work Coordinator information leaflets
- Green Corps and Voluntary Work Initiative information leaflets
- Centrelink quarterly breach data.

The Research and Evaluation Group

Research and Evaluation Group publications are available online from the Workplace website <www.workplace.gov.au> and through the department’s national and state offices. This includes evaluations of labour market programmes and services.

The Labour Market Strategies Group

Labour Market Strategies Group publications are available online from the Workplace website and through the department’s national and state offices. This includes reports on investigations of particular occupational labour markets.

The Specialist Services and Income Support Group

Information on employment services, including the Disability Employment Network (formerly Disability Open Employment Services) and Vocational Rehabilitation Services, is available to job seekers with disability, service providers and others at <www.jobaccess.gov.au>.

Information on Welfare to Work Budget measures announced in May 2005 is available to job seekers and providers on <www.workplace.gov.au>. A statement of requirement for potential providers of Disability Employment Network services (uncapped) is available on <www.workplace.gov.au>.

Additional essential information on the Disability Employment Network was developed and placed on other departmental websites—for example, <www.workplace.gov.au> and the department's home site <www.dewr.gov.au>—and hotlinks were provided to direct people to the core JobAble website.

Additionally, publicly available information from the Specialist Services and Income Support Group is contained in the following documents:

- brochures and service provider locations relating to the Job Placement, Employment and Training programme
- brochures relating to Vocational Rehabilitation Services
- *Industry Alert* for Vocational Rehabilitation Services
- brochures, posters, and pamphlets relating to the Disability Employment Network
- brochures and pamphlets relating to the Personal Support Programme
- *Labour Market and Related Payments—a monthly profile*, available from <www.workplace.gov.au/lmrp>. This document provides statistics, primarily on Newstart Allowance, Youth Allowance and other income support payments
- links to Centrelink information on working age income support payments—available on the department's website
- the *Guide to Social Security Law and the Social Security Legislation*—available on the Department of Families, Community Services and Indigenous Affairs website <www.facs.gov.au/sspal/index.htm>
- the annual report on the characteristics of Disability Support Pension recipients—available on the JobAble website <www.jobable.gov.au>
- forms and leaflets relating to working age income support payments delivered by Centrelink.

The Workplace Relations Implementation Group

Industry-specific information from the Workplace Relations Implementation Group is available at <www.workplace.gov.au>. The following information relating to the building and construction industry is available:

- the National Code of Practice for the Construction Industry
- the Australian Government Implementation Guidelines (for the National Code of Practice)

- the Australian Government Industry Guidelines (for the National Code of Practice)
- model contract clauses for directly and indirectly funded projects
- the *Key Contacts* booklet, providing information on government services available to employers and employees in the building and construction industry. Booklets can be obtained by contacting <building@dewr.gov.au>
- *Non-compliant Clauses*, a booklet of fact sheets to help agencies and companies assess whether workplace arrangements comply with the code and the guidelines
- a fact sheet explaining how the code and the guidelines apply to government agencies
- a fact sheet explaining how the code and the guidelines apply to subcontractors
- a fact sheet explaining how the code and the guidelines apply to head contractors
- a step-by-step guide for agencies assessing workplace arrangements in respect of the code and the guidelines
- a step-by-step guide for contractors assessing workplace arrangements in respect of the code and the guidelines
- a fact sheet on how the code and the guidelines apply to Australian government construction projects
- the *E-Code User Guide*, an online reporting tool that enables Australian government departments and agencies to report on construction activity and the application of the code and the guidelines.

This information, plus other information on workplace relations reform in the building and construction industry, is available on the Workplace website <www.workplace.gov.au/building>.

Australian Government Employment has the following information available:

- *APS—Workplace Relations Policy Parameters for Agreement Making in the Australian Public Service* (April 2006)
- *APS—Supporting Guidance for the Workplace Relations Policy Parameters for Agreement Making in the Australian Public Service* (April 2006)
- *Non-APS—Supporting Guidance to the Workplace Relations Arrangements for Commonwealth Authorities* (April 2006)
- Workplace Relations advices on various workplace relations subjects of relevance to Australian government employment
- Australian Public Service Remuneration Survey reports (multiple years).

This information is available on the Workplace website <www.workplace.gov.au> under ‘For organisations > government’.

The Workplace Relations Services Group

The WorkChoices website <www.workchoices.gov.au> provides general information about the WorkChoices system and a number of fact sheets on workplace relations matters such as who is covered by the new system, the Australian Fair Pay and Conditions Standard,

transitional arrangements and termination of employment. The WorkChoices information booklet and fact sheets are also available to order in hard copy from this site or by ringing the WorkChoices Infoline (1300 363 264).

Information on the Unlawful Termination and Alternative Dispute Resolution Assistance Schemes—including governance documents, application forms and fact sheets—is available on the WorkChoices and Workplace websites, as well as from the WorkChoices Infoline.

Information on the employee entitlements schemes—including governance documents, application forms and fact sheets—is available on the Workplace website.

The Workplace Relations Policy Group, the Workplace Relations Legal Group and the Advocacy Team

The *Workplace Relations Act 1996* and Acts and Bills amending it and workplace relations regulations are available on the Workplace website <www.workplace.gov.au>, which also provides the following:

- government submissions in key cases before federal or state industrial tribunals
- data on developments in federal agreement making
- information and advice on work–family considerations in the workplace and the Telework Taskforce, a database on family-friendly agreements clauses, and access to a range of work and family publications
- documents on occupational health and safety and workers compensation
- other workplace relations documents—including a submission on a state workplace relations legislative proposal, a discussion paper, and information about the Workplace Relations Ministers’ Council
- information in various formats—including brochures, technical guides, case studies, fact sheets and postcards on the potential benefits of employee share ownership.

The following documents are available free of charge from <www.awardreviewtaskforce.gov.au/>:

- the two discussion papers issued by the Award Review Taskforce—*Award Rationalisation* and *Rationalisation of Award Wage and Classification Structures*
- submissions received by the Award Review Taskforce Secretariat from interested parties.

The Office of the Australian Safety and Compensation Council

The website of the Office of the Australian Safety and Compensation Council <www.ascc.gov.au> provides a range of brochures, fact sheets, newsletters, research papers, reports, national occupational health and safety standards, codes of practice, guidelines, training and educational material relating to occupational health and safety and workers compensation.

Office of the Federal Safety Commissioner

The following documents can be made available to the public free of charge on request:

- a fact sheet on provisional accreditation
- a fact sheet on the OHS Accreditation Scheme
- an appeals form
- the audit protocol
- the *Client Agencies Guide*
- the *Compliance Policy Guide*
- the contractor application guide
- the contractor application form
- the full accreditation scheme application pack.

Categories of documents available for purchase

The following categories of documents are available for purchase.

The Labour Market Strategies Group

The quarterly *Small Area Labour Markets* provides estimates of the number of people unemployed, the unemployment rate and the labour force for approximately 1350 statistical local areas across Australia. It is available free through the Workplace website <www.workplace.gov.au> or in hard copy or on disk for an annual subscription.

The Specialist Services and Income Support Group

Labour Market and Related Payments: a monthly profile is available in hard copy from the Centrelink National Media Officer—telephone (02) 6284 6442—at an annual subscription cost of \$65.

Centrelink can provide recipient data on an ad hoc fee-for-service basis for certain categories of information that are not publicly available.

The Workplace Relations Services Group

Trades Recognition Australia holds a library of assessment and overseas reference material that is available for purchase.

The Workplace Relations Implementation Group

A number of subscription services available to Australian government employers provide workplace relations advice, including allowance rates. Information about these services can be obtained from the Workplace website <www.workplace.gov.au>.

Facilities for access to documents available free of charge or for purchase

Information about the department's published material is available on its website <www.dewr.gov.au> and on the Workplace website <www.workplace.gov.au>.

Information about employment services—including Job Network, Vocational Rehabilitation Services, Job Placement organisations, Work for the Dole, Green Corps, voluntary work, community work, Transition to Work, the New Enterprise Incentive Scheme, the Disability Employment Network and other complementary employment programmes—is available on the Workplace website, the department's website and the JobSearch website <www.jobsearch.gov.au> or by telephoning 13 62 68.

Information about the Community Development Employment Projects programme is available by telephoning the local Indigenous Coordination Centre or 13 62 68 or by following the Indigenous links on the Workplace website.

For job seekers with disability, information about relevant Australian government employment and training services is available on the JobAccess website <www.jobaccess.gov.au> and the Workplace website.

For young job seekers, information about relevant Australian government employment and training services is available on the JobJuice website <www.jobjuice.gov.au>.

For mature age job seekers, information about relevant Australian government employment and training services is available on the Jobwise website <www.jobwise.gov.au>.

Details about published documents of the Workplace Relations Policy, Workplace Relations Legal, Workplace Relations Services and Workplace Relations Implementation Groups are available on the Workplace website, under 'Workplace relations'.

The Employee Share Ownership Development Unit <employeeownership@dewr.gov.au> provides information about employee share ownership and the potential benefits of this.

The Employee Entitlements Branch provides free access to documents about the employee entitlements schemes through the Workplace website <www.workplace.gov.au>, by telephoning 1300 135 040 or by emailing <GEERS@dewr.gov.au>.

The Workplace Programmes Branch provides free access to documents about the Unlawful Termination Assistance Scheme and the Alternative Dispute Resolution Assistance Scheme through the WorkChoices website <www.workchoices.gov.au> and the Workplace website <www.workplace.gov.au>, through the WorkChoices Infoline on 1300 363 264 or by emailing <utas@dewr.gov.au> or <adras@dewr.gov.au>.

Trades Recognition Australia material is listed on the Workplace website and can be purchased by mail or by contacting Trades Recognition Australia. Forms can be downloaded from the Workplace website.

The WorkChoices website provides general information about the WorkChoices system and a number of fact sheets on workplace relations. The WorkChoices information booklet and fact

sheets are also available to order in hard copy from this site or by ringing the WorkChoices Infoline (1300 363 264).

Remuneration Tribunal determinations, reports and associated statements are available on the tribunal's website <www.remtribunal.gov.au>.

Information about developing and implementing work and family policies and programmes is available from <www.workplace.gov.au/WorkFamily>.

The website of the Office of the Federal Safety Commissioner <www.fsc.gov.au> contains information on the role and functions of the office as well as information about the OHS Accreditation Scheme.

Copies of Australian Safety and Compensation Council publications can be obtained from <www.ascc.gov.au>.

The Job Placement, Employment and Training programme website <<http://jpet.facs.gov.au>> provides information about the programme, including JPET provider locations, information about the 2004 JPET selection process, and the *JPET Evaluation 2001—final report*.

Information about the Personal Support Programme is available at <www.workplace.gov.au>, under 'Disadvantaged job seekers'.

Categories of documents held by the department

The department maintains the following categories of documents for which access can be requested under the *Freedom of Information Act 1982*. Certain documents may, however, be exempt under the Act. Some categories of documents are held throughout the department, among them the following:

- audit reports
- Cabinet documents
- documents relating to policy advice and internal administration—financial, staffing, office procedures, and so on
- documents relating to policy and portfolio administration—including reports, briefings, correspondence, minutes and submissions
- documents relating to programme administration—including grant approvals, progress reports, payments, research and evaluation reports, and relevant correspondence
- electronic records maintained on departmental databases
- request for tender documentation, exposure drafts, tender proposals, evaluations and contracts
- legal advice
- ministerial briefings
- records of representations to the Minister and the department and other applications for advice and assistance

- research papers
- reference material used by staff and contract providers—including guidelines and manuals and operational advice
- submissions to and reports on public inquiries.

Corporate

In the Corporate Unit documents relating to the following are held:

- freedom of information request files
- Ombudsman complaint files
- privacy complaint files
- fraud control plans
- investigation reports.

Other holdings

- The Indigenous Employment and Business Group holds submissions made in response to the *Building on Success: CDEP discussion paper (2005)*. Most of the submissions are available on the department's website <www.workplace.gov.au/cdep>.
- The Intensive Support Group holds the Job Seeker Classification Instrument, which provides operational advice for Job Network members, including advice on using the Job Seeker Account.
- The Working Age Taskforce holds the papers of Welfare to Work Consultative Forum meetings and other bodies for which it provides secretariat support.
- The Workplace Relations Implementation Group holds the papers of bodies for which it provides secretariat support, as well as notes of meetings relating to improving workplace relations at the enterprise level.
- The Workplace Relations Implementation Group holds files relating to its investigations of possible breaches of sections of the *Workplace Relations Act 1996*.
- The Workplace Relations Policy Group holds agenda papers for the meetings of the Award Review Taskforce.
- The Workplace Relations Policy and Legal Groups and Advocacy Team hold submissions presented to inquiries, documents relating to advocacy services on workplace relations matters, and documents relating to the Executive Council (such as regulations and statutory appointments).
- The Workplace Relations Services Group holds submissions to and the records of the Remuneration Tribunal.

Seeking access to departmental documents under the Freedom of Information Act

Under the *Freedom of Information Act 1982* applications for access to documents must be made in writing. There is no mandatory form. The application should be posted to:

The Team Leader
 Administrative Law Team
 GC11
 Department of Employment and Workplace Relations
 GPO Box 9879
 CANBERRA ACT 2601

Applications for access to documents in the department's possession should include an address to which notices can be sent and a telephone number for use during business hours; they should be accompanied by the prescribed application fee of \$30. Applicants may seek remission of the application fee for reasons of financial hardship or public interest, or any other reason. If remission of the fee is sought, supporting evidence should be forwarded with the application. Further processing charges may be imposed.

Applicants may discuss the nature and scope of an intended request or the freedom of information process with the Team Leader. The department can assist the applicant in clarifying a request.

Freedom of information requests in 2005–06

Table 9.1 shows the status of FOI applications for access to departmental information, as considered in 2005–06.

TABLE 9.1

FOI applications for access to departmental information, 2005–06

Applications considered	Number
On hand at 1 July 2005	5
Received	75
Granted in full	23
Granted in part	17
Refused	2
Withdrawn	18
Transferred	3
On hand at 30 June 2006	12
Internal reviews	7
Appeals to the Administrative Appeals Tribunal	2

APPENDIX 10

Fraud control certificate



Australian Government
**Department of Employment and
Workplace Relations**

Secretary

GPO Box 9879 CANBERRA ACT 2601

Annual Report 2005/06 – Fraud Control Certification

In accordance with Guideline 2.8 of the *Commonwealth Fraud Control Guidelines 2002* ('the Guidelines'), issued by the Minister for Justice and Customs pursuant to Regulation 19 of the *Financial Management and Accountability Regulations 1997*, I, Peter Boxall, Secretary of the Department of Employment and Workplace Relations, hereby certify to the Minister for Employment and Workplace Relations that I am satisfied that:

- the department has prepared fraud risk assessments and has in place a fraud control plan that complies with the Guidelines;
- appropriate fraud prevention, detection, investigation and reporting procedures and processes are in place; and
- annual fraud data has been collected and reported that complies with the Guidelines.

A handwritten signature in black ink, appearing to read 'Peter J. Boxall'.

Peter J. Boxall

22 August 2006

APPENDIX 11

Tripartite consultations on International Labour Organization matters

This report on the tripartite consultations concerning international labour standards was prepared in accordance with Australia's obligations under International Labour Organization Convention No. 144, Tripartite Consultation (International Labour Standards), 1976, which was ratified by Australia in June 1979.

Tripartite consultation on ILO international standards occurs in the regular meetings of the International Labour Affairs Committee of the National Workplace Relations Consultative Council and in direct correspondence between the Department of Employment and Workplace Relations and the representative employer and worker organisations—the Australian Chamber of Commerce and Industry and the Australian Council of Trade Unions.

The International Labour Affairs Committee was established in 1978 under s. 12(1) of the *National Labour Consultative Council Act 1977*. Its terms of reference require it to consider matters of substance relating to the ILO and other relevant international bodies. In 2005–06 the committee met once, on 10 March.

Article 5 of Convention No. 144 requires consultation on several matters; these are discussed in the following sections, together with an indication of the action that took place during the reporting period.

Technical meetings are regular and well supported by the parties. Where the work relates to the Asia–Pacific and the broader region, there is good cooperation. There is, however, continuing disagreement among the parties in relation to application of some ILO standards in Australia.

Government replies to questionnaires

The International Labour Office asked for responses to questionnaires or comments on reports dealing with the following matters during 2005–06, in preparation for the 95th (2006) Session of the International Labour Conference:

- a promotional framework for occupational health and safety
- the employment relationship
- the role of the ILO in technical cooperation.

The Australian Chamber of Commerce and Industry and the Australian Council of Trade Unions were invited to contribute to and to comment on the Australian government responses to the office's questionnaires and reports on these items. ACCI and the ACTU were also invited to contribute to the Australian government brief for the International Labour Conference concerning the items. Comments received were taken into account when determining the Government's position.

Submission of new conventions and recommendations to the competent authority

The 92nd (2004) International Labour Conference adopted Recommendation 195, Human Resources Development, 2004. In accordance with Article 19 of the ILO Constitution, member states are required to submit the texts of new instruments to the ‘competent authority’ and subsequently to report to the ILO on action proposed to be taken in respect of the new instruments. In Australia the competent authority is the Parliament of the Commonwealth of Australia. The views of ACCI, the ACTU and state and territory governments on Recommendation 195 were sought and included in the Government’s submission report, which was tabled in Parliament with the instrument in November 2005.

Re-examination at appropriate intervals of unratified conventions and of recommendations

Convention No. 182, Worst Forms of Child Labour, 1999

In 2003 the Joint Standing Committee on Treaties recommended that binding treaty action be taken, subject to all legislation being in place for Australia to meet the required obligations. Tasmania, the last state to achieve compliance with Convention 182, passed the relevant legislation in late 2005 and the laws came into effect on 1 January 2006. The Attorney-General’s Department has confirmed that law and practice in all jurisdictions comply with the obligations of the convention, and it is expected that ratification will be finalised in the second half of 2006.

Protocol of 2002 to Convention No. 155, Occupational Safety and Health, 2002

The Minister for Employment and Workplace Relations wrote to state and territory Ministers responsible for workplace relations, ACCI and the ACTU in 2004 and again in 2005, seeking their support for ratification of the Protocol of 2002 to Convention No. 155 and their views on Australia’s compliance with the protocol. International Labour Affairs Committee members noted that state and territory governments are continuing to investigate their law and practice in relation to the protocol.

Convention No. 162, Asbestos, 1986

The Minister for Employment and Workplace Relations wrote to state and territory Ministers responsible for workplace relations, ACCI and the ACTU in 2004 and again in 2005, seeking their support for ratification of Convention No. 162 and their views on Australia’s compliance with it. International Labour Affairs Committee members noted the agenda paper, and the ACTU undertook to write to state and territory governments to try to help speed up the process of ratification of the convention.

Questions arising out of reports submitted to the ILO under Article 22 of the ILO Constitution

In 2005–06, in accordance with Article 22 of the ILO Constitution, reports on the following ratified ILO conventions were submitted.

- Convention No. 87, Freedom of Association and Protection of the Right to Organise, 1948
- Convention No. 88, Employment Service Convention, 1948
- Convention No. 98, Right to Organise and Collective Bargaining Convention, 1949
- Convention No. 100, Equal Remuneration, 1951
- Convention No. 111, Discrimination (Employment and Occupation) Convention, 1958
- Convention No. 122, Employment Policy Convention, 1964
- Convention No. 144, Tripartite Consultation (International Labour Standards) Convention, 1976
- Convention No. 159, Vocational Rehabilitation and Employment (Disabled Persons) Convention, 1983.

ACCI and the ACTU had been invited to contribute to these reports during the reports' preparation and were also invited to comment on the final reports. Their comments were either attached to the relevant Article 22 report or forwarded to the ILO separately. A similar process is under way for the following ratified conventions, which are due with the ILO in late 2006:

- Convention No. 10, Minimum Age (Agriculture) Convention, 1921
- Convention No. 11, Right of Association (Agriculture) Convention, 1921
- Convention No. 29, Forced Labour Convention, 1930
- Convention No. 81, Labour Inspection Convention, 1947
- Convention No. 99, Minimum Wage Fixing Machinery (Agriculture) Convention, 1951
- Convention No. 105, Abolition of Forced Labour Convention, 1957
- Convention No. 112, Minimum Age (Fishermen) Convention, 1959
- Convention No. 123, Minimum Age (Underground Work) Convention, 1965
- Convention No. 131, Minimum Wage Fixing Convention, 1970
- Convention No. 156, Workers with Family Responsibilities Convention, 1981
- Convention No. 158, Termination of Employment Convention, 1982
- Convention No. 173, Protection of Workers' Claims (Employer's Insolvency) Convention, 1992.

Proposals for the denunciation of ratified conventions

At the International Labour Affairs Committee meeting of 5 May 2005 committee members noted that the following three obsolete conventions had been tabled in Parliament in 2003, together with a National Interest Analysis, as a prerequisite for the conventions' denunciation:

- Convention No. 83, Labour Standards (Non-Metropolitan Territories), 1947
- Convention No. 85, Labour Inspectorates (Non-Metropolitan Territories), 1947
- Convention No. 86, Contracts of Employment (Indigenous Workers), 1947.

The Joint Standing Committee on Treaties supported the proposal to denounce the three conventions. Convention No. 86 was denounced on 6 February 2004, Convention No. 83 was denounced on 3 September 2004, and Convention No. 85 was denounced on 22 December 2005.

APPENDIX 12

Commonwealth intervention

This appendix describes matters dealt with by courts and commissions in 2005–06 in connection with which the Minister for Employment and Workplace Relations participated in proceedings.

The Australian Industrial Relations Commission

- *Re Minister for Employment and Workplace Relations*—application for review of a decision issued by Vice-President Lawler relating to an application for a secret ballot order for protected action concerning operation of Item 20 of Schedule 4 of the *Workplace Relations Amendment (Work Choices) Act 2005*
- Transport Workers' Union New South Wales and TNT Australia Ltd and Riteway Transport Pty Limited—concerning the scope of the Australian Industrial Relations Commission's power to make an order that industrial action stop, not occur and not be organised under the amended *Workplace Relations Act 1996*
- Disability Employment Action Centre appeal—concerning a s. 113 application by the Australian Liquor, Hospitality and Miscellaneous Workers Union to vary its Supported Employment Award 2001 in relation to wage rates for employees with disabilities
- an application by the Construction, Forestry, Mining and Energy Union—concerning a s. 113 application to vary an award to increase wage rates for apprentices under the National Building and Construction Industry Award.

State industrial relations commissions

- Building and Construction Industry Award—the Construction, Forestry, Mining and Energy Union applied to amend the Building and Construction Industry state award to include wage rates from Queensland pattern certified agreements
- State Wage Case 2006, NSW—union application to increase the minimum wage by 4 per cent
- State Wage Case 2006, QLD—union application to increase the minimum wage by 4 per cent
- State Wage Case 2006, SA—union application to increase the minimum wage by 4 per cent
- State Wage Case 2006, WA—union application to increase the minimum wage by 4 per cent
- State Wage Case 2006, Tas—union application to increase the minimum wage by 4 per cent
- *CFMEUW v BHP Billiton Iron Ore Pty & Integrated Group Ltd*—concerning an AWA employee of a labour hire company seeking an order that he was actually employed by the 'host' (BHP).

The Federal Court

- *Quality Maintenance Services v AFMEPKIU*—proceedings relating to industrial action by employees of Quality Maintenance Services Pty Ltd.

