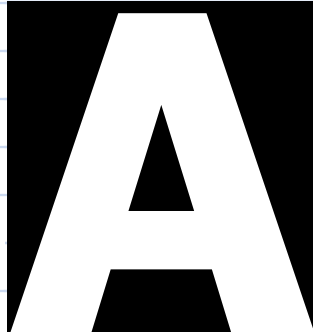


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## APPENDIX

## 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  
10 Mort Street, Canberra City ACT 2601  
12 Mort Street, Canberra City ACT 2601  
64 Northbourne Avenue, Canberra City  
ACT 2601  
Saratou Building, 34 East Row, Canberra City  
ACT 2601  
Alan Woods Building, 25 Constitution  
Avenue, Canberra City ACT 2601  
Brindabella Park East, 14 Brindabella Circuit,  
Canberra Airport ACT 2609  
Brindabella Park West, 16 Brindabella  
Circuit, Canberra 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

### 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  
8th Floor, Customs House  
414 La Trobe Street  
Melbourne VIC 3000  
Phone 03 9954 2510

### Bendigo

PO Box 476  
Bendigo VIC 3552  
1st Floor  
Cnr Myer and Mundy Streets  
(Mundy Street entrance)  
Bendigo VIC 3550  
Phone 03 5430 5600  
Fax 03 5430 5624

## St Kilda

Building Industry Taskforce  
PO Box 1800  
St Kilda South VIC 3182  
Phone 1800 003 338  
Fax 03 9953 5715

## Queensland

### Brisbane

GPO Box 9879  
Brisbane QLD 4001  
8th Floor  
215 Adelaide Street  
Brisbane QLD 4000  
Phone 07 3223 1250

### Cairns

PO Box 4623  
Cairns QLD 4870  
3rd Floor, Commonwealth Centre  
94-104 Grafton Street  
Cairns QLD 4870  
Phone 07 4048 7150  
Fax 07 4048 7164

### 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  
2nd Floor, Townsville Commonwealth Centre  
143 Walker Street (cnr Stanley Street)  
Townsville QLD 4810  
Phone 07 4760 2650  
Fax 07 4760 2602

## 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  
3rd Floor, 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 5020

### **Alice Springs**

PO Box 252

Alice Springs NT 0871

Suite 73, Mezzanine Level

Alice Plaza, Todd Mall

Alice Springs NT 0870

Phone 08 8953 2969

Fax 08 8953 0917



# Websites

## Employment and Workplace Relations

The following websites are relevant to the operations of the Department of Employment and Workplace Relations, associated portfolio agencies, and the Workplace Relations Ministers' Council.

Department of Employment and Workplace Relations	<a href="http://www.dewr.gov.au">http://www.dewr.gov.au</a>
Australian Employment Services	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Australian JobSearch	<a href="http://www.jobsearch.gov.au">http://www.jobsearch.gov.au</a>
Australian Jobs Update	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Australian Public Service agreement making	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Australian Training	<a href="http://www.jobsearch.gov.au/training">http://www.jobsearch.gov.au/training</a>
Australian VolunteerSearch	<a href="http://www.volunteersearch.gov.au">http://www.volunteersearch.gov.au</a>
Australian Workplace	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Australian Workplace Agreements	<a href="http://www.oea.gov.au">http://www.oea.gov.au</a>
Australian Workplace Agreements—Small Business Program	<a href="http://www.smallbusiness.oea.gov.au">http://www.smallbusiness.oea.gov.au</a>
Australian Workplace Agreements—Youth Services	<a href="http://www.oea.gov.au/youthservices">http://www.oea.gov.au/youthservices</a>
Building Industry Taskforce	<a href="http://www.buildingtaskforce.gov.au">http://www.buildingtaskforce.gov.au</a>
Career Search	<a href="http://www.jobsearch.gov.au/careersearch.aspx">http://www.jobsearch.gov.au/careersearch.aspx</a>
Certified agreements	<a href="http://www.wagenet.gov.au">http://www.wagenet.gov.au</a>
Community Development Employment Projects	<a href="http://www.workplace.gov.au/indigenous">http://www.workplace.gov.au/indigenous</a>
Community Work Coordinators	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Community Work placements	<a href="http://www.volunteersearch.gov.au">http://www.volunteersearch.gov.au</a>
Corporate Leaders for Indigenous Employment Project	<a href="http://www.workplace.gov.au/indigenous">http://www.workplace.gov.au/indigenous</a>
Disability Employment Services	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Employee entitlements schemes	<a href="http://www.workplace.gov.au/employeeentitlements">http://www.workplace.gov.au/employeeentitlements</a>

Employee share ownership	<a href="http://www.workplace.gov.au/eso">http://www.workplace.gov.au/eso</a>
Employer Incentives Strategy	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Employment Innovation Fund	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Employment Services Code of Practice	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Federal agreement making	<a href="http://www.wagenet.gov.au">http://www.wagenet.gov.au</a>
Federal awards	<a href="http://www.wagenet.gov.au">http://www.wagenet.gov.au</a>
Freedom of association	<a href="http://www.oea.gov.au">http://www.oea.gov.au</a>
General Employee Entitlements and Redundancy Scheme	<a href="http://www.workplace.gov.au/employeeentitlements">http://www.workplace.gov.au/employeeentitlements</a>
Green Corps	<a href="http://www.greencorps.com.au">http://www.greencorps.com.au</a>
Green Reserve	<a href="http://www.greenreserve.com.au">http://www.greenreserve.com.au</a>
Harvest Trail Employment	<a href="http://www.jobsearch.gov.au/HarvestTrail">http://www.jobsearch.gov.au/HarvestTrail</a>
Home Ownership Programme	<a href="http://www.iba.gov.au">http://www.iba.gov.au</a>
Indigenous Business Development Programme	<a href="http://www.iba.gov.au">http://www.iba.gov.au</a>
Indigenous Capital Assistance Scheme	<a href="http://www.workplace.gov.au/indigenous">http://www.workplace.gov.au/indigenous</a>
Indigenous Employment Programme	<a href="http://www.workplace.gov.au/indigenous">http://www.workplace.gov.au/indigenous</a>
Indigenous Small Business Fund	<a href="http://www.workplace.gov.au/indigenous">http://www.workplace.gov.au/indigenous</a>
JobAble	<a href="http://www.jobable.gov.au">http://www.jobable.gov.au</a>
JobJuice	<a href="http://www.jobjuice.gov.au">http://www.jobjuice.gov.au</a>
Job Network	<a href="http://www.jobnetwork.gov.au">http://www.jobnetwork.gov.au</a>
Job Outlook	<a href="http://www.jobsearch.gov.au/joboutlook">http://www.jobsearch.gov.au/joboutlook</a>
Job Placement, Employment and Training	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
Job Search Training	<a href="http://www.jobsearch.gov.au/training">http://www.jobsearch.gov.au/training</a>
Jobwise	<a href="http://www.jobwise.gov.au">http://www.jobwise.gov.au</a>
National Code of Practice for the Construction Industry	<a href="http://www.workplace.gov.au/building">http://www.workplace.gov.au/building</a>
National Disability Recruitment Coordinator	<a href="http://www.dwa.org.au">http://www.dwa.org.au</a>
National Indigenous Cadetship Project	<a href="https://www.nicp.dewr.gov.au/">https://www.nicp.dewr.gov.au/</a>
New Enterprise Incentive Scheme	<a href="http://www.workplace.gov.au/workplace/selfemployment">http://www.workplace.gov.au/workplace/selfemployment</a>
Personal Support Programme	<a href="http://www.workplace.gov.au/psp">http://www.workplace.gov.au/psp</a>
Personnel Operations Programme	<a href="http://www.workplace.gov.au/pop">http://www.workplace.gov.au/pop</a>
Royal Commission into the Building Industry	<a href="http://www.royalcombeci.gov.au">http://www.royalcombeci.gov.au</a>

Simpler Workplace Relations System	<a href="http://www.simplerWRSystem.gov.au">http://www.simplerWRSystem.gov.au</a>
Special Employee Entitlements Scheme for Ansett Group Employees	<a href="http://www.workplace.gov.au/employeeentitlements">http://www.workplace.gov.au/employeeentitlements</a>
Structured Training and Employment Projects	<a href="http://www.workplace.gov.au/indigenous">http://www.workplace.gov.au/indigenous</a>
Trades Recognition Australia	<a href="http://www.workplace.gov.au/tra">http://www.workplace.gov.au/tra</a>
Transition to Work	<a href="http://www.workplace.gov.au/workplace/ttw">http://www.workplace.gov.au/workplace/ttw</a>
<i>Trends in Federal Enterprise Bargaining</i>	<a href="http://www.workplace.gov.au/publications">http://www.workplace.gov.au/publications</a>
Voluntary Work Initiative	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
WageNet	<a href="http://www.wagenet.gov.au">http://www.wagenet.gov.au</a>
Work and family	<a href="http://www.workplace.gov.au/workfamily">http://www.workplace.gov.au/workfamily</a>
Work for the Dole	<a href="http://www.workplace.gov.au/workplace/wfd">http://www.workplace.gov.au/workplace/wfd</a>
Workplace Advisory Service	<a href="http://www.wagenet.gov.au">http://www.wagenet.gov.au</a>

## Portfolio agencies

Australian Industrial Relations Commission	<a href="http://www.airc.gov.au">http://www.airc.gov.au</a>
Comcare	<a href="http://www.comcare.gov.au">http://www.comcare.gov.au</a>
Defence Force Remuneration Tribunal	<a href="http://www.dftrt.gov.au">http://www.dftrt.gov.au</a>
Equal Opportunity for Women in the Workplace Agency	<a href="http://www.eowa.gov.au">http://www.eowa.gov.au</a>
Indigenous Business Australia	<a href="http://www.iba.gov.au">http://www.iba.gov.au</a>
National Occupational Health and Safety Commission	<a href="http://www.nohsc.gov.au">http://www.nohsc.gov.au</a>
Office of the Employment Advocate	<a href="http://www.oea.gov.au">http://www.oea.gov.au</a>
Office of the Employment Advocate —Small Business Program	<a href="http://www.smallbusiness.oea.gov.au">http://www.smallbusiness.oea.gov.au</a>
Office of the Employment Advocate —Youth Services	<a href="http://www.oea.gov.au/youthservices">http://www.oea.gov.au/youthservices</a>
Remuneration Tribunal	<a href="http://www.remtribunal.gov.au">http://www.remtribunal.gov.au</a>
Safety, Rehabilitation and Compensation Commission	<a href="http://www.comcare.gov.au/commission.html">http://www.comcare.gov.au/commission.html</a>
Seacare Authority	<a href="http://www.seacare.gov.au">http://www.seacare.gov.au</a>

## Councils

Workplace Relations Ministers' Council	<a href="http://www.workplace.gov.au">http://www.workplace.gov.au</a>
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## 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
- *Builders Labourers' Federation (Cancellation of Registration) Act 1986*
- *Builders Labourers' Federation (Cancellation of Registration—Consequential Provisions) Act 1986*
- *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 Services Act 1994*
- *Equal Employment Opportunity (Commonwealth Authorities) Act 1987*
- *Equal Opportunity for Women in the Workplace Act 1999*
- *International Labour Organisation Act 1947*
- *International Labour Organisation Act 1973*
- *International Labour Organisation (Compliance with Conventions) Act 1992*
- *Judicial and Statutory Officers (Remuneration and Allowances) Act 1984*
- *Long Service Leave (Commonwealth Employees) Act 1976*
- *Maternity Leave (Commonwealth Employees) Act 1973*
- *National Occupational Health and Safety Commission Act 1985*
- *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 as it 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 as it relates to non-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 as it 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 as it relates to non-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*.

## APPENDIX

## 4

# Commonwealth Disability Strategy

## Policy adviser role: performance indicator 1

Performance  
indicator

**New or revised policy/programme proposals assess impact on the lives of people with disabilities prior to decision**

Evidence of compliance, 2004–05

### Disability Open Employment Services

The transfer of responsibility for Disability Open Employment Services from the Department of Family and Community Services to the Department of Employment and Workplace Relations in 2004–05 provided the opportunity to improve and effectively mobilise all employment services in Australia to help people with a disability who want to work, and are able to work, to gain employment. Disability Open Employment providers cater to the needs of particular client groups in the community—among them job seekers with hearing or vision impairment, mental health issues, or physical or psychological disabilities.

A discussion paper, *Next Steps for Disability Open Employment Services*, was prepared and consultations were held early in 2005 to ensure that the best possible arrangements for employment services were developed to help people with a disability gain work. The department also consulted with the peak organisations—the Association of Competitive Employment and ACROD.

One outcome of the consultation process was the 100 per cent transition to the Case Based Funding model for all Disability Open Employment Services. Case Based Funding is a fee-for-service model whereby fees are paid to providers to help job seekers with a disability find and maintain employment. The aim is to better link funding with individual needs and outcomes, increase job seekers' access and choice, provide assistance to as many people as possible within existing funds, and promote flexibility and innovation. The Case Based Funding model was developed in close consultation with the sector and peak organisations during the past five years, to ensure that the model met the needs of job seekers and workers.

In 2004–05 CRS Australia participated in a number of pilot projects—the Early Intervention and Engagement Pilot, a Youth and Mental Health Pilot, and Parenting Support Pilot projects—using funding from the Innovation Fund, which is part of the Service Level Agreements.

The aim of the Early Intervention and Engagement Pilot, in which over 500 job seekers participated, was to test methods of earlier assessment and referral to intervention compared with what had been available for these job seekers. CRS Australia and the department are conducting a comprehensive evaluation of the pilot. Preliminary feedback from the job seekers suggests that they felt the assessment was comprehensive and successfully linked them to suitable services.

The aim of the Youth and Mental Health Pilot and the Parenting Support Pilot projects was to enable CRS Australia to develop innovative approaches to meeting the needs of people in high-priority job seeker target groups. Approaches included improved local community links with referrers, support services for clients in non-vocational life domains, and sources of expertise in working with young people or single parents. The results of these pilots will be released in 2005–06.

### **The Personal Support Programme**

The Personal Support Programme bridges the gap between crisis services and employment assistance programmes and is delivered by 148 organisations at 600 sites across Australia. It targets people on income support who, because of multiple non-vocational barriers—such as homelessness, drug and alcohol dependency, disability, poor mental health and family breakdown—are unable to gain a job or benefit from employment programmes such as Job Network.

Personal Support Programme outcomes can be economic or social. Among the economic outcomes are jobs, a sustained transition in Job Network or Disability Open Employment Services, and education and training. The level of achievement of such outcomes has trebled in the three years since the programme began.

Economic participation might not be possible, at least in the short or medium term, for a number of Personal Support Programme participants. For people who are not yet ready to make employment-related transitions, the programme funds providers for a social outcome for participants who spend two years in the programme. For some participants, continued engagement with the Personal Support Programme over the two years will be an achievement in itself and will improve their level of social functioning and connectedness.

Of current Personal Support Programme participants, 31 per cent have identified themselves as having a disability.

### **Job Network**

The *Active Participation Model* was introduced in July 2003, and the needs of people with a disability were an important consideration in the development of the model. In particular, highly disadvantaged job seekers—and this can include people with a disability—receive immediate access to tailored support and the Job Seeker Account, which is a pool of funds for providing flexible individual employment-related assistance such as training and specialist equipment.

The department continues to give special consideration to people with a disability through ongoing improvements to the *Active Participation Model*. This includes activities such as pilot projects and implementing policy decisions for people with a disability.

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 issues and HIV/AIDS/hepatitis.

## **Working with Centrelink**

The Job Seeker Classification Instrument is an objective measure of a job seeker's relative labour market disadvantage; it is designed to allow immediate identification of job seekers who are eligible for early referral to Intensive Support customised assistance.

Under the Business Partnership Arrangement, Centrelink exceeded the key performance indicator target of 67 per cent of Job Seeker Classification Instrument Supplementary Assessments completed within 20 days of the job seeker registering with Centrelink.

## **Capability building**

Throughout 2004–05 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 a disability. In March 2005 the National Employment Services Association and the department jointly held information sessions around the country to raise Job Network members' awareness of issues and the servicing needs of people with a disability. Seminars and information sessions will also be offered in the future so that Job Network members can improve their servicing capability.

## **Direct registration**

The department has been working with the employment services sector to streamline processes and improve access to services for job seekers with a disability. It has developed new functionality to allow volunteer job seekers receiving the Disability Support Pension or the Parenting Payment or participating in Community Development Employment Projects to register directly with a Job Network member—without the need for a Centrelink referral. This affords these job seekers the opportunity for faster connection with and engagement in Job Network. Direct registration functionality will be implemented in July 2005. Job seekers receiving the Disability Support Pension or the Parenting Payment or participating in Community Development Employment Projects can continue to access Job Network through Centrelink.

## **The Disability Support Pension Pilot**

In December 2003, 12 disability specialist Job Network members were contracted to develop and pilot strategies for attracting eligible Disability Support Pension recipients to volunteer to participate in Job Network. On 24 November 2004 a Disability Support Pension Pilot Interim Evaluation report was released, discussing preliminary outcomes from the pilot. (The report is available on the JobAble website <<http://www.jobable.gov.au>>.) The pilot had two objectives:

- to actively engage Disability Support Pension recipients without ongoing support requirements at a local level and support their participation in the labour market
- to develop transferable initiatives to be promoted as best practice to Job Network members nationally.

The interim evaluation of the pilot recommended that key areas be addressed in order to achieve the following:

- to remove disincentives to participation for Disability Support Pension recipients

- to increase Disability Support Pension recipients' awareness of available employment services and promote best practice in engaging with interested job seekers at the local level
- to promote the flexible servicing arrangements that exist within the *Active Participation Model*
- to promote best practice, training and support mechanisms, and tools for servicing Disability Support Pension recipients
- to streamline administrative systems and processes associated with servicing Disability Support Pension recipients
- to improve awareness in the labour market of the benefits of employing people with a disability.

A progress report on the interim evaluation's findings is due for release in July 2005; the final evaluation—which will assess the sustainability of outcomes from the Disability Support Pension Pilot—is scheduled for completion in early 2006.

A number of the department's current and future activities are a response to the findings of the interim evaluation report:

- removal of disincentives to participation from 2006—including easier access to the Disability Support Pension within two years if a job seeker stops receiving the pension because of paid earnings and increases in associated allowances and concessions
- marketing and promotional activities to increase awareness of the employment services available for job seekers with a disability
- identification and promulgation of better practice servicing strategies for job seekers with a disability—including promoting the tools and flexibilities available within the *Active Participation Model*
- enhancement of tools and flexibilities—including improving the accessibility and relevance of information on the JobAble website
- streamlining of processes for job seekers and employment service providers—including introducing direct registration functionality for some job seeker groups, allowing faster connection and commencement in services
- allocation of \$50 million over four years for an employer demand strategy—to increase demand for participation by targeted groups in key industry sectors (announced in the 2005–06 Budget).

## **JobAble**

JobAble was launched on 4 August 2004. It is an online information resource about employment for people with a disability and provides information on disabilities, employment and employment services and a range of other information relevant to the employment of people with a disability. The aim is to assist job seekers with a disability, employers interested in employing people with a disability, and employment service providers. Diversity@work was contracted to develop JobAble in cooperation with the department. JobAble is regularly updated, and in June 2005 the department conducted market research to identify areas for improvement. The findings of the market research will be used to guide future developments.

## Policy adviser role: performance indicator 2

Performance indicator	<b>People with disabilities are included in consultation about new or revised policy/programme proposals</b>
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### Evidence of compliance, 2004–05

During 2004–05 the department continued to consult disability peak bodies, service providers and consumers in relation to policy affecting people with a disability.

The *Next Steps for Disability Open Employment Services* consultations held in early 2005 provided an avenue for Disability Open Employment Services providers and disability peak bodies to express their views on what the next steps should be in implementing Case Based Funding and express their concerns about how the longer term purchasing arrangements, in particular, would operate for open employment services.

The *Next Steps* discussion paper to support the consultation process was distributed on 20 January 2005, and the consultation period closed on 25 February 2005. The discussion paper was also posted on the JobAble website in accessible format. People with a disability were widely represented at the consultations. Nationally, over 900 people attended 14 discussion forums held in each state and territory during February, in buildings accessible to people with a disability. Some 140 written comments were received from peak bodies, providers and other interested agencies. Respondents put forward a variety of suggestions and comments that will be useful for detailed programme management and continuing dialogue with the sector.

Consultations on the framework for improving workforce participation for people with a disability on income support payments were held in February 2005. At the forums, community views were sought on the principles underpinning the reform process and how best to support and help people with a disability move into employment. The key issues raised at the forums contributed to reforms and continue to be considered by the department as part of the reforms to payments and improvements to services. The forums were held in buildings that were accessible to people with a disability.

The Disability Advisory Group meets quarterly and advises the department about matters associated with disability employment policy and services. The group includes an employer representative, a Job Network representative and a representative from CRS Australia. During 2004–05 the group's membership was extended to cover new responsibilities resulting from the transfer of Disability Open Employment Services and Vocational Rehabilitation to the department.

Disability Advisory Group members were invited to attend the 2005–06 Budget briefings and lock-up; it was this Budget that announced the Welfare to Work measures affecting people with a disability. Consultations between the Disability Advisory Group and the department are expected to continue.

The Government established an Employer Roundtable for people with a disability to provide high-level advice on ways of increasing workforce participation for people with a disability. The roundtable held its first meeting in April 2005; it is made up of employers and

peak bodies and is responsible for the important initiative of developing an action plan to drive employer demand for people with a disability. It is due to report to the Government by the end of 2005.

During the reporting year the department also held ongoing discussions with disability service provider peak bodies—the Association of Competitive Employment National Network and ACROD—about increasing workforce participation for people with a disability and implementing reforms to payments and services.

The Disability Participation Alliance represents a range of disability and welfare organisations. It exists to reflect the disability sector's reaction to the changes under the Welfare to Work reforms. Since the announcement of these reforms, the Hon. Kevin Andrews MP, Minister for Employment and Workplace Relations, and departmental representatives have met regularly with members of the alliance's steering committee to discuss the disability elements of the reforms.

Concerns raised by the Disability Participation Alliance have been considered in the development and refinement of policy for people with a disability under the reforms, and the alliance will continue to be consulted.

The Disability Reference Group was formed in late 2003 with the objective of improving the linkages between employment service providers working with job seekers with a disability, disability advocates, and government agencies. Its membership includes the National Employment Services Association, the Association for Competitive Employment Agencies, the National Industry Association for Disability Services, CRS Australia, the Department of Family and Community Services, and Centrelink. Among the particular matters of interest to the group during 2004–05 were the performance of the Disability Support Pension Pilot, progressing options to increase referrals between organisations, and improving streaming and assessment options for job seekers with a disability.

Through several focus groups, people with a disability have been consulted directly in relation to their experiences with the Disability Support Pension Pilot, the development and continuous improvement of JobAble, and publications the department produces to inform job seekers of the services available and the benefits of working.

Attention is also given to the individual concerns of people with a disability through ministerial and departmental responses to any specific matters raised.

Further consultation in relation to Job Network and employment services also occurred with peak organisations representing people with a disability.

## Policy adviser role: performance indicator 3

Performance indicator	<b>Public announcements of new, revised or proposed policy/ programme initiatives are available in accessible formats<sup>1</sup> for people with disabilities in a timely manner</b>
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### Evidence of compliance, 2004–05

The department made information about the *Active Participation Model* publicly available through a wide range of forums and media and in formats to cater for a variety of disabilities. A number of these publications were developed in consultation with the Department of Family and Community Services, among them the following:

- a fact sheet for job seekers with a disability that highlighted the services available to them under the *Active Participation Model*—including Disability Open Employment Services and services available through CRS Australia—and an additional fact sheet on Job Network services for job seekers with a disability
- a detailed package of information for job seekers—published on the Job Network website in HTML format
- a variety of articles about opportunities for job seekers with a disability—published in a number of publications, including *Employment Extra*
- a fact sheet for employers—to highlight the benefit of employing a job seeker with a disability and the business case supporting this
- advising peak disability bodies of the services available—including the Association of Competitive Employment and the ACROD, which then informed their members.

Workplace portal <<http://www.workplace.gov.au>> employment publications are published in HTML, and PDF versions of some documents are available. In addition, publication contact information is provided on the site: clients are invited to contact <[jnmarketing@dewr.gov.au](mailto:jnmarketing@dewr.gov.au)> to obtain hard-copy publications or particular formats to meet their needs.

The department's JobAble website <<http://www.jobable.gov.au>>—through which information about employment services available to job seekers with a disability, service providers and others is provided—was redesigned to provide a channel through which Disability Open Employment Services-related information could be provided to the public. Details of the new 100 per cent Case Based Funding delivery model were made available on JobAble, along with a number of fact sheets and collections of 'Questions and answers' that were designed to provide relevant, up-to-date information on Disability Open Employment Services. Regular, updated information on the transition process was also placed on JobAble. JobAble and its contents are published in HTML, and PDF versions of some documents are available. Essential information on Disability Open Employment Services was developed and placed on other departmental websites—the Workplace portal, for example, <<http://www.workplace.gov.au>> and the department's home site <<http://www.dewr.gov.au>>—and 'hotlinks' were provided to direct people to the core JobAble website.

The 2004–05 Employment and Workplace Relations Portfolio Budget Statements were published on the department's website <<http://www.dewr.gov.au>> in HTML and PDF formats.

<sup>1</sup> Accessible electronic formats include ASCII (or .txt) files and HTML for the web. Non-electronic accessible formats include braille, audio cassette, large print and easy English. Other ways of making information accessible are video captioning and using Auslan interpreters.

## Regulator role: performance indicator 1

Performance indicator	<b>Publicly available information on regulations and quasi-regulations is available in accessible formats for people with disabilities</b>
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### Evidence of compliance, 2004–05

The department provides information on regulations, quasi-regulations, and wages and conditions in a range of accessible formats for the public, including people with a disability. Information about workplace relations matters is developed for employers and employees by the Office of Workplace Services and is available in the following formats:

- electronic formats—including HTML and PDF—available through <<http://www.wagenet.gov.au>>
- telephone advisory and referral services—including access to translator services
- hard-copy fact sheets and plain English pamphlets describing key processes
- information seminars and workplace visits covering various aspects of workplace relations.

## Regulator role: performance indicator 2

Performance indicator	<b>Publicly available regulatory compliance reporting is available in accessible formats for people with disabilities</b>
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### Evidence of compliance, 2004–05

The Office of Workplace Services provides regulatory compliance reporting information through the department's annual report, which is produced in hard copy and is available online in accessible formats.

## Purchaser role: performance indicator 1

Performance indicator	<b>Publicly available information on agreed purchasing specifications is available in accessible formats for people with disabilities</b>
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### Evidence of compliance, 2004–05

The department's tenders are advised through various media, including AusTender, newspapers and the department's website <<http://www.dewr.gov.au>>. Although they 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	<b>Processes for purchasing goods or services with a direct impact<sup>2</sup> on the lives of people with disabilities are developed in consultation with people with disabilities</b>
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### Evidence of compliance, 2004–05

The department contracts a range of providers to deliver Disability Open Employment Services to job seekers with a disability. These services are designed to help job seekers with a disability find, gain and maintain employment. Recent changes to the delivery model for Disability Open Employment Services were developed in consultation with peak disability organisations and people with a disability and their representatives.

## Purchaser role: performance indicator 3

Performance indicator	<b>Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the <i>Disability Discrimination Act 1992</i></b>
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### Evidence of compliance, 2004–05

The department's template contracts for the purchase of goods and services require compliance with Commonwealth laws, including the *Disability Discrimination Act 1992*. The department's 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 are required to satisfy a range of legislative requirements, including the *Disability Discrimination Act 1992* 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 Open Employment Services providers, Vocational Rehabilitation Services providers and Personal Support Programme providers.

Disability Open Employment and Vocational Rehabilitation are specialist employment services contracted by the department to help people with a disability obtain and retain employment under conditions that meet the provisions of the *Disability Discrimination Act*. These specialist employment services are independently audited against service quality standards that are consistent with the *Disability Discrimination Act*.

Under the *Active Participation Model*, the Job Network 'star ratings' assess the performance of Job Network providers in helping job seekers achieve job outcomes. The performance measures used to calculate the star ratings reflect the job placement and longer term outcome fees that are paid to Job Network providers; in line with the fee structure, outcomes for long-term and disadvantaged unemployed people receive the greatest emphasis.

<sup>2</sup> 'Direct impact' means those goods and services that will have an explicit consequence, effect or influence on people with a disability. It includes the purchase of mainstream goods and services as well as specialist disability services.

There is an extra incentive to place highly disadvantaged job seekers—which can include job seekers with a disability and especially job seekers on the Disability Support Pension—in long-term jobs.

All Community Work Coordinators, New Enterprise Incentive Scheme providers, Job Placement Licence Organisations and the Voluntary Work Initiative provider are contractually required to comply with any relevant statutes, regulations, by-laws and requirements of any Commonwealth, state, territory or local authority, including the *Disability Discrimination Act 1992*, in administering these programmes.

## **Purchaser role: performance indicator 4**

Performance indicator	<b>Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disabilities is provided</b>
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### **Evidence of compliance, 2004–05**

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

Job Network providers are contractually obliged to access and use the department's information systems in delivering employment services. The department uses the systems to monitor the participation of job seekers—including client groups such as people with a disability—in Job Network services.

Detailed information about the performance of individual Job Network providers is provided for job seekers through the Australian JobSearch website <<http://www.jobsearch.gov.au>> in the form of job-matching eligible placement numbers and the star ratings. Detailed statistics on the overall performance of Job Network and other employment services are published in the quarterly *Labour Market Assistance Outcomes* report. Performance reporting in relation to individual projects is not publicly available. Star ratings are produced biannually and are published in a variety of formats.

Employment services information is generally available in hard-copy and online through the Workplace portal <<http://www.workplace.gov.au>>, published in HTML and with some PDF versions. Contact information is also provided: clients are invited to contact <[jnmarketing@dewr.gov.au](mailto:jnmarketing@dewr.gov.au)> to obtain hard-copy publications or particular formats to meet their needs. The freecall Customer Service Line (1800 805 260) is also available for clients seeking customised formats or wanting to express concerns about the level of service provided.

## Purchaser role: performance indicator 5

Performance indicator	<b>Complaints/grievance mechanisms, including access to external mechanisms, in place to address concerns raised about providers' performance</b>
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### Evidence of compliance, 2004–05

#### The Employment Services Code of Practice

Under the third Employment Services Contract employment service providers are contractually bound to provide services according to the standards set out in the Employment Services Code of Practice. The code applies to all employment service providers—including Job Network and Work for the Dole.

Job Placement Organisations are contractually obliged to follow the Job Placement Code of Conduct; 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.

New Enterprise Incentive Scheme and Community Work Coordinator providers are also bound by the Employment Services Code of Practice. The code was specifically designed to have application to all employment services. It focuses the attention of Community Work Coordinators and New Enterprise Incentive Scheme providers on the way they provide services, to achieve the best outcomes for clients in an ethical manner, and on continuous performance improvement.

The code requires employment service providers to deliver 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, and seeking feedback and advising clients of the availability of the freecall Customer Service Line (1800 805 260)
- supporting clients when resolving any difficulties or concerns they have.

#### Service guarantees

Job seekers can expect to receive the range of services set out in the relevant service guarantee. Service guarantees are a Job Network innovation in the third Employment Services Contract and are based on the principles expressed in the Job Placement Code of Conduct. Copies of the code and the service guarantees are available in accessible formats and have been translated into 20 languages.

Two service guarantees that took effect on 1 July 2003 are available to job seekers, sponsors, hosts and Community Work Coordinators. The guarantees specify the minimum service clients can expect from their Community Work Coordinator; they replaced the Service Standards that previously formed part of the Commonwealth's contract with Community Work Coordinators.

The New Enterprise Incentive Scheme Service Guarantee was introduced to take effect from 28 February 2005. Available to job seekers, prospective participants and participants, it sets out the minimum standard of service to be delivered to clients.

A service guarantee was also included in the Transition to Work contract on 1 July 2004.

### **The complaints process**

Disability Services Standard 7 requires that Disability Open Employment Services providers and CRS Australia have an internal complaint-handling mechanism for consumers that is accessible and effective. Consumers can also make use of the external National Disability Complaint Resolution and Referral Service, which investigates complaints from consumers and concerned parties and assists with the resolution of complaints where there appears to have been a breach of the standards or where consumers have concerns about the quality assurance system. 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.

The Employment 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 use the freecall Customer Service Line (1800 805 260) to contact a departmental customer service officer in the relevant state or territory office. These officers are expert in employment services, can provide information and advice, can inquire into complaints, and can require providers to take remedial action if necessary. Complaints are usually resolved within two or three days
- 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 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.

Following the machinery of government changes in 2004–05, the Community Development Employment Programme, the Job Placement, Employment and Training programme, the Personal Support Programme, Green Corps and the Voluntary Work Initiative were incorporated in the Employment Code of Practice complaints process.

### **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) is the primary feedback line for 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.

The Office of Workplace Services uses departmental complaints and grievance mechanisms for recording complaints. Details of contact points and how to provide feedback are key features of the department’s Service Charter. Telephone feedback contacts are given, as well as postal and web address options.

## **Employer role: performance indicator 1**

Performance indicator	<b>Employment policies, procedures and practices comply with the requirements of the <i>Disability Discrimination Act 1992</i></b>
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### **Evidence of compliance, 2004–05**

The department’s Certified Agreement—supported by a number of occupational health and safety human resources guides promoted through the intranet—ensures 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 a disability, and the recruitment and selection guide provides selection panels with information about provisions for applicants with a disability.

In 2005–06 the department will do the following:

- continue to meet the requirements of the *Disability Discrimination Act 1992*
- amend or update policies, procedures and practices if necessary—in keeping with legislative, regulatory and case law developments
- work with external organisations to encourage the employment of people with a disability
- establish an Assistive Technology Consultative Group to assist employees with a disability
- develop a three-year strategy on employment and retention of employees with a disability.

## Employer role: performance indicator 2

Performance indicator	<b>Recruitment information for potential job applicants is available in accessible formats on request</b>
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### Evidence of compliance, 2004–05

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 about 3 per cent of 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.

No requests for other formats were received in 2004–05.

In 2005–06 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	<b>Agency recruiters and managers apply the principle of reasonable adjustment</b>
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### Evidence of compliance, 2004–05

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

Formal training for Selection Advisory Committee members during 2004–05 covered application of the principle of reasonable adjustment. Recruitment Online provides support and information for managers via links to relevant human resource guides.

In 2005–06 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	<b>Training and development programmes consider the needs of employees with disabilities</b>
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### Evidence of compliance, 2004–05

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 a disability before conducting the training programme.

During 2004–05 the department did the following:

- maintained a wide-screen monitor in the IT training room, for use by people with sight difficulties
- included requests for potential providers to provide information on how they will accommodate participants with a disability as part of the tender process
- ensured that the department’s training suite had appropriate access and amenities to cater for people with a disability.

In 2005–06 the department will do the following:

- redesign training nomination forms to encourage participants to provide information about their needs
- adjust instructional design to suit the needs of employees with a disability
- include text on training videos as required for hearing-impaired employees.

## Employer role: performance indicator 5

Performance indicator	<b>Training and development programmes include information on disability issues as they relate to the content of the programme</b>
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### Evidence of compliance, 2004–05

Training and development programmes, such as the department’s Certificate in Contract Management training package, include a module entitled ‘Work effectively with diversity’. This module covers the provisions of the *Disability Discrimination Act 1992* and other topics such as race and sex discrimination, workplace harassment, human rights and equity.

## Employer role: performance indicator 6

Performance indicator	<b>Complaint/grievance mechanism, including access to external mechanisms, in place to address issues and concerns by employees</b>
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### Evidence of compliance, 2004–05

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. Among other external avenues are the Australian Industrial Relations Commission and the Commonwealth Ombudsman.

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.

# 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 the provision of a wide range of activities, 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.

Although some of these functions can be contracted out to private firms, government agencies write and administer the contracts and regulations under which the functions are performed and are thus ultimately responsible.

## Departmental activities in accord with ecologically sustainable principles

In response to Commonwealth environmental initiatives and legislation, and in keeping with its own conscience, the department has implemented an Environmental Management System to support and guide its activities in relation to environmental performance. The system 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 operating environments for employees.

## The department's outcomes and their contribution to ESD

### Work for the Dole

Work for the Dole provides work experience 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.

In 2004–05 there were many Work for the Dole initiatives with an environmental focus. The following are examples:

- The 8 Mile Creek Maintenance Program, run by Mission Australia at Thurgoona in New South Wales and sponsored by Regional Skills Inc. This project focused on environmental factors in and around the National Environment Centre at Thurgoona. Participants were involved in the creation of water-based ecological systems—from semi-arid through to fully aquatic—that provide habitats and refuges for indigenous flora and fauna.

- The Dunes Do Over activity, run by WorkWise Central Coast Inc. and sponsored by Coastcare Ten at The Entrance North in New South Wales. Participants worked on the rehabilitation and reclamation of sand dunes.
- Wetland Warriors, run by Eastlake Skills Centre at Kooragang in New South Wales. The objective was to establish and maintain a habitat suitable for the endangered green-and-gold bell frog.

Community Work Coordinators are required to monitor each activity to ensure that the activity is meeting its stated aims and operating in accordance with the programme. The department monitors some activities on a risk management basis.

## 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 2004–05 there was a wide range of such activities with an environmental focus. The following examples were run by Conservation Volunteers Australia:

- restoration of grass and woodland ecosystems and provision of a safe habitat for a variety of endangered Australian wildlife in the Little River area of Victoria
- identification and laboratory processing of invertebrate specimens at the Australian Museum in Sydney
- development of infrastructure and landscaping to cater for the rehabilitation of sick and injured native birds by constructing and repairing aviaries in the Rockingham area of Western Australia.

Environment-related activities are assessed against the activity approval criteria in the same way as other activities. Each activity is recommended on the basis of the needs of the local community and, where appropriate, local environmental needs.

Although there is no environmental quota for Green Reserve programmes, contractors tendered on the basis of their ability to deliver environmental and heritage-type work experience. The majority of Green Reserve activities have an environmental focus.

## Green Corps

The Green Corps programme—transferred to the Department of Employment and Workplace Relations from the Department of Family and Community Services on 2 December 2004—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 be consistent with the National Greenhouse Response Strategy, the

principles of ecologically sustainable development, the *Australian Heritage Commission Act 1975*, the Burra Charter, the draft Australian Nature Heritage Charter, the National Action Plan for Salinity and Water Quality, and the *Environment Protection and Biodiversity Conservation Act 1999*.

During 2004–05 there were 170 Green Corps projects, each dealing with the environmental priorities of the local community. The following examples demonstrate the programme's commitment to ecologically sustainable development:

- the Sustainable Dairy Farming the Shoalhaven Way project, at Nowra in New South Wales. This project aimed to reduce the negative affects of cattle using natural watercourses as a water source by installing off-stream watering devices and raising awareness in the dairy industry of the best-practice management programme, its outcomes, the techniques used, and environmental problems associated with the dairy industry
- the Creating an Environmentally Sustainable Lifestyle and Conserving Threatened Species project, at Wodonga in Victoria. Among other things, this project involved modifying a house on community-owned parkland to make it more environmentally friendly. Specific activities included the installation of solar hot water and electricity systems and a composting toilet system and the introduction of grey-water recycling
- the Southern Flinders Ranges Sustainable Cycling Tourism Development project, at Melrose in South Australia. This project involved the design, planning and building of sustainable cycling trails connected to the Mawson Trail—the longest off-road cycling trail in the southern hemisphere. Additional activities were seed collection, revegetation, weed control, and fencing to restrict public access to revegetation zones.

## Indigenous employment policy and programmes

The department's Community Development Employment Projects programme is an employment, training and community and business development initiative, involving 225 Indigenous community organisations and 34 775 participants at 30 June 2005. CDEP offers Indigenous Australians the opportunity to work in a wide range of community development projects and enterprises. The department provides funds to CDEP organisations to enable them to initiate projects and pay wages to participants.

Many CDEP projects have an environmental focus, providing training and work experience in environment, land and heritage projects. CDEP facilitates employment in areas such as landscaping and community beautification, feral animal eradication, and other environmental and landcare activities. In 2004–05 over 250 CDEP activities were classified as environmental activities. Among the focuses of this work were the following:

- recycling
- landcare
- environmental health
- syringe collection
- native plant and seed propagation

- eco-tourism
- fire breaks and protection
- fish re-stocking.

The department does not specifically measure or review the environmental performance of these projects: its primary responsibility is employment and enterprise outcomes.

## National occupational health and safety standards

The department supports the National Occupational Health and Safety Commission and the Workplace Relations Ministers' Council in their work on workplace hazardous substances, dangerous goods and the control of major hazard facilities.

In 2004–05 work began on revising 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 ecologically sustainable development and 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 continues to seek ways to reduce the impacts of its operations on the environment. Its Environmental Management System provides the framework for guiding its office-based activities in relation to environmental performance. The system focuses on refining management strategies to ensure continual environmental improvements.

Through its Environmental Management System the department has identified performance priorities and aims to reduce the environmental impact of the following:

- energy use from buildings and facilities
- waste production
- paper consumption
- transportation.

To achieve its broad objective of continual improvement in relation to these environmental impacts, the department took the following initiatives during 2004–05:

- reorganising the system of lighting controls in its national office buildings in order to increase energy efficiency
- entering into a whole-of-government electricity contract to purchase bulk electricity for all its Australian Capital Territory and New South Wales properties. This will allow for greater use of green energy—increasing the level of use from the current 0–5 per cent to 10 per cent for all the buildings concerned

- conducting a paper management survey to identify the extent of paper use in printing and of paper waste. This study led to widespread awareness of paper use and provided much-needed data to identify redundant print consumption activities
- undertaking a comprehensive education programme for all managers of pool vehicles, to increase the proportion of the department's pool vehicles with a Green Vehicle Guide rating of 10.5 or more from 9 per cent at about June 2003 to 30 per cent by December 2005. This will exceed the Government's target of 28 per cent.

The department is working with an external auditor to refine the operations of its Environmental Management System. It is working towards certification of one of its major sites to ISO 14001 Environmental Management Systems standard.

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

The Environmental Management System measures the effectiveness of the department's efforts in minimising the impacts of its operations on the environment. This is achieved through internal and external EMS audits, implementation of the Monitoring and Measurement Plan, and establishment of an EMS Working Group. The department is aware that the continuity and long-term success of the EMS is dependent on the successful integration of ecologically sustainable development principles into the everyday working practices of the department. Measures are therefore being taken to establish a culture of environmental awareness, energy efficiency and waste recycling through EMS General Awareness Training.

# Staffing profile

APPENDIX

6

The following tables provide details of the department's staffing profile at 30 June 2005.

## Employees, by classification and location

TABLE 6.1

Classification	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
Senior Executive Band 3	3								3
Senior Executive Band 2	19	1					2		22
Senior Executive Band 1	64		1	1			4	1	71
Government Lawyer Band 2	13								13
Government Lawyer Band 1	30								30
Executive Level 2	208	10	2	8	5	1	6	5	245
Executive Level 1	543	24	9	25	12	2	24	18	657
APS Level 6	404	59	19	45	28	10	49	36	650
APS Level 5	266	61	16	31	20	9	58	27	488
APS Level 4	210	40	13	31	11	7	26	9	347
APS Level 3	120	21	6	11	9	3	42	12	224
APS Level 2	24	2		3			5	1	35
APS Level 1	8	1		1			3	1	14
Graduate	57	5	1	2		1	1		67
Cadet	1	1		1				1	4
<b>Total</b>	<b>1970</b>	<b>225</b>	<b>67</b>	<b>159</b>	<b>85</b>	<b>33</b>	<b>220</b>	<b>111</b>	<b>2870</b>

Note: The Secretary of the department is not included.

### Ongoing and non-ongoing full-time and part-time employees, by gender, 30 June 2004 and 30 June 2005

TABLE  
6.2  
■

Gender	Ongoing full-time		Ongoing part-time		Non-ongoing full-time		Non-ongoing part-time		Total	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Female	909	1234	126	167	82	100	18	34	1135	1535
Male	935	1219	24	35	63	68	9	14	1031	1336
<b>Total</b>	<b>1814</b>	<b>2453</b>	<b>150</b>	<b>202</b>	<b>145</b>	<b>168</b>	<b>27</b>	<b>48</b>	<b>2166</b>	<b>2871</b>

Note: The Secretary of the department is included.

### Ongoing and non-ongoing full-time and part-time employees self-identifying as Indigenous Australians, 30 June 2004 and 30 June 2005

TABLE  
6.3  
■

	Ongoing full-time		Ongoing part-time		Non-ongoing full-time		Non-ongoing part-time		Total	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Indigenous	85	131	1	3	3	5			89	139
Non-Indigenous	1759	2322	149	199	142	163	27	48	2077	2732
<b>Total</b>	<b>1844</b>	<b>2453</b>	<b>150</b>	<b>202</b>	<b>145</b>	<b>168</b>	<b>27</b>	<b>48</b>	<b>2166</b>	<b>2871</b>

Note: The Secretary of the department is included.

**Substantive Senior Executive Service employees,  
by classification and gender, 30 June 2005**

TABLE  
6.4

Classification	Female	Male	Total
Senior Executive Band 1	40	31	71
Senior Executive Band 2	9	13	22
Senior Executive Band 3	1	2	3
<b>Total</b>	<b>50</b>	<b>46</b>	<b>96</b>

Note: The Secretary of the department is not included.

**TABLE  
6.5****Employees under Australian Workplace Agreements and the Certified Agreement, by classification, 30 June 2005**

<b>Classification</b>	<b>Australian Workplace Agreement</b>	<b>Certified Agreement</b>	<b>Total</b>
Senior Executive Band 3	3		3
Senior Executive Band 2	20		20
Senior Executive Band 1	73		73
Government Lawyer Band 2	11	2	13
Government Lawyer Band 1	20	10	30
Executive Level 2	219	26	245
Executive Level 1	462	195	657
APS Level 6	308	342	650
APS Level 5	195	293	488
APS Level 4	126	221	347
APS Level 3	80	144	224
APS Level 2	8	27	35
APS Level 1	2	12	14
Graduate	67		67
Cadet	2	2	4
<b>Total</b>	<b>1596</b>	<b>1274</b>	<b>2870</b>

**TABLE  
6.6****Salary ranges, by classification, 30 June 2005**

<b>Classification</b>	<b>Pay point lower (\$)</b>	<b>Pay point higher (\$)</b>
Senior Executive Band 3	150 000	160 000
Senior Executive Band 2	120 000	156 000
Senior Executive Band 1	92 000	140 000
Government Lawyer Band 2	89 916	100 000
Government Lawyer Band 1	45 562	91 000
Executive Level 2	75 000	105 000
Executive Level 1	56 000	89 000
APS Level 6	47 000	78 000
APS Level 5	45 000	62 000
APS Level 4	41 000	52 500
APS Level 3	38 623	50 000
APS Level 2	29 750	41 000
APS Level 1	19 000	33 223
Graduate	41 000	44 000
Cadet	17 013	31 500

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, 2004–05**

<b>Classification</b>	<b>Number</b>	<b>Total paid (\$)</b>	<b>Average paid (\$)</b>	<b>Min. paid (\$)</b>	<b>Max. paid (\$)</b>
APS Levels 1–6	545	2 215 772	4 066	100	12 000
Executive Level 1	413	3 024 250	7 323	250	17 500
Executive Level 2	212	2 209 392	10 422	1 500	20 000
Government Lawyer	23	215 905	9 387	4 000	16 600
Senior Executive Service	88	1 514 000	17 205	2 000	30 000
<b>Total</b>	<b>1 281</b>	<b>9 179 319</b>	<b>7 166</b>		

Notes: Table relates to performance bonuses achieved in the 2004–05 financial year and paid in August 2005. Table includes only performance bonuses agreed by individual employees; amounts include pro-rata payments.

**TABLE  
6.8****Non-salary benefits: non-SES employees, Certified Agreement**

<b>Benefit</b>	<b>Number</b>	<b>Amount (\$)</b>
Learning and development bonus	63	63 000
Salary sacrificing	44	

**TABLE  
6.9****Non-salary benefits: non-SES employees, Australian Workplace Agreements**

<b>Benefit</b>	<b>Number</b>	<b>Amount (\$)</b>
Learning and development bonus	87	177 000
Salary sacrificing	184	

**TABLE  
6.10****Non-salary benefits: SES employees, Australian Workplace Agreements**

<b>Benefit</b>	<b>Number</b>	<b>Amount (\$)</b>
Retention bonus	–	–
Salary sacrificing	18	

**SES movements, 2004–05**TABLE  
6.11

<b>Name</b>	<b>Reason for action</b>
<b>Commencements and promotions</b>	
Ahmer, Kari	Promotion to Assistant Secretary, Financial Management Group
Artuso, Wayne	Machinery of government transfer from National Occupational Health and Safety Commission
Baxter, Michelle	Transfer from Department of Health and Aged Care to Corporate Legal Branch
Bennett, Stephanie	Promotion to Assistant Secretary, Employment Policy Branch
Bohn, David	Temporary transfer from Australian Public Service Commission to Assistant Secretary, Legislation Reform
Brenan, George	Promotion from Child Support Agency to Assistant Secretary, Employee Entitlements Branch
Brown, Phillip	Promotion to Assistant Secretary, Payment Projects and Coordination Branch
Bull, Helen	Machinery of government transfer from National Occupational Health and Safety Commission
Carr, Henry	Promotion to Assistant Secretary, Corporate Legal Branch
Curran, Lynne	Promotion from Department of Family and Community Services to Group Manager, Research, Evaluation and Legislation Group
Devereux, Susan	Promotion to Assistant Secretary, Working Age Taskforce
Douglas, Shirley	Promotion to Assistant Secretary, Payments Legislation and Costings Branch
Giunelli, Rosemary	Promotion to Assistant Secretary, IT Business Branch
Golightly, Malisa	Promotion to Deputy Secretary, Employment
Graham, Vanessa	Promotion to Chief Financial Officer, Financial Management Group
Hamilton, Jody	Promotion to Assistant Secretary, Business and Policy Development Branch
Harrison, Jennifer	Promotion to Assistant Secretary, Industry Strategies Taskforce
Henry, Rhonda	Transfer from Department of Education, Science and Training to Community Development Employment Programme Management Branch
James, Matthew	Promotion to Assistant Secretary, Employment Exchange Branch
James, Natalie	Promotion to Assistant Secretary, Legislation Reform
Kovacic, John	Promotion to Group Manager, Workplace Relations Policy Group
Langsford, Christine	Promotion to Assistant Secretary, Community Development Employment Programme Business Development Branch
McBurney, Stephen	Promotion from Australian Crime Commission to Deputy Director, Legal, Building Industry Taskforce
McDonough, Louise	Promotion to Assistant Secretary, Wages and Conditions Policy Branch

Name	Reason for action
<b>Commencements and promotions</b> continued	
Monkley, Susan	Promotion from Centrelink to Assistant Secretary, Employment Services Performance Branch
Morehead, Frances	Transfer from Department of Education, Science and Training to Assistant Secretary, Parent Policy Branch
Nagle, Colin	Promotion from Australian Bureau of Statistics to State Manager, Western Australian state office
Neville, Ivan	Promotion to Assistant Secretary, Labour Supply and Skills Branch
O'Sullivan, Jeremy	Promotion to General Manager, Corporate
Parker, Sandra	Promotion to Group Manager, Office of Australian Safety and Compensation Council
Pietrucha, Nicole	Promotion to Assistant Secretary, Indigenous Employment Programmes
Pointon, Miranda	Promotion to Assistant Secretary, Strategic Policy Branch
Pratt, Finn	Promotion to Deputy Secretary, Workplace Relations
Prydon, Timothy	Promotion to Assistant Secretary, Job Network and AJS Systems Branch
Pullen, Sherry	Fixed-term contract to Senior Executive Employee Entitlements Policy Branch
Quealy, Leigh	Promotion to Branch Head, Building Industry Branch
Shapcott, Jennifer	Promotion to Assistant Secretary, Job Network Capability Branch
Smith, Ann	Transfer from Family Court to Deputy State Manager, Victorian state office
Ten Brummelaar, Joan	Promotion to Assistant Secretary, Centrelink Stakeholder Management Branch
Thorsen, Kerren	Promotion to State Manager, Victorian state office
Valentine, Lynette	Promotion to Assistant Secretary, Financial Policy, Processing and System Support
Wagner, Drew	Machinery of government transfer from National Occupational Health and Safety Commission
Webb, Mark	Promotion to Assistant Secretary, Planning and Integration Branch
Wilson, Ray	Fixed-term contract as State Manager, Northern Territory state office
<b>Losses</b>	
Black, Susan Louise	Transfer to Department of Immigration and Multicultural and Indigenous Affairs
Bossler, Catherine	Resigned
Emery, Kylie	Transfer to Department of Education, Science and Training
Gibbons, Wayne	Transfer to Department of Immigration and Multicultural and Indigenous Affairs
Gillam, Adrienne	Transfer to Department of Immigration and Multicultural and Indigenous Affairs
Gumley, Kathleen	Transfer to Department of Immigration and Multicultural and Indigenous Affairs
Hade, Peter	Voluntary redundancy

**A****Appendix 6**

<b>Name</b>	<b>Reason for action</b>
<b>Losses continued</b>	
Hawgood, Dianne	Transfer to Department of Immigration and Multicultural and Indigenous Affairs
Jasprizza, Mark	Resigned
Leahy, Barry	Resigned
Lloyd, John	Resigned
McNally, Carolyn	Transfer to Department of Communications, Information Technology and the Arts
Podbereski, Miha	End of fixed-term contract
Stewart-Crompton, Robin	Voluntary redundancy

## 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 2004–05**

Name of organisation	Service provided	Paid
Chant Link and Associates Pty Ltd	Job Seeker market research	226 418
Wallis Consulting Group Pty	Brand management research—first stage	44 583
TNS Social Research	Market Segmentation of Jobsearch	19 360
TNS Social Research	Market Testing JobAble website	54 857
Wallis Consulting Group Pty Ltd	Market research into level of awareness of Job Network and Australian JobSearch	32 214
TNS Social Research	Research analysis	51 236
The Social Research Centre	Survey of parenting payment clients	52 000
ORIMA Research Pty Ltd	Jobseeker Omnibus Survey	432 756
The Social Research Centre	2003 Service Provider Evaluation of Employment Services and internet survey feasibility study	46 850
Cultural Perspectives P/L	Investigate and measure outcomes of Indigenous Small Business Fund	110 455
The Social Research Centre*	Job Seeker Account Study	195 204
Wallis Consulting Group Pty*	2004 Employer Survey—quantitative	261 896
The Social Research Centre*	Assessing Community Attitudes to the Australians Working Together package	189 430
The Social Research Centre	Assessing the impact of Personal Advisers interviews on income support customers	203 866
ORIMA Research Pty Ltd	Evaluation of Personal Support Programme and the Service System Study	135 398
Wallis Consulting Group Pty	Survey of types of participation and impact of AWT of customers on working age income support payments	82 885
Kate Sullivan & Associates*	Fee for Service and Flexible Servicing Arrangements Evaluation—Client and stakeholder interviews	90 500
TNS Social Research*	2005 Service Provider Survey	70 500
TNS Social Research*	Job Seeker Attitudinal Segmentation—analysis and reporting	22 000
ORIMA Research Pty Ltd*	Experience of Employment and Employees: Disability Support Pensioners Recipients	17 710
The Social Research Centre	Parenting Payment New Claims Survey	212 843
TNS Social Research	2004 Employer Survey—qualitative	25 256
ORIMA Research Pty Ltd*	Review and evaluation of the Mature Age Employment and Workplace Strategy	117 192
TNS Social Research*	Market testing the name and content of the Jobwise website	53 493
TNS Social Research*	Evaluation Mitsubishi Labour Adjustment Package and the Sugar Industry Reform Programme	59 972
<b>Total</b>		<b>2 808 874</b>

\* Also reported under Appendix 8—Consultants and consultancy services

**TABLE**  
7.2  
■

### Media advertising expenditure 2004–05

<b>Name of organisation</b>	<b>Service provided</b>	<b>Paid</b>
HMA Blaze Pty Ltd	Advertising services (non-campaign)	1 287 592
<b>Total</b>		<b>1 287 592</b>

**TABLE**  
7.3  
■

### Direct mail organisations expenditure 2004–05

<b>Name of organisation</b>	<b>Service provided</b>	<b>Paid</b>
Salmat Document Management Solutions Pty Ltd	Mailhouse services	702 193
National Mailing Marketing P/L	Direct Marketing Services for ESO Team	18 552
<b>Total</b>		<b>720 745</b>

### Advertising agencies expenditure 2004–05

NIL

# Consultants and consultancy services

## APPENDIX 8

### 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 2004-05, 78 new consultancy contracts were entered into involving total actual expenditure of \$4 579 464. In addition, 51 ongoing consultancy contracts were active during the 2004-05 year, involving total actual expenditure of \$3 947 807.

### Consultancies let in 2004-05 of \$10 000 or more

TABLE 8.1

Consultant Name	Description	Contract Price \$	Selection Process <sup>1</sup>	Justification <sup>2</sup>
<b>Outcome 1</b>				
Acumen Alliance Holdings Pty Ltd	Development of Financial Management better practice guide for using Job Seeker Account	30 000	Select Tender	a and c
Alfresco Design (AUST) Pty Ltd	Redevelopment of JobJuice website	85 012	Open Tender	a
Australian Association of Career Counsellors	Provision of Marketing Services for the JobSearch website and the Job Network	93 000	Direct Sourcing	a
Business Assurance Australia	Contract Management risk management review	25 000	Open Tender	b
Econtech	Consultancy services to review & refine Job Network Forward Estimates expenditure model	55 000	Select Tender	a and b
Econtech	Report on NEIS Star Ratings Model	24 750	Select Tender	c
Major Training Services	Development & Delivery of Accredited Training	700 000	Open Tender	a
ORIMA Research Pty Ltd	DSP Pilot Provider Survey	35 000	Select Tender	c

**Consultancy expenditure in excess of \$10 000, 2004–05 (continued)**TABLE  
8.1

Consultant Name	Description	Contract Price \$	Selection Process <sup>1</sup>	Justification <sup>2</sup>
ORIMA Research Pty Ltd	Quality Assurance of the application of the JSCI Supplementary Assessment by Centrelink	54 770	Select Tender	c
Tactics Consulting	Production Indigenous Youth Employment Consultants Guidelines	12 260	Select Tender	a
The Hiser Group	Review of JobSearch Portal	19 250	Select Tender	a
TNS Social Research	Research into Mailhouse activities	50 144	Select Tender	a
<b>Subtotal</b>		<b>1 184 186</b>		
<b>Outcome 2</b>				
Access Economics Pty Ltd	Consultancy services to OHS Data Panel	72 264	Panel	a
Access Economics Pty Ltd	Consultancy services to the OHS Data Panel	98 609	Panel	a
ASX Perpetual	ESO Workshops	20 000	Open Tender	a
Cordiner King CO Pty Ltd	Recruitment Services for the Federal Safety Commissioner	69 400	Select Tender	a
Ernst and Young	Review of the Seacare Scheme	121 000	Open Tender	c
Flinders Consulting Pty Ltd	Consultancy services to the OHS Data Panel	108 427	Panel	a
Flinders Consulting Pty Ltd	Consultancy services to the OHS Expert Research Panel	110 000	Panel	a
Iknowma	Develop Project Management Methodology	15 000	Select Tender	a
Latrobe University	Consultancy services to the OHS Expert Research Panel	99 000	Panel	a
Mellon Human Resources	Provision of ESO template material	154 727	Direct Sourcing	b
Mercer Human Resource	2004 APS Remuneration Survey	278 790	Open Tender	a
Monash University	Consultancy services to the OHS Expert Research Panel	99 000	Panel	a
Monash University	2005 Safety Net Review Claim Modelling	60 000	Direct Sourcing	a

**Consultancy expenditure in excess of \$10 000, 2004-05 (continued)**TABLE  
8.1

Consultant Name	Description	Contract Price \$	Selection Process <sup>1</sup>	Justification <sup>2</sup>
Morris Walker Pty Ltd	Provision of media services for the Remuneration Tribunal	150 000	Open Tender	a
Occupational Dermatology Research	Consultancy services to the OHS Expert Research Panel	99 000	Panel	a
Russell Lynch Consulting	Develop ESOs for high hazard plant	31 680	Direct Sourcing	a
The Australian National University— National Research Centre for OHS Regulations	Services in relation to the National Research Centre for OHS Regulations 2004 to 2007	990 000	Direct Sourcing	b
The Couch Design Studio	CD ROM for ESO Template Plans project	41 800	Open Tender	a
The Green and Green Group	Audit of the GEERS On-line project	18 205	Direct Sourcing	a
The Green and Green Group	Deliver the Mentoring Encompassing Risk Intelligence and Transfer of Skills program	125 600	Direct Sourcing	a
TNS Social Research	Market Testing of the ESO Starter Kit	40 000	Panel	b
University of Newcastle - TUNRA Ltd	Systematic Review of Fatigue	67 650	Panel	a
VFM Consulting	Review of Departmental Reporting to the ILO	22 000	Open Tender	a
VIOSH Australia	Consultancy services to the OHS Expert Research Panel	99 000	Panel	a
VIOSH Australia	Consultancy services to the OHS Data Panel	150 000	Panel	a
<b>Subtotal</b>		<b>3 141 152</b>		
<b>Outcome 3</b>				
Acumen Alliance (ACT) Pty	Capacity Building Review	558 432	Panel	a
Bank of I.D.E.A.S.	To develop, prepare and facilitate workshops for emerging Indigenous entrepreneurs	75 000	Direct Sourcing	a
Colmar Brunton Social Research	Review of Working for Families	54 468	Select Tender	b
Econtech	CDEP funding model and assoc services	73 840	Select Tender	c
Econtech	Review and refine the existing Job Network Forward Estimates Expenditure Model	78 528	Direct Sourcing	a

**Consultancy expenditure in excess of \$10 000, 2004–05 (continued)**TABLE  
8.1

Consultant Name	Description	Contract Price \$	Selection Process <sup>1</sup>	Justification <sup>2</sup>
Kate Sullivan & Associates*	Fee for Service and Flexible Servicing Arrangements Evaluation—Client and stakeholder interviews	90 500	Panel	b
Monash University	Job turnover and vacancies by occupation 2005	33 000	Direct Sourcing	a and b
Monash University	Modelling the effects of population ageing on labour supply, output and employment	50 000	Direct Sourcing	b
Monash University	Estimate the path of labour force adjustment to an increase in labour supply	55 000	Direct Sourcing	b
ORIMA Research Pty Ltd*	Experience of Employment and Employees: Disability Support Pensioners Recipients	35 310	Panel	b
ORIMA Research Pty Ltd*	Review and evaluation of the Mature Age Employment and Workplace Strategy	279 515	Panel	b
PricewaterhouseCoopers	Capacity Building Review	917 068	Panel	a
The Social Research Centre*	Assessing Community Attitudes to the Australians Working Together package	189 430	Panel	b
The Social Research Centre*	Job Seeker Account Study	245 704	Panel	a
TNS Social Research*	Evaluation Mitsubishi Labour Adjustment Package and the Sugar Industry Reform Programme	80 965	Panel	c
TNS Social Research*	Job Seeker Attitudinal Segmentation—analysis and reporting	44 000	Panel	b
TNS Social Research*	2005 Service Provider Survey	155 100	Panel	b
TNS Social Research*	Market testing the name and content of the Jobwise website	53 493	Panel	b
Wallis Consulting Group Pty*	2004 Employer Survey—quantitative	349 195	Panel	a
<b>Subtotal</b>		<b>3 418 548</b>		
<b>Corporate</b>				
Clayton Utz	Provision of a report in respect of a code of conduct matter	25 813	Direct Sourcing	c
International Standards Certification Pty Ltd	OH&S Self Audit 2005	40 000	Select Tender	c
<b>Subtotal</b>		<b>65 813</b>		
<b>Financial management</b>				
Optimum Business Consultancy	Assist with Financial Statements	75 000	Select Tender	a
PLAUT IT Australia Pty Ltd	Business Warehouse Strategic Enterprise Management functionality consultancy services	56 691	Select Tender	a
<b>Subtotal</b>		<b>131 691</b>		

**Table 8.1**  
**Consultancy expenditure in excess of \$10 000, 2004-05 (continued)**

Consultant Name	Description	Contract Price \$	Selection Process <sup>1</sup>	Justification <sup>2</sup>
<b>States</b>				
Hoholt's Consulting	Restructure of South East Queensland CDEP	44 000	Select Tender	a
JE Skinner & Co	Investigative audit for Warren CDEP	12 500	Select Tender	c
KPMG Cairns	Funding Controller—for Napranum Aboriginal Council CDEP	55 000	Select Tender	a
KPMG Cairns	Funding Controller—for Napranum Aboriginal Council CDEP—Additional Work	22 450	Direct Sourcing	a
MLCS Corporate Pty Ltd	Funds Controller	25 200	Direct Sourcing	a
MLCS Corporate Pty Ltd	Funds Controller	35 030	Direct Sourcing	a
MLCS Corporate Pty Ltd	CDEP Funding Controller	77 996	Select Tender	a
Mounthey and Associates	Funds Controller	70 974	Select Tender	a
Senator Rashid and Brenan	Funding Controller—for Doomadgee	174 016	Direct Sourcing	a
<b>Subtotal</b>		<b>517 166</b>		
<b>Total</b>		<b>8 458 556</b>		

\* Also reported under Appendix 7—Advertising and market research

<sup>1</sup> 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.

<sup>2</sup> 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 *Coal Mining Industry (Long Service Leave Funding) Act 1992*—relating to funding long-service leave in the coal mining industry
- 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 certified agreements
- the Workplace Relations Regulations 1996—relating to filing fees in certain circumstances
- 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 *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 *Workplace Relations Amendment (Codifying Contempt Offences) Act 2004*—which compels people to provide information relevant to Building Industry Task Force investigations
- the *Social Security Act 1991*—relating to income support payments and participation requirements for Newstart Allowance, Youth Allowance, Parenting Payment and Disability Support Pension
- the *Social Security (Administration) Act 1999*—providing for the administration of social security law and related purposes.

The department also makes decisions under 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.

## **Arrangements for outside participation**

Arrangements for participation are described here by organisational group.

### **The Working Age Policy Group**

In general, the Working Age Policy Group consults widely in order to inform policy development. It has held consultations on mature age employment with the Australian Chamber of Commerce and Industry, the Council on the Ageing and the National Seniors Association (now COTA National Seniors), the Australian Human Resources Institute, small and medium enterprises, large employers, a number of educational institutions, Commonwealth and state and territory government agencies, and a range of peak bodies that have an interest in mature age employment. Consultations on reforms to Disability Open Employment Services were held with ACE National Network, the Australian Council for Rehabilitation of the Disabled and Disability Open Employment Services.

The Welfare Reform Consultative Forum was established in December 2000 to provide to government views and advice on the direction and content of welfare reform. It is a model of the social coalition—government, the community and business working together. Membership of the forum comprises community organisation, business and government representatives with an interest in Australia's welfare arrangements. The Minister for Employment and Workplace Relations jointly chairs the forum with the Minister for Family and Community Services. The forum usually meets twice a year.

The Disability Advisory Group meets quarterly and advises the department about disability employment policy and services. The Disability Participation Alliance represents a range of disability and welfare organisations and exists to provide feedback on the Welfare to Work initiative announced in the 2005–06 Budget.

### **The Indigenous Employment and Business Group**

In February 2005 the department released a discussion paper outlining proposed directions for the Community Development Employment Projects programme. It received feedback on the proposed directions through face-to-face consultations in February–March 2005, in more than 40 locations across Australia, and through over 100 written submissions from individuals and organisations such as CDEP providers, Job Network members, Aboriginal and Torres Strait Islander Commission regional councils, state, territory and federal government agencies, research organisations, representative organisations, and peak bodies.

As a result, the *Building on success: CDEP—future directions* paper was released in April 2005; it outlined the changes to CDEP, including those to be negotiated into the programme funding agreements for 2005–06. The changes were also outlined in feedback sessions held around the country in April and early May 2005.

## The Intensive Support Group

### Job Network

The Intensive Support Group and the Government consult widely with Job Network members and peak organisations. Among the peak bodies consulted are the National Employment Services Association, the Australian Chamber of Commerce and Industry, the Australian Council of Social Services, the Australian Council for Rehabilitation of the Disabled, the Australian Disability Training Advisory Council, the Federation of Ethnic Communities Councils of Australia, and the Australian Council of Private Education and Training.

### Disability employment

The department consults widely with key stakeholders on matters associated with disability employment. Among the peak bodies consulted are the National Employment Services Association, the Australian Council for Rehabilitation of the Disabled, the ACE Network, the Australian Federation of Disability Organisations, and the Australian Chamber of Commerce and Industry.

### 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 key stakeholders, including peak interest organisations and Indigenous Australians, on Indigenous employment matters. Examples of peak bodies consulted are the Australian Chamber of Commerce and Industry, the former Australian Indigenous Training Advisory Council and the National Employment Services Association.

Indigenous Community Volunteers is a not-for-profit public company limited by guarantee that provides volunteer services to Indigenous communities and organisations as part of the Indigenous Employment Policy. It provides this service under contract to the department and its board, advises on policy related to the volunteer programme, and directs the activities of the organisation consistent with its constitution.

## The Job Search Support Group

The Job Search Support Group consults with Job Network members, Community Work Coordinators and peak organisations in relation to programme performance and delivery of policy objectives.

In October 2004 responsibility for administration of participation requirements and associated penalties was transferred to the department from the Department of Family and Community Services. Various delegations were transferred as a result, and one of these—delegation to approve Job Search Plans—was transferred to Job Network members.

The department met regularly with Community Work Coordinators, through the CWC Working Party, which consists of representatives from CWC organisations, industry and the department. The working party discussed matters associated with the operation of CWC services.

## The Research, Evaluation and Legislation 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

In conjunction with the Working Age Policy Group, the Specialist Services and Income Support Group consulted widely on reforms to Disability Open Employment Services.

Disability open employment and vocational rehabilitation are specialist employment services contracted out by the department to help people with disabilities obtain and retain employment under conditions that meet the requirements of the *Disability Discrimination Act 1992*. One outcome of the consultation process was the 100 per cent transition to a case-based funding model for all Disability Open Employment Services. Case-based funding is a performance and outcome model whereby providers are paid fees to help job seekers with disabilities as they enter the programme and achieve milestones and outcomes.

In developing the Welfare to Work reforms, the Specialist Services and Income Support Group consulted the peak service provider bodies, the Australian Council for Rehabilitation of the Disabled and the ACE Network, and the Government's sole vocational rehabilitation provider, CRS Australia, about the impact of the reforms in relation to vocational rehabilitation.

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.

Training sessions were also provided for Disability Open Employment Services providers, to familiarise them with the computer system processes under EA3000, which come into effect on 1 July 2005.

The department consults widely with Job Placement, Employment and Training providers to inform programme 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.

Discussion forums were held with JPET providers in all national centres, to assist in the development of the JPET Performance Management Framework and to seek input into the JPET Lapsing Programme Review.

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

The department also consults with stakeholders such as other government organisations, peak bodies and the community when implementing changes to income support payments.

## 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 Workplace Relations Policy Group consults through a variety of forums. The Workplace Relations Ministers' Council is a non-statutory body established in 1970 as a consultative forum on workplace relations matters of interest to the Commonwealth, the states and territories, and New Zealand. Its activities include discussing things of mutual interest, endorsing policies, and making recommendations to the Commonwealth and state and territory governments. The council generally meets twice a year and is chaired by the Minister for Employment and Workplace Relations. Other members are state and territory Ministers responsible for workplace relations matters and workcover issues. The New Zealand Minister attends as an observer.

The National Workplace Relations Consultative Council (previously called the National Labour Consultative Council) is a tripartite peak consultative 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 Tripartite Consultation (International Labour Standards) 1976—ILO Convention 144—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 states 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 include 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 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 entitlement schemes.

## The Office of the Australian Safety and Compensation Council

The Office of the Australian Safety and Compensation Council was created on 7 February 2005 to assist in the establishment of and to support the ASCC. It also supports the National Occupational Health and Safety Commission, pending its replacement by the ASCC.

In supporting the work of National Occupational Health and Safety Commission, the office coordinates meetings of committees and working parties. Members of these groups are representatives of the Commonwealth and state and territory governments, the Australian Chamber of Commerce and Industry and the Australian Council of Trade Unions. Representatives of professional organisations and community groups, and other experts, can also be included.

## The Office of the Federal Safety Commissioner

The Office of the Federal Safety Commissioner was established in the latter half of 2004–05, and the Federal Safety Commissioner was appointed on the 6 June 2005. The office's policies and procedures are still being developed and will be implemented during 2005–06. It is expected that arrangements will be made for both formal and informal participation by organisational groups and for access to publications and information.

## 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 Services Identity Guidelines*
- brochures, pamphlets and posters relating to the Employment Services Code of Practice
- service guarantees and forms and guidelines relating to the complaints processes.

### The Indigenous Employment and Business Group

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

- *Building on success: CDEP discussion paper (2005)*
- *Building on success: CDEP—future directions*
- *CDEP Guidelines 2005–06*
- brochures, pamphlets and fact sheets on the Community Development Employment Projects programme.

The first three documents are available on the internet <[www.workplace.gov.au/cdep](http://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](http://www.workplace.gov.au)>, including information about the *Active Participation Model*, Job Network services and the performance of Job Network
- operational advice to Job Network members, including on use of the Job Seeker Account
- the *Job Seeker Classification Instrument*
- information on employment services for people with a disability, including forms, brochures, pamphlets, fact sheets and posters
- 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](http://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 *Community Work Coordinator Services 2002 request for tender*
- the list of successful tenderers for Community Work Coordinator Services 2002

- the list of finalists in and winners of the Prime Minister's Work for the Dole Achievement Awards until 2004
- Community Work Coordinator information leaflets
- a list of successful Job Placement Licence organisations
- *Job placement services 2003–2006: licence application pack*
- JobSearch employer promotional brochures and web service fact sheets
- *Purchasing arrangements for job placement services 2006–2009*
- the *Transition to work* brochure and the Service Guarantee poster for job seekers
- the *Transition to Work Services Workforce Access Program for Partners* brochure
- the *Transition to Work Services 2002 request for tender*
- *Transition to work: a summary of research findings about parents, carers and people aged 50 years and over*
- the *Transition to Work Pilot 1 April – 30 June 2004 report*
- Quarterly Public Breach Data <[www.workplace.gov.au](http://www.workplace.gov.au)>.

## The Building Industry Taskforce

Publicly available information from the Building Industry Taskforce is contained in the following documents:

- fact sheets
  - *Charter*
  - *Powers of Building Industry Taskforce investigators*
  - *Right of entry under Commonwealth, state and territory legislation*
  - *Industrial action during bargaining under the Workplace Relations Act 1996*
  - *Secondary boycotts in the building and construction industry*
  - *Enterprise bargaining agreements under the Workplace Relations Act 1996*
- cards
  - *Union officials' right of entry on federal sites*
  - *Right of entry on federal sites*
- *Upholding the law: one year on—findings of the Interim Building Industry Taskforce.*

## The Research, Evaluation and Legislation Group

Research, Evaluation and Legislation Group publications are available online from the Workplace website 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

The department's existing website <[www.jobable.gov.au](http://www.jobable.gov.au)>, through which information on employment services available to job seekers with a disability, service providers and others is provided, was redesigned to provide a channel through which information about Disability Open Employment Services could be provided to the public. Details of the new 100 per cent case-based funding delivery model were made available on the JobAble website, along with a number of facts sheets and 'Questions and answers' designed to provide relevant, up-to-date information on DOES. Regular, updated information on the transition process is placed on the JobAble website.

Essential information on DOES was developed and placed on other departmental websites—for example, <[www.workplace.gov.au](http://www.workplace.gov.au)> and the department's home site <[www.dewr.gov.au](http://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, posters and service provider locations relating to the Job Placement, Employment and Training scheme
- brochures, pamphlets and posters relating to the Personal Support Programme
- *Labour market and related payments*—a monthly profile available from <[www.workplace.gov.au/lmrp](http://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 Family and Community Services website <[www.facs.gov.au/sspal/index.htm](http://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](http://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](http://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](mailto: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](http://www.workplace.gov.au/building)>.

Australian Government Employment has the following information available:

- *Policy parameters for agreement making in the APS* (December 2003)
- *Supporting guidance—policy parameters for agreement making in the APS* (June 2004)
- *Supporting guidance—workplace relations arrangements for Commonwealth authorities* (June 2004)
- Australian Public Service Remuneration Survey reports (multiple years).

This information is available on the Workplace website <[www.workplace.gov.au](http://www.workplace.gov.au)>, under ‘For organisations > government’.

## The Workplace Relations Services Group

The WageNet website <[www.wagenet.gov.au](http://www.wagenet.gov.au)> provides general information about the Office of Workplace Services and a number of fact sheets on workplace relations matters such as pay slips and unfair dismissals. Information about workplace relations is also available on the Workplace website <[www.workplace.gov.au](http://www.workplace.gov.au)>.

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](http://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 and family issues 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.

Discussion papers in the series *Breaking the gridlock: towards a national workplace relations system* are also available. Although a single workplace relations system is not government policy, the series aims to inform and promote debate about the case for a simpler national workplace relations system in Australia.

The Employee Share Ownership Development Unit promotes the alignment of employee and employer interests for a range of cultural, motivational and productivity benefits. It provides information in various formats, including brochures, technical guides, case studies, fact sheets and postcards on the potential benefits of broad-based, shop floor-level employee share ownership. The unit also provides a *Getting started* kit containing guidance material and standard documents to help employers implement an employee share plan. This information can be accessed or ordered via the Workplace website <[www.workplace.gov.au/eso](http://www.workplace.gov.au/eso)>.

## The Office of the Australian Safety and Compensation Council

The website of the National Occupational Health and Safety Commission <[www.nohsc.gov.au](http://www.nohsc.gov.au)> provides a range of brochures, fact sheets, newsletters, research papers, reports, national standards, codes of practice, guidelines, training and educational material relating to occupational health and safety. An Australian Safety and Compensation Council website is to be created following that council's formal establishment.

## The Working Age Policy Group

The Working Age Policy Group's discussion paper, *Next steps for Disability Open Employment Services*, was provided to employment services and made available online through the JobAble website <[www.jobable.gov.au](http://www.jobable.gov.au)>.

## 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 1300 statistical local areas. It is available free through the Workplace website <[www.workplace.gov.au](http://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](http://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 at its website <[www.dewr.gov.au](http://www.dewr.gov.au)> and the Workplace website <[www.workplace.gov.au](http://www.workplace.gov.au)>.

Information about employment services—including Job Network, job placement organisations, Work for the Dole, Green Corps, voluntary work, community work, Transition to Work, the New Enterprise Incentive Scheme and other complementary employment programmes—is available on the Workplace website, the department's website and the JobSearch website <[www.jobsearch.gov.au](http://www.jobsearch.gov.au)> or by telephoning 13 62 68.

Information about departmental publications can also be obtained by writing to the Library Manager, Information and Research Coordination Team, GPO Box 9879, Canberra ACT 2601 or by telephoning (02) 6121 9263.

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

For job seekers with a disability, information about relevant Australian government employment and training services is available on the JobAble website <[www.jobable.gov.au](http://www.jobable.gov.au)>.

For young job seekers, information about relevant Australian government employment and training services is available on the Jobjuice website <[www.jobjuice.gov.au](http://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](http://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 WageNet website <[www.wagenet.gov.au](http://www.wagenet.gov.au)> provides general information about the Office of Workplace Services and has a number of fact sheets on workplace relations matters such as pay slips and unfair dismissals.

The Employee Share Ownership Development Unit <[employeeownership@dewr.gov.au](mailto: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](http://www.workplace.gov.au)>, by telephoning 1300 135 040 or by emailing <[GEERS@dewr.gov.au](mailto:GEERS@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.

Remuneration Tribunal determinations, reports and associated statements are available on the tribunal's website <[www.remtribunal.gov.au](http://www.remtribunal.gov.au)>.

Information about developing and implementing work and family policies and programmes is available from <[www.workplace.gov.au/WorkFamily](http://www.workplace.gov.au/WorkFamily)>.

The Building Industry Taskforce's website <[www.buildingtaskforce.gov.au](http://www.buildingtaskforce.gov.au)> provides general information about the application of the *Workplace Relations Act 1996* in the building and construction industry. Information can also be gained by telephoning 1800 00 33 38.

Copies of National Occupational Health and Safety Commission publications can be obtained from the commission's website <[www.nohsc.gov.au](http://www.nohsc.gov.au)>.

The Job Placement, Employment and Training scheme website <<http://jpet.facs.gov.au>> provides information about the scheme, 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](http://www.workplace.gov.au)>, under 'Disadvantaged job seekers'.

## Categories of documents held by the department

The department maintains the following 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:

- 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
- tender proposals, evaluations and contracts

- submissions to and reports on public inquiries
- Cabinet documents
- ministerial briefings
- audit reports
- records of representations to the Minister and the department and other applications for advice and assistance
- reference material used by staff and contract providers—including guidelines and manuals and operational advice
- legal advice
- electronic records maintained on departmental databases.

## 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 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 Building Industry Taskforce holds files relating to its investigations of possible breaches of sections of the *Workplace Relations Act 1996*.
- 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](http://www.workplace.gov.au/cdep)>.
- 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 Services Group holds submissions to and the records of the Remuneration Tribunal.
- 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 Office of the Australian Safety and Compensation Council maintains a national reference library on occupational health and safety.

## Requesting 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 also be accompanied by the prescribed application fee of \$30. Applicants may seek remission of the application fee on the grounds of financial hardship or on the basis that the giving of access to the documents is in the general public interest or in the interest of a substantial section of the public. If grounds for remission of the fee are claimed, evidence supporting the claim should be forwarded with the application. Further processing charges might 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 2004–05

Table 9.1 shows the status of FOI applications for access to departmental information, as considered in 2004–05.

TABLE  
9.1

### FOI applications for access to departmental information, 2004–05

Applications considered	Number
On hand at 1 July 2004	8
Received	61
Granted in full	36
Granted in part	6
Refused	4
Withdrawn	17
Transferred	1
On hand at 30 June 2005	5
Internal reviews	1
Appeals to the Administrative Appeals Tribunal	–

# Fraud control certificate



Australian Government  
Department of Employment and  
Workplace Relations

**Secretary**

GPO Box 9579 CANBERRA ACT 2001

## Annual Report 2004/05 – 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.

Peter J. Boxall

16 September 2005

## APPENDIX

## 11

# Tripartite consultations on International Labour Organization matters

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

Tripartite consultations about ILO international standards occur 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—that is, the Australian Chamber of Commerce and Industry and the Australian Council of Trade Unions. Technical meetings are regular and well supported by the parties. Where the work relates to the 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.

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 2004–05 ILAC met twice, on 23 December 2004 and 5 May 2005.

Article 5 of Convention No. 144 requires consultation on several matters; these are detailed below, together with actions that took place during the reporting period.

## Government replies to questionnaires

The International Labour Office asked for responses to questionnaires or comments on reports dealing with the following matters during 2004–05, in preparation for the 93rd (2005) session of the International Labour Conference:

- a promotional framework for occupational safety and health
- conditions of work in the fishing sector
- promoting youth employment.

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 91st (2003) International Labour Conference adopted Convention 185, Seafarers Identity Documents (Revised), 2003. ACCI and the ACTU were invited to comment on the new convention. The Government considered its attitude to ratification in the light of comments provided by state and territory governments, ACCI and the ACTU and tabled a report in Parliament on 30 November 2004.

The 92nd (2004) International Labour Conference adopted Recommendation 195, Human Resources Development, 2004. The views of ACCI and the ACTU were sought and will be taken into account in relation to the application of this recommendation and the proposed action. It is expected that the recommendation and a report will be tabled in late 2005.

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

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

ILAC members noted the progress toward ratification of Convention No. 182. The Joint Standing Committee on Treaties recommended in 2003 that binding treaty action be taken, subject to legislation in all jurisdictions being in place for Australia to meet the required obligations. It is expected this will happen during 2005–06.

### **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, informing them of his in-principle support for ratification of Protocol No. 155 and seeking views on Australia's compliance with it. ILAC 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, informing them of his in-principle support for ratification of Convention No. 162 and seeking views on Australia's compliance with it. ILAC members noted the agenda paper. ACCI reiterated that industry did not have a unanimous view on the convention and that further consideration is being given to industry's views on the matter. The ACTU noted that it would be desirable for Australia to take a lead on asbestos issues internationally, particularly in the light of the activities of other countries that continue to mine and export the mineral.

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

In 2004–05, in accordance with Article 22 of the ILO Constitution, reports on the following ratified ILO conventions were submitted. ACCI and the ACTU were invited to contribute to these reports during their preparation and were also invited to comment on the final reports.

- Convention No. 47, Forty-Hour Week, 1935
- Convention No. 87, Freedom of Association and Protection of the Right to Organise, 1948
- Convention No. 98, Right to Organise and Collective Bargaining, 1949
- Convention No. 100, Equal Remuneration, 1951
- Convention No. 111, Discrimination (Employment and Occupation), 1958
- Convention No. 122, Employment Policy, 1964
- Convention No. 142, Human Resources, 1975
- Convention No. 144, Tripartite Consultation (International Labour Standards), 1976.

The texts of all comments directed to Australia by the ILO Committee of Experts concerning these conventions were forwarded to ACCI and the ACTU on receipt and again when the relevant Article 22 report was being prepared. The comments received from ACCI and the ACTU 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 late in 2005:

- Convention No. 87, Freedom of Association and Protection of the Right to Organise, 1948 (28.2.73)
- 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.

## Proposals for the denunciation of ratified conventions

ILAC members noted that the following three obsolete conventions were tabled in Parliament in 2003, together with a National Interest Analysis, as a prerequisite to 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. 84 will be denounced when it is open to denunciation for 12 months from 26 July 2005.

# Commonwealth intervention

This appendix describes matters dealt with by courts and commissions in 2004–05 in connection with which the Minister for Employment and Workplace Relations participated in proceedings.

## The Australian Industrial Relations Commission

- 2005 Safety Net Review—re applications to vary a number of key awards under s. 113 of the *Workplace Relations Act 1996*
- *ANF and HSUA v Alcheringa Hostel Incorporated*—re application of *Electrolux* principles (whether all matters in agreement pertain to the employment relationship)
- ALHMWU Supported Employment (Business Enterprises) Award 2001—re s. 113 application to vary award to introduce formal arrangements for the prorating of wages
- *ANZ Banking Group Ltd v FSU*—re right of entry to employer’s premises by union official
- *Family Provisions Case*—re s. 113 applications to vary awards to incorporate a range of work and family provisions
- La Trobe University Children’s Centre Enterprise Bargaining Agreement 2004—re application of *Electrolux* principles
- Merkon Constructions Pty Ltd Agreement—re application of *Electrolux* principles
- *Re Business Development Agreement (Australian Air Express and TWU)*—re application of *Electrolux* principles
- Rural City of Murray Bridge Nursing Employees, ANF (Aged Care): Enterprise Agreement 2004—re application of *Electrolux* principles
- Schefenacker Vision Systems Australia Pty Ltd, AMWU, AWU Certified Agreement 2004—re application of *Electrolux* principles
- *Tenix Solutions Pty Ltd v ASU*—re use of Commission’s s. 111 powers during bargaining
- various applications for common rule declarations in Victoria
- *Victorian Jury Service Entitlements Case*—re s. 113 application to vary award to provide casuals with make-up pay for jury service and to base make-up pay for jury service on total earnings.

## State industrial relations commissions

- Building and Construction Industry Award (Queensland)—re application to vary award to include wage rates from Queensland pattern certified agreements
- *CFMEU v Newcrest Mining Ltd*—re role of New South Wales Industrial Relations Commission in supervising a dispute resolution process contained in an Australian Workplace Agreement
- *CFMEU v BHP Billiton Iron Ore Pty Ltd & Integrated Group Ltd*—re effect of the Workplace Relations Act on the jurisdiction of the Western Australian Industrial Relations Commission

- *NSW Secure Employment Test Case*—re New South Wales Labour Council application seeking, among other things, entitlements to permanent work for casuals and labour hire employees and restrictions on contracting out
- *Queensland Termination, Change and Redundancy Case*—re flow-on of the Australian Industrial Relations Commission decision of 26 March 2004 to remove the exemption of small business from redundancy pay obligations
- *Western Australia Redundancy Case 2004*—re minimum redundancy standards in Western Australia.

## **The Federal Court**

- *BGC Contracting Pty Ltd and Others v CFMEU*—re right of entry to site with federal instrument under state legislation where no right exists under the Workplace Relations Act
- *Wesfarmers Premier Coal Pty Ltd v AMWU*—re effect of *Electrolux* decision on protected industrial action.

## **The High Court of Australia**

- *Ancor v CFMEU*—re transmission of business, certified agreements and severance pay
- *Electrolux Home Products Pty Ltd v AWU, CEPU, AMWU and ors*—re protected industrial action for matters that do not pertain to the employee relationship and bargaining agent fees
- *Gribbles Radiology Pty Ltd v Health Services Union of Australia*—re the transmission of business provisions of the Workplace Relations Act.



