Management and accountability

3

Management and accountability

Corporate governance

Executive committees

The Executive Meeting is the key decision-making body for the department. In exercising its functions, the Executive Meeting enables the department to work across organisational boundaries to achieve corporate objectives; and promotes the core principles of good public sector governance (accountability, transparency, integrity, stewardship, efficiency, leadership and risk management) and models those in its own decision making.

The department's governance arrangements take account of the value of consultative processes, but recognise that overall accountability rests with the Secretary who has primary authority and legal responsibility for managing the department.

A broader governance committee structure underpins the Executive Meeting. Those committees are organised into three streams, based on their functional roles:

→ organisational stream—supports and monitors the department's business. Committees under this stream are:
  – Accommodation Committee
  – Audit Committee
  – Business Management Committee
  – Information Technology Committee
  – People and Leadership Committee
  – Remuneration Subcommittee

→ strategic linkages stream—discusses forward-looking policy and business linkages. Committees under this stream are:
  – COAG Committee
  – Employment, Migration and Skills Committee
  – Implementation Committee
  – Indigenous Steering Committee
  – Quality Committee
  – Social Inclusion Committee
  – Strategic Information Management and Research Committee

→ business stream—manages the business and implements policy at an outcome or program level.

Committees are required to review their terms of reference and functional performance annually to ensure that their decisions and policy are consistent and coherent. The results of each review are provided to the Executive Meeting.

Departmental planning

Strategic plan

The DEEWR Strategic Plan 2008–2011 establishes the department's direction until 2011. It reflects the government's priorities for early childhood development, quality education outcomes at all levels, a skilled workforce with greater participation in successful workplaces and an inclusive society.

→ Our vision represents the overall outcome that the Australian Government has entrusted to DEEWR.

→ Our goals detail 'the what' and our approach 'the how' of realising the vision.

→ Our performance will be measured by our ability to achieve our goals and successfully manage our business.

→ Our strategies translate our goals and our approach into effective action.

The plan is a living document that is revisited regularly to ensure that the department adapts to changing priorities while continuing to deliver high-quality programs and services to the wider community. The plan can be found on the department's website <www.deewr.gov.au>.

Business planning

The department's internal business plans have been structured to align the work of the department with its vision—*Creating a productive and inclusive Australia*—and the goals and approach outlined in the DEEWR Strategic Plan 2008–2011.

In 2008–09, key areas of departmental planning were integrated in the department's business plans. This involved, for example, incorporating responsibilities in the Reconciliation Action Plan in the department's business plan; aligning the strategic risk assessment and business planning timelines; using a business impact analysis to reduce the number of business continuity plans in the department; and including a workforce capability analysis that focused more on the department's Strategic Human Resource Management Framework.

Internal controls

Ethical standards

The *Public Service Act 1999*, through the APS Code of Conduct and APS Values, sets the framework for behavioural and ethical standards within the public service. These standards govern how the department does its business, particularly in:

→ the personal behaviour of its employees

→ its relationship with the public

→ its relationship with the government and the parliament.

The department's values and conduct standards are incorporated into employee performance and development plans, and form an integral part of the department's work and leadership behaviours.

Risk management

The reporting year saw a consolidation of the risk management practices of DEEWR. This included establishing the DEEWR Strategic Risk Profile in the form of eight strategic risk drivers. Those drivers, which give DEEWR the opportunity to manage its risks effectively, require us to:

→ care for our people

→ collaborate, integrate and consult with each other to create opportunities

- → think strategically
- → successfully implement and maximise delivery outcomes
- → demonstrate excellence in stakeholder engagement
- → collaborate with all tiers of government
- → harness information
- → comprehend and respond to external influences.

The Executive and senior management use risk assessments, as part of business planning, to monitor and mitigate strategic risks. Risk is also managed through fraud controls, business continuity, project management, procurement, finance and other business functions. The Executive supports a DEEWR risk culture and educates all staff in understanding that identifying and mitigating risk are part of their everyday activities.

The department participated in Comcover's annual Risk Management Benchmarking program in 2009 and was assessed as meeting its risk management, business continuity, communication and training requirements. DEEWR is one of the highest scoring agencies in the benchmarking program, with an overall rating of 'Advanced'.

Business continuity management—keeping DEEWR open for business

Business continuity management is part of the department's vision of service delivery to ministers, stakeholders and the Australian community. The focus is on keeping the department open for business, and maintaining the most time-critical functions and services, in the event of a major disruption to business.

In 2008–09, the DEEWR Continuity Management Plan was endorsed and made available to all staff. The annual business planning process also incorporated a review of all group and state and territory business continuity plans.

Some business continuity highlights in 2008–09 are described below:
- → DEEWR's business continuity framework and arrangements have been drawn upon by the Australian National Audit Office (ANAO) as a best practice case study in its Better Practice Guide: *Business Continuity Management: Building resilience in public sector identities*.
- → During Business Continuity Awareness Week, 23–27 March 2009, daily continuity messages displayed on the department's intranet prompted a number of new and altered business areas to take stock of their planning and preparedness.
- → A coordinated approach to business planning and continuity management was further enhanced when a business impact analysis was included in the business planning template. It is anticipated that this approach will result in a greater response across all areas of the department.

In addition to ensuring the department's own preparedness for dealing with a business outage, DEEWR continues to be an active participant in whole of government planning:
- → The Secretary was a keynote speaker at the Business Continuity in Government Conference in September 2008. The Secretary spoke about her work in the aftermath of the Bali bombings.
- → DEEWR's continuity coordinator participated in a whole of government pandemic exercise in November 2008.
- → DEEWR was represented at a recent meeting of the Trusted Information Sharing Network for Critical Infrastructure Protection, which is coordinated by the Attorney-General's Department. That forum enables the owners and operators of critical infrastructure to work together, sharing information on the security issues that affect them.

In response to the Pandemic (H1N1) 2009 outbreak, DEEWR set up an International Health Incident subcommittee of the Continuity Management Team. The subcommittee met regularly to discuss continuity management arrangements and plans, to distribute information to key stakeholders (including staff, portfolio agencies, providers and government), and to participate in and contribute to whole of government forums. DEEWR also set up and monitored an OHS mailbox for staff and launched a dedicated intranet information site.

Audit processes

Internal audit

Internal Audit provides objective and independent assurance to the Secretary, the Executive and the DEEWR Audit Committee that the department's key controls are operating efficiently, effectively and ethically.

Through the Annual Audit Work Plan, Internal Audit assists the department to achieve its objectives by providing a systematic, disciplined approach to evaluating and improving the effectiveness and efficiency of risk and financial management, control and governance processes.

The work plan is designed to promote better practice and identify potential risks that could impede the department's achievement of successful outcomes and portfolio responsibilities.

Internal Audit monitored the implementation of its recommendations and reported progress to the Audit Committee. In addition, Internal Audit monitored the progress of implementation of ANAO report recommendations.

Audit Committee

Established in accordance with the *Financial Management and Accountability Act 1997* (FMA Act), the Audit Committee met six times during the reporting year. The committee provided the Secretary with independent assurance of the appropriateness of the department's accountability and control framework. During the year, the Audit Committee focused on the effective and efficient use of Commonwealth resources, management of risks, financial management and compliance and program management. The committee fulfilled its role in a number of ways, including by:

→ monitoring the department's compliance with legislative and other obligations relating to financial management—including the FMA Act and the *Auditor-General Act 1997*

→ advising the Secretary on whether the annual financial statements represent a true and fair view of the department's financial management

→ approving, monitoring and reporting on the Annual Audit Work Plan

→ reviewing all ANAO and Office of Evaluation and Audit (Indigenous programs) activity undertaken in or associated with the portfolio

→ monitoring the department's compliance with legislation, regulations and government policy

→ monitoring the department's fraud and risk control policy and frameworks

→ improving the effectiveness of the internal audit function.

The members of the Audit Committee include a Deputy Secretary (the chair), a member of the Executive (deputy chair), two Group Managers and two independent external members.

Fraud control

The department is required by the *Commonwealth Fraud Control Guidelines 2002* and the FMA Act to have a fraud control plan. Management of fraud risk is part of the department's business planning cycle. The business planning cycle underpins the development of fraud control initiatives, as do fraud risks identified in the course of audits and program-specific compliance activity.

In 2008–09, the department also promoted fraud awareness, prevention and procedures by:

→ providing ethics and fraud awareness training to employees

→ developing a suite of fraud control guidance documents for all employees

→ providing advice to program and policy areas on fraud risk analysis and management.

Financial management

Financial performance

The department reported an operating deficit for 2008–09 of $2.347 million. The deficit was lower than the $12.264 million deficit forecast in the 2009–10 Portfolio Budget Statements. The operating result largely reflects the impact of changes to employee leave liabilities as a result of the lower discount rate. The department's full departmental and administered results are shown in the audited financial statements at Part 5 of this report.

Asset management

The department's asset management policies and procedures emphasise whole-of-life asset management. The department undertook a number of processes in the reporting year providing assurance as to the validity and valuation of the assets held, these included:

→ a stocktake to confirm the location of its assets

→ an assessment of impairment in accordance with AASB 136 Impairment of Assets ensuring that the department only carries assets at a value above the recoverable amount

→ a fair value assessment to ensure that the assets are recorded at their appropriate value in accordance with Accounting Standards.

Purchasing

The department's procurement policies and practices are consistent with all relevant Commonwealth laws, the Commonwealth Financial Framework (including the *Commonwealth Procurement Guidelines*) and other relevant policies. The Legal, Investigations and Procurement Group provides specialist legal and probity advice to all areas of the department engaged in procurement. The department uses AusTender to publish its procurement activities and plans. As a result, the department's procurement activities are readily communicated and accessible to all business enterprises.

Consultancies

During 2008–09, the department had 294 active consultancies with a total expenditure of $29.89 million. These included 202 new consultancies let in 2008–09 with a total contract value of $31.89 million and expenditure of $20.75 million and 92 ongoing consultancies with a total expenditure during 2008–09 of $9.14 million. Appendix 7 gives details of consultancies let during the year with a value of $10 000 or greater. Information on expenditure on contracts and consultancies is also available on the AusTender website <www.tenders.gov.au>.

Exempt contracts

No contracts in excess of $10 000 (inclusive of GST) or standing offers were exempted by the Secretary from being published on AusTender during the reporting year.

External scrutiny

The following provides information on the most significant developments in external scrutiny for the department.

Significant judicial decisions

There is nothing to report for 2008–09.

Significant Administrative Tribunal decisions

There is nothing to report for 2008–09.

Reports on the operations of the department by the Commonwealth Ombudsman

During the year there were two reports of relevance to the department.

Report No. 2 of 2009—Assessment of claims for disability support pension from people with acute or terminal illness: An examination of social security law and practice

This report reviewed the way in which claims for Disability Support Pension by people with acute and terminal illness were assessed, and identified that a number of restrictions in social security legislation and problems in the claims assessment process were leading to complaints to the Ombudsman. The Ombudsman made seven recommendations to address the issues identified. In response to the Ombudsman's recommendations, changes to assessment of and exemptions from activity testing requirements for seriously ill customers will be introduced from March 2010. Further improvements to Job Capacity Assessment arrangements will be introduced from July 2010, to reduce unnecessary assessments for customers who are clearly unable to return to work, and to ensure that Job Capacity Assessors and Centrelink staff have access to advice from a new Health Professional Advice Unit based in Centrelink.

Report No. 3 of 2009—Use of Interpreters: Australian Federal Police, Centrelink, Department of Education, Employment and Workplace Relations and Department of Immigration and Citizenship

This report reviewed the use of interpreters by a number of government agencies and commented on their policies on the use of interpreters. The Ombudsman provided eight best practice principles on the use of interpreters and recommended that the Department of Immigration and Citizenship take a lead role in promoting interagency cooperation on the use of interpreter services by developing an updated *Languages Services Guidelines* and *Model for Assessing Translating and Interpreting Requirements* for all government agencies. The department is preparing a policy paper on the use of interpreters, having regard to the recommendations.

Reports by the Auditor-General

During 2008–09, the ANAO tabled the following five reports in parliament that made recommendations relating to departmental operations:

→ Audit Report No.4 2008–09, *The Business Partnership Agreement between the Department of Education, Employment and Workplace Relations (DEEWR) and Centrelink*

→ Audit Report No.7 2008–09, *Centrelink's Tip-off System*

→ Audit Report No.11 2008–09, *Disability Employment Services*

→ Audit Report No.17 2008–09, *Administration of Job Network Outcome Payments*

→ Audit Report No.45 2008–09, *Funding for Non-government Schools*.

The department was also involved in the following five cross-portfolio performance reviews conducted by the ANAO:

→ Audit Report No.13 2008–09, *Government Agencies' Management of their Websites*

→ Audit Report No.20 2008–09, *Approval of Funding for Public Works*

→ Audit Report No.21 2008–09, *The Approval of Small and Medium Sized Business Systems Projects*

→ Audit Report No.24 2008–09, *The Administration of Contracting Arrangements in relation to Government Advertising*

→ Audit Report No.25 2008–09, *Green Office Procurement and Sustainable Office Management*.

Details of these reports can be found on the ANAO website <www.anao.gov.au>.

Parliamentary committee inquiries

On 22 October 2008, departmental representatives appeared before the House of Representatives Standing Committee on Petitions in relation to a petition on funding for preschools.

Departmental representatives appeared at a wrap-up hearing before the House of Representatives Standing Committee on Education and Training on 5 February 2009, following a review of the former Department of Education, Science and Training Annual Report 2006–07.

Departmental representatives took part in an initial roundtable on 2 February 2009 and attended a hearing on 14 May 2009 to expand on their submission to the inquiry 'Combining school and work: supporting successful youth transitions', undertaken by the House of Representatives Standing Committee on Education and Training.

The Senate Community Affairs Standing Committee on mental health services in Australia released a report entitled *Towards Recovery: Mental Health Services in Australia* in September 2008.

The Social Security Legislation Amendment (Employment Services Reform) Bill 2008 from the Senate Standing Committee on Education, Employment and Workplace Relations was completed in November 2008. The report looks at the review of employment services and makes recommendations.

The department coordinated the government's response to the House of Representatives inquiry 'Current Vacancies: Inquiry into Workforce Challenges in the Australian Tourism Sector'. The government's response was tabled on 5 February 2009.

The department made a submission to and departmental officers appeared before the Senate Standing Committee on Education, Employment and Workplace Relations inquiring into the DEEWR tender process for awarding employment service contracts.

The department made a submission to the Senate Standing Committee on Foreign Affairs, Defence and Trade inquiry into the economic and security challenges facing Papua New Guinea and the island states of the southwest Pacific. Departmental representatives appeared before the committee on 20 November 2008 to answer questions on its submission, which outlined Australian Government employment, skilling and labour mobility initiatives.

In late 2008, the Strategic Policy Group prepared a submission to the Senate inquiry 'The Effects of Climate Change on Training and Employment Needs' and provided it to the Senate Committee on 23 October 2008. No public hearings have been held.

In 2008–09, the Joint Committee of Public Accounts and Audit tabled the following two reports in parliament that made recommendations relevant to the department's operations:

→ Report 412: *Audit Reports reviewed during the 41st Parliament*, which considered:
  – ANAO Audit Report No.6 2005–06, *Implementation of Job Network Employment Services Contract 3*
  – ANAO Audit Report No.51 2004–05, *DEWR's Oversight of Job Network Services to Job Seekers*
  – ANAO Audit Report No.49 2005–06, *Job Placement and Matching Services*
  – ANAO Audit Report No.43 2005–06, *Assuring Centrelink Payments—The Role of the Random Sample Survey Programme*.
→ Report 414: Review of Auditor-General's Reports tabled between August 2007 and August 2008, which considered
  – ANAO Report No.42 2007–08, *Management of Customer Debt—Follow-up Audit*.

In 2008–09, the department appeared before the Joint Committee of Public Accounts and Audit four times in relation to:

→ ANAO Report No.42 2007–08, *Management of Customer Debt—Follow-up Audit*
→ ANAO Report No.4 2008–09, *The Business Partnership Agreement between the Department of Education, Employment and Workplace Relations (DEEWR) and Centrelink*
→ Audit Report No.11 2008–09, *Disability Employment Services*
→ Audit Report No.17 2008–09, *Administration of Job Network Outcome Payments*.

In 2008–09, the Senate Standing Committee on Education, Employment and Workplace Relations tabled the following reports in Parliament relating to the department's operations in relation to Bills:

→ Building and Construction Industry (Restoring Workplace Rights) Bill 2008
→ Education Legislation Amendment Bill 2008
→ Fair Work (Transitional Provisions and Consequential Amendments) Bill 2009
→ Fair Work Bill 2008
→ Higher Education Legislation Amendment (Student Services and Amenities, and Other Measures) Bill 2009
→ Schools Assistance Bill 2008.

In 2008–09, the Senate Community Affairs Committee tabled the following report relevant to the department's operations in relation to Bills: Social Security and Veterans' Entitlements Legislation Amendment (Schooling Requirements) Bill 2008.

Grant programs (formerly discretionary grants)

From 1 January 2009, new arrangements for the reporting of grants across the whole of government have been in place. All grants awarded within a portfolio must be reported on their website within seven days of signing a contract or funding agreement. Further advice regarding the definition and reporting of grants can be found in the *Commonwealth Grant Guidelines* available on the Department of Finance and Deregulation's website at <www.finance.gov.au/publications/fmg-series/23-commonwealth-grant-guidelines.html>.

Information on grants awarded by DEEWR since 1 January 2009 is available at <www.deewr.gov.au/Department/Publications/Pages/CorporatePublications.aspx>.

From 1998 to 31 December 2008, discretionary grants were payments made to particular applicants, either organisations or individuals, at the discretion of the portfolio minister or the paying agency. Discretionary grants did not include entitlement-based and demand-driven payments or rebates. Conditions may or may not have been imposed in return for the grant. Discretionary grants could have been single ad hoc payments or grants renewed under continuing programs.

Table P3.1 lists discretionary grant programs administered by the department from 1 July to 31 December 2008. To assist readers who require further information, a contact number is given for the group responsible for each program.

Table P3.1

Discretionary grant programs from 1 July to 31 December 2008

Responsible group and contact number	Title	Description
Early Childhood Programs Group (02) 6240 2472	Child Care Services Support Program	To promote, support and enhance quality child care; assist services to improve access for children and families with special and/or additional needs; support the sustainability of child care for all children and families, including in areas and/or circumstances where service would not otherwise be available; and develop, maintain and disseminate information to assist families to make informed decisions about child care, related support programs and services provided/funded by the Australian Government
Early Childhood Programs Group (02) 6240 2472	Children's Services Local Government	To provide funding to assist Family Day Care services to support a network of carers providing flexible care, operating in a number of different locations
Tertiary Skills and Productivity Group (02) 6240 8832	COAG Skills Package	Funding for the COAG Skills Set project is to assist industry skills councils with the identification, development and promotion/marketing of skills sets in national training packages
Youth and Industry Skills Group (02) 6240 8832	Enterprise and Career Education Program	Aims to support development of an enterprising culture in Australian schools. Helps young people develop the skills, attitudes and attributes to make smooth transitions through and from school to work or further education and training
Youth and Industry Skills Group (02) 6240 8832	Fast Track Apprenticeships	To increase the number of qualified tradespeople in industries experiencing skill shortages. The program supports registered training organisations and lead organisations to develop arrangements which will support apprentices to reach their qualification sooner while meeting the skills requirements of employers and industry
Tertiary Skills and Productivity Group (02) 6240 8832	Incentives for Higher Technical Skills	The Higher Technical Skills Program provides Australians with incentives to engage in training in higher level qualifications at diploma and advanced diploma levels, specifically through supporting the development of advanced diploma and diploma qualifications and support materials
Tertiary Skills and Productivity Group (02) 6240 8832	Industry Training Strategies Program (ITSP)	Provides a strategic, focused response to industry-based vocational education and training (VET) implementation issues. ITSP supports the Australian Government's national VET reform agenda by funding projects which help employers develop a better understanding of the National Training System, in particular the benefits of employing Australian apprentices and using training packages
Lifting Educational Outcomes (02) 6240 9400	Mentors for Our Students	25 Local Community Partnerships will recruit and train recently retired professionals and tradespeople to act as volunteer mentors for students, targeting identified skill shortage careers in the trades associated with maths, science and engineering
General Employment Services Group (02) 6121 6874	Mitsubishi Employment Assistance Package Projects (MEAP)	The MEAP provides training grants to assist large groups of workers made redundant from the Mitsubishi Tonsley plant in 2008. Grants are approved for organisations who can supply value-added training, mentoring and one-to-one support of groups of job seekers who may be eligible for employment assistance
Youth and Industry Skills Group (03) 9920 8832	National Disability Coordination Officer Program (NDCO)	The NDCO Program works towards the Australia-wide coordination and delivery of transition services for people with a disability who are attending or will be attending university, TAFE or another kind of training
Youth and Industry Skills Group (02) 6240 8832	National Programs	Aims to support the implementation of the national goals and objectives in the VET national strategy document, Shaping our Future: Australia's National Strategy for VET 2004–2010, and the related national priorities. Funded projects support a range of activities which aim to strengthen the National Training System. These include: enhancing mechanisms for obtaining industry input and advice into national VET policy; and developing national training standards and training packages and activities that promote the VET sector
Youth and Industry Skills Group (02) 6240 8832	Productivity Places Program—Skilling Australia for the Future	For the National Enterprise Productivity Places Program trials—develop the skills and productive capacity of the Australian workforce through its Skilling Australia for the Future policy. The Productivity Places Program recognises the importance of nationally endorsed training in assisting job seekers to acquire skills and gain lasting employment and assisting existing workers to update or upgrade their skills
Tertiary Skills and Productivity Group (02) 6240 8832	Workplace English Language and Literacy	Provides workers with English language, literacy and numeracy skills. Funding is available for language, literacy and numeracy training that will be integrated with vocational training to enable workers to meet their current and future employment and training needs

Enabling our business

DEEWR's contribution to recovery and reconstruction following the Victorian bushfires

Individuals, families and communities in Victoria experienced substantial devastation and loss from the bushfires which began in late January 2009.

The department was quick to respond to the natural disaster, with staff also reacting at a personal level.

Staff from the Victorian State Office were released for volunteer work with organisations like the Red Cross, the Country Fire Authority and the Army Reserves. Many employees also volunteered after work, collecting money at sporting events and staffing the phones on the Red Cross donation line, as well as finding homes for displaced pets and donating hay to affected farms. Fundraising activities took place across the department and staff, moved by the impact of the bushfires, contributed generously through the DEEWR Workplace Giving program.

Specific measures complemented the department's and its providers' provision of services and programs for people and organisations in bushfire-affected areas:

→ Job seekers in affected areas were not required to look for work or undertake job search related activities for an initial period of 13 weeks in order to receive their income support payments. These exemptions from participation requirements were granted by Centrelink and have been reviewed on an individual basis and extended where appropriate.

→ The department has been working with the Victorian Government Department of Education and Early Childhood Development on applications for funding under the Building the Education Revolution program for construction of school infrastructure in communities affected by bushfires.

→ Child care service providers were reminded of the availability of Special Child Care Benefit for families affected by the Victorian bushfires. Almost 700 cases of Special Child Care Benefit were assessed for affected families from the week ending 15 February (immediately after the bushfires) to 30 June 2009. In addition, absences up to 1 May 2009 from child care services due to the emergency in the bushfire-affected areas were classified as approved absences and therefore were able to attract child care benefit payments.

→ Additional funding of $165 000 was provided under the National Schools Chaplaincy Program to ACCESS Ministries to enable expanded chaplaincy services for Kinglake Primary School, Middle Kinglake Primary School, Kinglake West Primary School, Flowerdale Primary School and Strathewen Primary School.

→ The department is also facilitating an employment strategy to support rebuilding and recovery. It involves engagement with communities and government departments, as well as employment services providers, employers and job seekers. On Thursday 28 and Friday 29 May 2009, the department hosted Employment Network meetings in Traralgon and South Morang respectively, bringing together key stakeholders to identify existing and emerging opportunities for employment, skills development and work experience activities, support existing initiatives and facilitate connections between providers, employers, government and community representatives. Ideas from the meetings are being progressed and two ongoing employment reference groups for Melbourne and Gippsland have been formed.

→ Green Corps activities to assist with bushfire recovery in the Bunyip State Park and the Wilsons Promontory and Kinglake national parks were approved.

Ministerial and parliamentary services

During 2008–09, the department provided high-quality services to the ministers and parliamentary secretaries. The department continued at the forefront of the government's education and employment reform agenda and this was reflected in a steady increase in parliamentary workflow. This includes internal documents such as briefing and question time briefs (QTBs) and external documents such as ministerial correspondence and parliamentary and senate estimates questions on notice.

On 6 June 2009, the Prime Minister announced a number of changes to the portfolio ministers and parliamentary secretaries. Senator the Hon Mark Arbib became Minister for Employment Participation and the Minister Assisting the Prime Minister on Government Service Delivery. The Hon Jason Clare MP became the Parliamentary Secretary for Employment. The Hon Kate Ellis MP was given an expanded role to become the Minister for Early Childhood Education, Child Care and Youth.

In addition to managing ministerial correspondence, briefing and parliamentary questions in the electronic Parliamentary Document Management System (PDMS), the department also embarked on a joint project with the Department of Defence to develop and implement electronic management of QTBs in PDMS. Electronic management through PDMS of other elements of parliamentary workflow will be developed and implemented collaboratively in the future. In addition, PDMS was one of 10 entries shortlisted for the Australian Government Information Management Office's (AGIMO's) Excellence in e-Government Award for 2009.

Table P3.2

Parliamentary workflow 2008–09

Responsible area	Ministerial correspondence (received)	Briefings	Question time briefs	Answers to parliamentary questions on notice (tabled)	Senate Estimates questions on notice (tabled)
Department	26 813	5552	1602	238	930
Agencies	534	87	12	7	295
Total	**27 347**	**5639**	**1614**	**245**	**1225**
Increase since 2007–08	33%	62%	27%	1125%	194%

Policy advising is the provision of a policy-advice capacity or services to ministers, national committees and other clients.

During the reporting year, ministers, parliamentary secretaries and their offices provided feedback on the level of satisfaction with advice relating to all outcomes during regular meetings with the department. Overall, feedback from ministers and parliamentary secretaries and their offices confirmed that they recognise the significant efforts being made by departmental employees and are satisfied with the quality of briefings. Feedback has been forwarded to line areas as appropriate.

Internal communications

The primary channel for delivering messages to employees during 2008–09 was the intranet, known as Dnet. The intranet featured news and announcements of relevance to the department.

The intranet is the primary channel for staff to access employee directories and change management resources. It links staff to document libraries, the departmental newsletter (DEEWoRd), external websites and to the new employee and manager portal known as CONNECT.

All-staff emails and video links were an additional means by which the Executive kept employees informed of significant developments, including Senior Executive Service movements.

Service charter

The service charter explains the department's service commitments and standards. It is currently being reviewed in the light of stakeholder research and engagement. The service charter will be refined to incorporate key performance indicators that will take account of stakeholder perceptions and levels of satisfaction.

People management

The effective capability and well being of our people are central to our capacity to respond to the needs of government in a broad and critical portfolio of responsibility.

The department has made a commitment in its Strategic Plan to create positive working environments that support our people to deliver high-quality performance through the following strategies:

→ support people in their work and assist them in achieving their full potential

→ build and demonstrate leadership capability at all levels of the organisation

→ align individual performance to organisational goals and desired behaviours

→ adopt flexible working arrangements that increase productivity and meet the needs of individuals

→ involve people in decision making and engage in ongoing feedback and discussion

→ foster and value the contributions that diversity brings to our work and culture.

DEEWR's comprehensive governance arrangements include the People and Leadership Committee (PLC), whose role is to provide assurance to the department that appropriate and effective people management strategies exist to enable DEEWR to meet its business goals. PLC considers links between:

→ the department's strategic human resources management framework

→ business outcomes

→ organisational culture

→ strategic people management key performance indicators and other people management strategies.

In 2008–09, PLC developed a comprehensive set of HR strategies, including:

→ a strategic human resource management framework, which links the development of DEEWR's HR strategy to its strategic goals and approaches

→ a workforce planning model, which provides a framework for both strategic and operational level workforce planning

→ a leadership development strategy, which provides a framework for a holistic approach to leadership development

→ a learning and development strategy, which provides an 'umbrella' framework for aligning learning and development policies, priorities and activities across the department

→ a recruitment strategy, which positions DEEWR to meet its future needs

→ a productivity and resilience strategy to support people to achieve better performance through improving personal resilience.

General recruitment

DEEWR's comprehensive recruitment strategy was developed in 2008–09 under the stewardship of PLC. The strategy integrates a range of activities to enhance the department's capacity to achieve efficient and effective recruitment outcomes by attracting, recruiting, engaging and retaining quality people.

Specialist recruitment campaigns

Graduate Program

Graduate recruitment is an important component of the department's recruitment strategy, providing DEEWR with mobile and agile entry-level staff to refresh and renew the agency. The 2009 graduate cohort consists of 87 participants who are undergoing on-the-job training through placements across the department in combination with off-the-job training in specific areas of required knowledge.

Indigenous recruitment

It is vital that DEEWR contributes to closing the gap targets and improving outcomes for Indigenous Australians—a challenge that is fundamental to the work across the department and all levels of government. Recruiting, retaining and developing capable and talented Indigenous Australian employees is one way that we can improve DEEWR's effectiveness in achieving outcomes for Indigenous Australians. To achieve this we seek input from our Indigenous Australian networks as part of positioning DEEWR as an employer of choice for Indigenous Australians.

In early 2009, PLC endorsed the Mura Kaimel – Yarrangi Plan which sets out how DEEWR will improve the recruitment, retention and career development opportunities for Indigenous Australians. Implementation of the plan is overseen by the Mura Kaimel – Yarrangi Committee, a subcommittee of PLC which is chaired by DEEWR's Indigenous Leader. Aboriginal and Torres Strait Islander employees are represented by an elected state or territory member. Indigenous recruitment is also a key priority in the department's Reconciliation Action Plan for 2009–2011.

The committee will contribute towards positioning DEEWR as an employer of choice for Indigenous Australians by:

→ designing and recommending strategic approaches to recruit, retain and develop the careers of Indigenous Australian employees

→ leading and guiding the development, implementation and evaluation of the Mura Kaimel – Yarrangi Plan

→ identifying issues affecting the recruitment, retention and career development of Indigenous Australian employees in DEEWR, and making recommendations to address those issues

→ advising and consulting with the DEEWR National Consultative Committee (NCC) on Mura Kaimel – Yarrangi issues, through the NCC Indigenous Australian employee representative.

Table P3.3

DEEWR ongoing and non-ongoing full-time and part-time employees self-identifying as Indigenous Australians at 30 June 2009

	Ongoing full-time	Ongoing part-time	Non-ongoing full-time	Non-ongoing part-time	Total
Indigenous	263	20	5	0	288
Non-Indigenous	4858	594	219	41	5712
Total	**5121**	**614**	**224**	**41**	**6000**

Remuneration and conditions of employment

The DEEWR Collective Agreement (CA) 2009–2011 took effect on 30 April 2009. This was an important milestone for DEEWR as it brought together complex and diverse arrangements for almost all non-SES staff under a single set of policies, pay and conditions—the first time since the machinery of government changes in 2007.

DEEWR staff voted for a union-negotiated agreement and the Community and Public Sector Union took the lead in negotiations with DEEWR's Remuneration Management Team. Negotiations commenced in September 2008 and the parties reached agreement on the proposed package in mid-December 2008. There was 94.5 per cent of staff who voted in favour of the new CA, illustrating that the broad consultation undertaken had been successful in gaining staff acceptance of the new arrangements.

The CA provides a range of modern, streamlined terms and conditions, including 14 weeks paid maternity/maternal leave which can be taken at half pay; up to eight weeks purchased leave to help support the balance of work and personal life; and paid leave for volunteering.

Capability development

DEEWR places a high priority on learning and development, with a focus on strengthening leadership and people management capability at all levels and building the capabilities required to achieve departmental outcomes. This is achieved through a range of activities and programs, including:

→ Leading Australia's Future in Asia, the Australia and New Zealand School of Government, Executive Masters in Public Administration, Career Development Assessment Centre—senior leadership programs

→ the Indigenous Scholarship Program

→ the Executive Leadership Program

→ Constructive Conversations—enhancing performance management capability

→ Writing Ministerial Briefs training program

→ Cultural Awareness Training

→ Executive coaching

→ the SES speaker series

→ Entry-level development programs.

In order to focus workforce planning and capability development at a more strategic level, the department undertook significant activity and consultation in 2008–09, and identified the following priority areas to build and develop capability at the organisational level:

→ innovative and evidence-based policy

→ stakeholder and relationship management

→ change management

→ macroeconomic analysis and data modelling

→ effective project management supporting implementation and risk management

→ employee productivity and resilience

→ aligning people, performance and recognition.

Performance management systems

The 2009–10 performance cycle will see all DEEWR staff operate under a single performance management system in accordance with the new DEEWR Certified Agreement 2009–2011. Under transitional arrangements contained in the new CA, staff had their performance for 2008–09 assessed under the performance management system applying to them prior to the commencement of the CA.

The new system emphasises our approach to delivering on our achievements. This emphasis is delivered by assessing our staff against business outcomes and observable work behaviours.

Workforce profile

At 30 June 2009, the department had 6000 employees. Table P3.4 shows the headcount distribution, by classification and by gender; Table P3.5 shows the headcount by employment status; and Table P3.6 shows the headcount by geographical location.

Key features of the department's workforce in 2008–09 were as follows:

→ EL1 and APS6 were the largest classification groups, with 26.25 per cent and 22.36 per cent, respectively, of employees at those levels.

→ The department had a high proportion of female employees (60.78 per cent).

→ The department had a large representation of women at senior levels. The proportion of women in the Senior Executive Service (SES) was 56.28 per cent. The proportion of female Executive Level employees was 55.79 per cent.

→ The proportion of part-time employees was 10.85 per cent.

→ 22.38 per cent of employees (1343) were based outside National Office.

Table P3.4

DEEWR employees by classification at 30 June 2009

	Female	Male	Total
Cadets	4	2	6
Apprentices	2	1	3
Graduates	48	34	82
APS Level 1	5	10	15
APS Level 2	17	17	34
APS Level 3	145	90	235
APS Level 4	519	223	742
APS Level 5	698	378	1076
APS Level 6	826	516	1342
Executive Level 1	890	685	1575
Executive Level 2	333	284	617
Government Lawyer	32	16	48
Senior Government Lawyer	24	15	39
Principal Government Lawyer		2	2
SES Band 1	79	61	140
SES Band 2	22	13	35
SES Band 3	2	6	8
Secretary	1		1
TOTAL	**3647**	**2353**	**6000**

Table P3.5

DEEWR employees by employment status at 30 June 2009

	Female	Male	Total
Ongoing			
Full-time	2974	2150	5124
Part-time	532	77	609
Subtotal	3506	2227	5733
Non-Ongoing			
Full-time	118	107	225
Part-time	23	19	42
Subtotal	141	126	267
TOTAL	**3647**	**2353**	**6000**

Table P3.6

DEEWR employees by location at 30 June 2009

Location	Female	Male	Total
New South Wales	193	178	371
Victoria	132	76	208
Queensland	164	75	239
Western Australia	95	39	134
South Australia	98	46	144
Tasmania	39	28	67
Australian Capital Territory	2803	1854	4657
Northern Territory	116	50	166
Overseas	7	7	14
TOTAL	**3647**	**2353**	**6000**

Table P3.7 shows that 1065 people separated from the department between 1 July 2008 and 30 June 2009. Of those, 296 were non-ongoing employees whose contract had expired, 319 had transferred to another agency, 360 had resigned, 58 had retired, 5 had been dismissed and 27 had left for non-specified reasons.

Table P3.7

DEEWR employees separated at 30 June 2009

Classification	Total
Cadets	2
Apprentices	0
Graduates	8
APS Level 1	6
APS Level 2	25
APS Level 3	73
APS Level 4	193
APS Level 5	169
APS Level 6	233
Executive Level 1	232
Executive Level 2	78
Government Lawyer	9
Senior Government Lawyer	4
Principal Government Lawyer	0
SES Band 1	21
SES Band 2	8
SES Band 3	4
Secretary	0
TOTAL	**1065**

Coverage of DEEWR employees by preserved AWA/CA conditions

The new DEEWR Collective Agreement 2009–2011 came into effect on 30 April 2009, bringing the majority of non-SES staff under a single set of conditions. The small number of staff who remain on AWAs are generally people on extended leave from the department.

Table P3.8

Coverage of employees by preserved AWA/CA conditions

	Section 24(i)	AWA	CA	Total
SES	183			183
Non-SES		96	5720	5816
Total				**5999**

Note: The Secretary is not included in the above table as remuneration arrangements for departmental secretaries is set under a separate instrument.

Salary ranges and other benefits for DEEWR employees

Table P3.9

Salary ranges for DEEWR employees at 30 June 2009

Classification	Total ($)
APS Level 1	22 294—40 428
APS Level 2	43 428—46 505
APS Level 3	48 499—50 762
APS Level 4	53 297—56 970
APS Level 5	58 477—62 500
APS Level 6	65 742—73 100
Executive Level 1	81 918—90 600
Executive Level 2	97 600—116 000
SES Band 1	120 000–170 000
SES Band 2	170 000–220 000
SES Band 3	220 000–270 000

Note: During 2008–09 new remuneration agreements for the SES and the DEEWR Collective Agreement discontinued payment of performance bonuses.

The range of benefits, other than base salary, provided to employees during 2008–09 included:

→ executive vehicles for SES employees

→ school holiday care allowance for non-SES employees

→ studies assistance

→ access to salary sacrificing arrangements

→ an allowance for health related activities

→ access to home-based work arrangements

→ workplace responsibility allowances (for example, first aid, fire warden)

→ leave flexibilities, including purchased annual leave, cash out of annual leave, primary carer leave, adoption leave, parental leave, ceremonial/cultural leave and community volunteer leave.

Occupational health and safety performance and initiatives

The department remains committed to the following Comcare targets:

→ a reduction in workplace injuries
→ nil fatalities
→ a reduction in the average number of weeks lost due to injury or illness
→ a reduction in the average number of weeks taken for return-to-work activity to begin.

The ongoing benefits are:

→ improvement in early intervention
→ proactive preventive measures
→ the provision of return-to-work support services for managers and injured staff.

OHS awareness-raising activities included:

→ OHS training for all new ongoing and non-ongoing staff through an online training suite and through the new induction process for staff starting work in DEEWR
→ Safe Work Australia Week activities
→ articles in the department's staff newsletter, DEEWoRd
→ promotion of walking activities by providing pedometers to staff to encourage participation
→ virus and influenza awareness
→ presentations to specific teams concerning injury prevention and injury management in DEEWR.

Employee support and wellbeing

The department is committed to improving the occupational health and safety of its staff and eliminating workplace injuries and illnesses. The department's Health and Wellbeing Policy Statement, Health and Safety Management Arrangements and rehabilitation policies outline strategies and procedures to provide for a safe workplace, consistent with a focus on caring for the wellbeing of the department's employees. Through these policies, the department raises awareness about OHS and injury management and provides information on potential OHS issues. The information provided includes preventive strategies to deal with OHS issues and advice on reporting accidents and injuries.

Health and Safety Management Arrangements

On 23 October 2006, the amended *Occupational Health and Safety Act 1991* (the Act) received Royal Assent. Under section 16(2) (d) of the Act, employers were required to develop written Health and Safety Management Arrangements (HSMAs) in consultation with their employees.

HSMAs are documents concerning the management of OHS in the department. The arrangements are one of the main mechanisms by which the employer demonstrates its commitment to meeting its duty of care under the Act.

DEEWR's Health and Safety Management Arrangements were endorsed by the Peak OHS Committee at the March 2009 meeting.

Health and safety committees

DEEWR's Peak OHS Committee facilitates communication between management and employees on health and safety matters, with representatives from state, territory and regional offices and the National Office. The committee represents the collective interests of the employer, employees, contractors and visitors and is the primary consultation mechanism for OHS in the department.

The committee meets quarterly, as required under legislation. Since its inception, the committee has monitored the consolidation of the separate reporting systems of the former departments; formulated a comprehensive incident reporting system for department-wide analysis; and monitored the re-organisation of the designated working groups and health and safety representative numbers due to the changing departmental needs.

Reporting

In 2008–09, Comcare Australia was notified of three incidents pursuant to section 68 of the *Occupational Health and Safety Act 1991*.

In 2008–09, no provisional improvement notices were issued under sections 29, 46 and 47 of the *Occupational Health and Safety Act 1991* by a Health and Safety Representative against the department.

Investigations

In 2008–09, there were no investigations conducted by Comcare or undertakings carried on by the employer under sections 29, 46 or 47 of the Act.

DEEWR'S first staff survey

DEEWR conducted its first staff survey in early 2009. This was an important way of gauging how things were running in the department and how staff were feeling. The survey provided staff with an opportunity to tell the Executive what we were doing well and where there was room for improvement.

All staff were invited to participate in the online survey, and 76 per cent of staff took the opportunity—a high level of participation for an electronic survey.
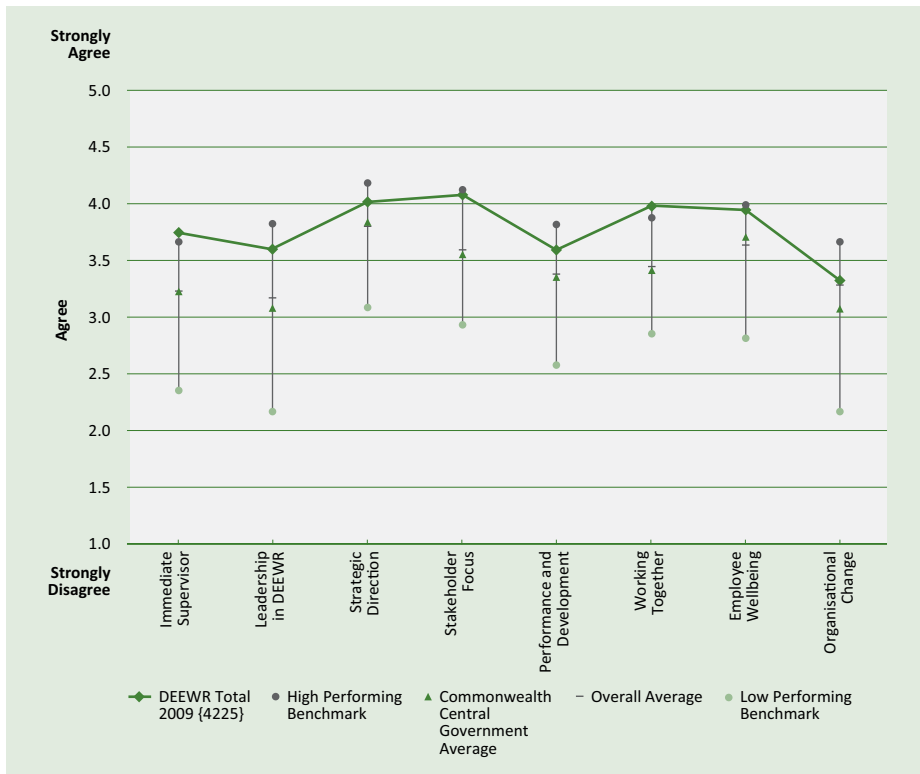
Our employee engagement result was well above the Australian benchmark, indicating that staff think DEEWR is a good place to work, are satisfied with and committed to their jobs and the organisation, are proud of the work they do and are happy to recommend DEEWR as an employer to others.

DEEWR was also rated above the benchmark average in all question categories and exceeded benchmark highs in the categories of 'immediate supervisor' and 'working together'.

The results identified our strengths as an organisation, including that people know what is expected of them at work, understand how their work contributes to their local work area success, and take ownership of what they do. Those results reflect the commitment of our people to delivering what is, and will continue to be, a critical government agenda.

Equally importantly, the results also identified areas in which we can improve. Those are having a shared understanding of how people are managed; and how, as an organisation, we manage change processes.

We are progressing well in our responses to the survey results, which have been enhanced by further discussion with staff and broader consultation.

Legend:
- DEEWR Total 2009 {4225}
- High Performing Benchmark
- Commonwealth Central Government Average
- Overall Average
- Low Performing Benchmark

Reconciliation Action Plan

DEEWR made a public commitment to develop a Reconciliation Action Plan (RAP) with a Statement of Commitment, published on Reconciliation Australia's website in January 2009.

The department is strongly committed to improving outcomes for Australian Aboriginal and Torres Strait Islander peoples across a range of social and economic measures and to reconciliation between Indigenous and other Australians. DEEWR is at the forefront of the Australian Government's national commitment to achieving improved outcomes for Indigenous Australians, having responsibility for four of the six Council of Australian Governments (COAG) targets for closing the gap.

The RAP has been developed around Reconciliation Australia's themes of Respect, Relationships and Opportunity. It sets out actions, timelines and measurable targets against each theme, and is aligned with DEEWR's Strategic Plan 2008–2011. The RAP will be refreshed and reported annually to Reconciliation Australia.

DEEWR's RAP was developed with extensive consultation. A RAP Working Group was formed in December 2008 with members from the National Office and across the states and territories. The Working Group played an active role in providing input and reviewing drafts. Advice was sought from key areas in the department such as People Group, Indigenous Group, DEEWR's Indigenous Leader and Senior Indigenous Advisers, the Indigenous Employee Staff Network and the interim Mura Kaimel – Yarrangi Committee. DEEWR staff were provided with opportunities to comment on the RAP at critical stages of its development and the first draft of the RAP was distributed to internal and external stakeholders for comment.

Key actions in DEEWR's RAP include:

→ developing and implementing Cultural Protocols that give guidance on Aboriginal and Torres Strait Islander cultural practices

→ strengthening policies and processes which support DEEWR reconciliation objectives

→ scoping and planning an internal Knowledge Bank of information on communities and programs, issues, risks and solutions, principles and methodologies drawn from experience, previous consultations, evaluations and reviews

→ encouraging external service providers working with DEEWR to demonstrate how they are working towards reconciliation with Aboriginal and Torres Strait Islander peoples

→ ensuring that all DEEWR policies and programs specify how they are working to improve outcomes for Aboriginal and Torres Strait Islander peoples

→ aligning our work to ensure DEEWR delivers on COAG closing the gap targets

→ implementing whole of career strategies that increase the recruitment, retention and career development of Aboriginal and Torres Strait Islander employees.

The RAP was launched on 27 May 2009, the start of Reconciliation Week. The timing for the launch aligns with the United Nations International Year of Reconciliation and the Australian Government's recent support for the United Nations Declaration on the Rights of Indigenous Peoples.

DEEWR is committed to advancing reconciliation through the RAP. It is in a unique position to bring about significant and meaningful change as we consider how to improve our daily work through building relationships, respect and opportunities with Aboriginal and Torres Strait Islander peoples.

The DEEWR Reconciliation Action Plan 2009–2011 is available on the department's website <www.deewr.gov.au/Department/Pages/About.aspx>.

State Network

The State Network includes approximately 1300 employees, which represents around 22 per cent of DEEWR's workforce. This includes 190 Indigenous staff. The network has offices in all capital cities and 31 non-metropolitan locations, including in 22 Indigenous Coordination Centres.

The network is the department's primary means of program service delivery, is an interface between the department, providers and stakeholders and is the link between policy development and program implementation.

State-based staff have developed relationships with local organisations, including state government departments, industry and educational bodies, the community and non-government sector. Those relationships strengthen linkages and help achieve outcomes across the portfolio.

Staff also work productively with other Australian Government agencies such as the Department of Families, Housing, Community Services and Indigenous Affairs, the Department of Health and Ageing and Centrelink. Improving outcomes for Indigenous Australians is a particular emphasis, with the State Network playing a significant role in the four key targets in the government's Closing the Gap agenda for which DEEWR is responsible.

Network staff work across child care, education, youth transitions and employment streams to provide flexible and whole of portfolio solutions for Australians. They engage with stakeholders to identify local solutions and gather local intelligence that can actively shape programs and policies. Ongoing examples include work with communities in Cape York, the Anangu Pitjantjatjara Yankunytjatjara (APY) lands and remote regions of Western Australia and the Northern Territory, as well as more urban centres.

The network is characterised by an agile and responsive workforce. Some examples in 2008–09 included the movement of staff to high-priority work areas—responding to the global financial crisis, supporting the government's Education Revolution agenda and implementing the new Job Services Australia service arrangements. The network

demonstrated its capacity to meet emerging challenges such as local planning and stakeholder engagement following the voluntary administration of ABC Learning Centres.

Network staff were involved in a diverse range of information and consultation sessions with external stakeholders throughout the year, including the Job Services Australia request for tender, National Quality Framework for Early Education and Care, Disability Employment Services Review and Community Development Employment Projects/Indigenous Employment Program consultations. In conjunction with colleagues from National Office, the network has worked with state government departments to finalise the state implementation plans for the Indigenous Economic Participation National Partnership.

The network has an important role in ensuring that all of the DEEWR-related Australian Government initiatives are implemented successfully and achieve results.

Implementing the government's initiatives

A key function of all government agencies is the implementation and delivery of program and policy initiatives. DEEWR has a robust corporate governance structure in place to ensure policy and program initiatives are implemented seamlessly and to a consistently high standard in accordance with community expectations and accountability responsibilities.

One of DEEWR's key governance committees is the DEEWR Implementation Subcommittee (DISC), which oversees the implementation of and provides strategic direction for all key budget, election and 2020 Summit commitments. DISC is responsible for:

→ ratifying and monitoring local governance, risk and implementation plans

→ considering cross-cutting issues such as staffing, systems support, finances, devolution, accommodation, evaluation and procurement

→ ensuring arrangements are in place to meet external reporting obligations

→ addressing corporate and strategic risks.

DISC's consolidated and high-level approach ensures that emerging issues are identified across the department and that strategies are in place to address them. DISC aims to assist the department to maximise delivery outcomes by sharing the learnings from previous implementation strategies.

DISC reports to the Executive Meeting and provides regular reports to the Department of the Prime Minister and Cabinet and our portfolio ministers.

Information and communications technology

The information and communications technology (ICT) operations of the department are large and complex. These operations support in excess of 10 000 desktops, including over 2500 desktops used by staff employed in portfolio and external agencies. They also support a large mainframe, an extensive data and voice network, 1700 servers, a high-speed secure internet gateway and three data centres. ICT operations are supported by a workforce of departmental employees and contractors. Nearly two-thirds of this workforce is engaged in applications development and maintenance. The value of ICT assets managed by the department exceeds $250 million, with a majority of this being internally developed software.

The department's ICT needs are met by three groups. The Employment Systems Group provides software development and support services to support Outcome 7—Labour Market Assistance. The Applications Systems Group provides solutions that support the department's other outcomes, and provides support to portfolio and external agencies. The IT Services Group manages the delivery of information technology services to the department, including infrastructure, corporate systems and a range of support services.

Through its core business systems—including EA3000, which underpinned the operations of the Job Network—the department's ICT systems support over 90 000 users employed by a range of external service providers and education institutions, and typically process over five million transactions per day. In addition, the department's ICT systems provide information and service access to youth and job seekers, parents and carers, tertiary students, child care centres, schools, universities and vocational education and training providers.

Development of the DEEWR IT Strategy 2009–2012

In June 2009, the department's IT Committee endorsed the DEEWR IT Strategy 2009–2012. The strategy provides guidance to help manage the delivery and transformation of IT services. It outlines the key strategic business requirements of the department and integrates these, together with an assessment of the current IT environment and technology trends, to produce a set of eight key IT strategies. Those strategies cover services to the government, the public and stakeholders; services to the department; and core internal IT services.

IT service improvement initiatives

The department continued to improve the management of IT and the standard of IT services provided to staff and external clients. The main area of focus was the substantial completion of integration work following the machinery of government changes.

The department made substantial progress toward the integration of Information Technology Infrastructure Library (ITIL) Service Management processes. This included major upgrades and enhancements to the service desk tools, process automation and training services, resulting in increased performance and a reduction in time taken to deliver support services to our staff and clients.

The department also deployed a new common desktop for all staff in late 2008. As a result, all staff now have a standard IT desktop platform, which includes access to a new Corporate Directory and new DEEWR intranet tools and services. Also included in the common desktop rollout was the full implementation of the department's Smartcard solution, supporting secure access to the department's buildings and IT systems with a single card.

In 2009, the department completed the implementation of a new IP Telephony system (also referred to as VoIP). All staff now have access to an IP phone, which uses the department's data communications network in conjunction with some Telstra services for access to the public telephone network. Those phones provide greater integration to the departments IT systems, including access to information from the Corporate Directory.

Independent Review of the Australian Government's use of ICT (Gershon Review)

In November 2008, the government endorsed the recommendations of the independent review of the Australian Government's use of ICT conducted by Sir Peter Gershon. The report made seven recommendations:

→ strengthen pan-government governance
→ strengthen agency governance
→ tighten management of ICT business-as-usual funding
→ enhance management of the APS ICT skills base
→ develop a whole of government approach to future data centre requirements
→ improve the efficiency and effectiveness of the ICT marketplace
→ develop a whole of government ICT sustainability plan.

The department was actively engaged with the Australian Government Information Management Office (AGIMO) in progressing each of the above recommendations. Significant work was undertaken by the department to benchmark its activities and deliver the 15 per cent savings in business-as-usual funding flowing from recommendation three. In addition, a number of subsidiary initiatives have supported those objectives. Specifically, the department has:

→ contributed to or participated in relevant pan-government governance committees
→ commenced a pilot of the Commonwealth's proposed portfolio, program and project management maturity model
→ participated in or contributed to a number of whole of government procurement scoping studies
→ commenced a review of its ICT workforce plans
→ initiated a contractor conversion program
→ assisted in the development of the APSC ICT assessment employee survey
→ commenced a data centre rationalisation program
→ initiated a 'greening IT' project.

Parliamentary Document Management System

The Parliamentary Document Management System (PDMS) was developed by the department to support the efficient management of various parliamentary documents. The system supports the creation, registration, workflow and tracking of these documents, as well as reporting and records management.

In 2008–09, the Department of Defence decided to adopt PDMS and entered into an agreement with DEEWR to implement the system. Both agencies agreed that the joint DEEWR–Defence project should proceed in the spirit of 're-use of software and other ICT assets', with the aim of developing a PDMS that is capable of implementation in multiple government agencies as a whole of government initiative. As part of the Defence implementation, the department developed a new module for question time briefs. The department also upgraded infrastructure to improve performance and cater for the higher processing volume experienced in DEEWR and to strengthen its ability to cater for visually impaired staff.

PDMS's potential as a whole of government solution is being monitored by the Business Process Transformation Committee, AGIMO and other interested government agencies.

Services for other agencies

The department continued to provide ICT services to a number of portfolio and other agencies. The base service involves desktop computers, network communications, applications hosting and storage. Some clients also receive telephony services and application development and maintenance services.

The nature of the services provided to the other agencies underwent significant change during 2008–09. Indigenous Business Australia and the Indigenous Coordination Centres ceased to receive services during the year, while the department prepared to deliver services to external agencies, including the Australian Public Service Commission, Safe Work Australia and the Fair Work Ombudsman. Services to these three agencies will commence on or before 1 July 2009.

3

Enabling our business

Management and accountability

Appendixes

4

Appendix 1
Commonwealth Disability Strategy

The Commonwealth Disability Strategy was introduced to assist Australian Government agencies to meet their obligations under the *Disability Discrimination Act 1992*. Under the strategy, Commonwealth Government agencies are obliged to remove barriers which prevent people with disability from having access to policies, programs and services.

The strategy includes a reporting framework built around a number of key roles performed by Commonwealth Government agencies (policy adviser, regulator, purchaser, provider and employer). The framework requires government departments to provide data on their performance against the framework in their respective annual reports.

The department reports its performance against four core performance roles: policy adviser, regulator, purchaser and provider. The department reports on its role as an employer through the State of the Service Report survey, conducted by the Australian Public Service Commission.

Policy adviser role

Performance indicator 1	**New or revised policy/program proposals assess impact on the lives of people with disability prior to decision.**

Higher Education Disability Support Program

The Higher Education Disability Support Program provides funding to eligible higher education providers for activities that help to remove barriers to access for students with disability. The program has three components:

→ Additional Support for Students with Disabilities, which contributes to the cost of providing educational support services and equipment to students with disability with high-cost needs.

→ The Australian Disability Clearinghouse on Education and Training (ADCET), a website that provides information and other resources to promote inclusive teaching and learning practices for people with disability.

→ Performance-based Disability Support funding, which encourages universities to implement additional strategies to attract and support students with disability.

Disability Standards for Education

The Disability Standards for Education (2005), formulated under the *Disability Discrimination Act 1992*, ensure that students with disability are able to access and participate in education on the same basis as other students. The standards do this by providing clarity and specificity for education and training providers and for students with disability.

The standards set out the obligations of all education providers under the Act in five key areas: enrolment, participation, curriculum development, accreditation and delivery, student support services, and elimination of harassment and victimisation. They apply to government and non-government providers in all education sectors—preschool, school, vocational education and training and adult and community education—as well as organisations that develop and accredit curricula and courses.

The standards are available on relevant websites, including websites for the Attorney-General's Department, DEEWR and the Human Rights and Equal Opportunity Commission. A copy of the standards can be accessed at <www.deewr.gov.au>.

The standards require that the Minister for Education, in consultation with the Attorney-General, review the effectiveness of the standards within five years of their taking effect, and every five years thereafter. The first review is due in 2010.

In 2009, the department released a report examining flexible funding arrangements for school students with disability. The report evaluated possible options for a funding model facilitating portability and transparency of funding for supporting students with disability who transfer between schools. The report recommendations will contribute to the review of schools funding to commence in 2010.

The government has committed funding of $2.2 billion over six years to improve secondary school student access to world-class information through the Digital Education Revolution. Of this, $2.1 billion will be invested through the National Secondary School Computer Fund (the fund), which will provide grants for every secondary school in Australia for new or upgraded information and communications technology (ICT) for students in Years 9 to 12. From Round Two of the fund, the guidelines were refined to ensure that the needs of students with disability were considered. For some students with disability, equipment other than standard computers or laptops is more appropriate. Over $1.7 million was granted for flexible funding in the application rounds. Schools were able to purchase other ICT equipment which best supported their students' learning needs, including multimedia resources, interactive whiteboards, adaptive devices and interface software.

The Digital Education Revolution National Partnership will continue to allow schools to use the funding more flexibly to cater for the ICT needs of students with disability.

National Early Childhood Development Strategy

In 2008–09, the department engaged in a process involving Commonwealth, state and territory governments to develop the first National Early Childhood Development Strategy for consideration by the Council of Australian Governments (COAG).

The strategy focuses on how Australia's early childhood development system can engage with and respond to the needs of young children and their families so that Australia's young children have the best possible start in life. It seeks to achieve positive early childhood development outcomes and address concerns about individual children's development in order to reduce and minimise the impact of risk factors as early as possible. The strategy's aim is to improve outcomes for all children and, importantly, to reduce inequalities in outcomes between groups of children.

In developing the strategy, the needs of children with disability, Indigenous children and children with particular developmental, learning or emotional difficulties were considered. The strategy presents a model for early childhood development services and support that provides universal, targeted and intensive services across maternal, child and family health, early childhood education and child care and family support areas.

National Mental Health and Disability Employment Strategy

The department worked with the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) to develop the National Mental Heath and Disability Employment Strategy. The strategy addresses barriers to employment faced by people with disability and mental illness, and has been developed in consultation with people with disability, their carers, advocacy groups, employers, trade unions and service providers.

A Strategy Advisory Committee provided expert advice to the Hon Brendan O'Connor MP, former Minister for Employment Participation, and the Hon Bill Shorten MP, Parliamentary Secretary for Disabilities and Children's Services, on the development of the strategy. The committee's membership included representatives of consumer peak bodies, employer peak bodies, trade unions, employment service providers and training organisations.

4

Appendix 1

Changes to Job Capacity Assessments for Disability Support Pension volunteers

Voluntary access to employment services for people receiving the Disability Support Pension had required that people undergo a full pension eligibility review as part of their Job Capacity Assessment, raising the fear that eligibility for the Disability Support Pension might be withdrawn. People receiving the Disability Support Pension, advocacy organisations and service providers had provided feedback that the requirement for a full eligibility review discouraged Disability Support Pension recipients from seeking employment assistance that could help them to find work.

From September 2008, people on the Disability Support Pension have been able to volunteer for employment assistance and undertake a Job Capacity Assessment without having their eligibility for the Disability Support Pension reviewed, thereby removing a major disincentive for people to look for work. As a result of this change, more than 12 000 Disability Support Pension recipients sought employment assistance. Of those, more than 6000 commenced in employment services and more than 900 have already found work.

Job Network

During 2008–09, Job Network was the largest of the government's contracted employment services. About 16 per cent of job seekers in Job Network had a declared disability. Most of those job seekers were in receipt of Newstart or Youth Allowance (other) unemployment benefits. People in receipt of the Disability Support Pension could continue to volunteer for services. Access to Job Network for people who were deemed 'non–activity tested volunteers' (including disability support pensioners and parents) who wished to receive employment services was made simpler through direct registration, which allowed such volunteers to register with a Job Network member without referral from Centrelink. During 2008–09, approximately 13 600 long-term jobs were achieved for disadvantaged job seekers and those people unemployed for more than three months who identified as having disability.

The department continued to give special consideration to people with disability. Job seekers assessed as highly disadvantaged through the Job Seeker Classification Instrument (JSCI)—including job seekers with disability—commenced immediately in Intensive Support customised assistance. This assistance provided more individualised services to help job seekers overcome barriers to employment and to tailor their efforts in looking for work.

Specialist Job Network providers catered to the needs of particular client groups—including job seekers with hearing or vision impairment, mental illness, HIV/AIDS or hepatitis. Prior to the ceasing of Job Network services on 30 June 2009, 33 Job Network sites were delivering specialist services to people with disability.

As noted in the report on performance section for Outcome 7, new employment services, Job Services Australia, will commence on 1 July 2009. Job Services Australia will see 43 provider organisations delivering specialist services to people with disability, one organisation delivering services for the blind and four organisations delivering services related to mental health. Services within Stream 4 of Job Services Australia provide high levels of resources and immediate access to assistance for job seekers with the highest disadvantage and barriers. This includes former Personal Support Programme (PSP) and Job Placement, Employment and Training program clients. The new services remove the waiting list for PSP and ensure that job seekers with the greatest disadvantage now have access to new Employment Pathway Fund resources to fund additional interventions.

Job Services Australia

In developing the policy for the new employment services, Job Services Australia (which will replace Job Network on 1 July 2009), the department has paid particular attention to providing services and support that are most appropriate for people with disability.

If a person experiences one or more barriers to getting a job, such as disability or a mental health condition, Job Services Australia will give them specialised assistance tailored to their individual circumstances.

Job Services Australia providers will work with people with disability to develop their own Employment Pathway Plan, which will be a combination of job search, training and other assistance to help them find and retain a job, or participate in work experience or other training. Specifically, the Job Services Australia provider will supply them with:

→ an assessment of their current skill levels and personal goals

→ professional skills development, work experience and training

→ job search assistance, including help with résumés and interview techniques

→ support addressing personal issues and other barriers to employment.

The Job Services Australia provider will have access to a new Employment Pathway Fund which they can use to purchase a broad range of assistance to provide training and other support to help people with disability find a job.

Disability Employment Network

The Disability Employment Network (DEN) provides specialist assistance to job seekers with disability who require ongoing support to find and maintain employment in the open labour market. These services are purchased under the *Disability Services Act 1986.*

The DEN uncapped stream was part of the 2005 Welfare to Work budget measures and guarantees assistance to job seekers with disability who have a future work capacity of 15 hours or more per week in jobs with part-time participation requirements. From 1 January 2008, uncapped services were also extended to adult pre-release prisoners with disability.

DEN capped services continue to provide assistance to other eligible job seekers with disability.

Vocational Rehabilitation Services

Vocational Rehabilitation Services (VRS) combine specialist employment assistance with vocational rehabilitation to help people with an injury, disability or health condition find and retain safe and sustainable employment in the open labour market. VRS assist job seekers to understand, compensate for and manage their injury or disability by building work capacity and/or developing new work strategies to avoid re-injury.

Additional post-placement employment support for people with mental illness has been provided through the expansion of Job in Jeopardy assistance in VRS. Intermittent post-placement support for people with mental illness was implemented from 1 July 2007.

Personal Support Programme

In 2008–09, the Personal Support Programme (PSP) was delivered by 115 organisations at 658 sites across Australia.

The program was open to people in receipt of income support and people aged 15 to 20 years who were not in receipt of income support and not in full-time study. Potential participants with multiple non-vocational barriers were referred to the program because they were unable to gain a job or benefit from employment assistance programs such as Job Network, DEN or VRS. The program offered counselling and personal support, referral and advocacy, practical support, outreach activities and assessment of participants' progress. PSP outcomes included work, a sustained transition in Job Network, DEN or VRS, and vocational education and training (VET).

The program funds provided assistance to participants for a maximum of two years. In this time, it was expected that participants would improve their capacity to participate

in the workforce and VET, increase their engagement with the community and stabilise medical and personal issues.

From 1 July 2009, PSP participants will transfer to Job Services Australia and will receive services tailored to meet their individual needs.

Working with Centrelink

The Job Seeker Classification Instrument (JSCI), administered by Centrelink, measures a job seeker's relative labour market disadvantage and is used to identify those with significant barriers to employment for early referral to Intensive Support or to a Job Capacity Assessment (JCA). A JCA may result in referral to Disability Employment Services as appropriate to the individual's needs. Centrelink and Job Network members also review the JSCI, with potential referral to JCA, where a job seeker has a change of circumstances or reports new information relating to disability or other barriers.

In 2008–09, a comprehensive review was completed to refine and ensure the reliability of the JSCI. Appropriate assessment and referral for people with disability were key aspects of the review and the development of the new JSCI for implementation on 1 July 2009.

National Mental Health and Disability Employment Strategy—review of Disability Employment Services

In accord with its commitment to improve employment services, the government conducted a review of Disability Employment Services as part of the National Mental Health and Disability Employment Strategy.

The review was conducted in two stages. The first discussion paper in September 2008 outlined a set of principles for conducting the review that would draw out the strengths of the VRS and DEN programs and identify areas for improvement. The second discussion paper in December 2008 outlined the proposed new model for Disability Employment Services.

Following the review, the government announced details of the new Disability Employment Services to take effect from 1 March 2010, and released the Exposure Draft for the new Disability Employment Services and Employer Incentives Scheme 2010–2012 Purchasing Arrangements on 20 May 2009.

Performance indicator 2	**People with disability are included in consultations about new or revised policy/program proposals.**

Early childhood education and child care

A broad national quality agenda for early childhood education and care was agreed by COAG in December 2007, encompassing strong quality standards, a quality ratings system, streamlined regulatory arrangements and an Early Years Learning Framework. COAG also acknowledged the workforce implications of this reform agenda.

A first wave of consultations on the proposals in the national quality agenda took place in August and September 2008. During the consultation process, families of children with disability and their early childhood service providers were included in focus group discussions held across Australia. In addition, representatives of professional and inclusion support agencies working with children with disability and families of children with disability participated in the in-depth interviews. The written submissions received included a broad sample of views from parents/families of, and service providers to, children with disability.

Drawing on this consultation process, COAG has developed reform options to improve the quality of early childhood education and care that will be the focus of consultation in 2009–10.

4

Appendix 1

National Mental Health and Disability Employment Strategy— Strategy Advisory Committee

The Strategy Advisory Committee provided input and advice to guide the development of the National Mental Health and Disability Employment Strategy. The committee included members representing the interests of people with disability, including advocacy groups, service providers, employer organisations, trade unions and other relevant experts.

National VET Disability Advisory Taskforce

Client advisory arrangements for the Ministerial Council for Vocational and Technical Education (MCVTE) included a National VET Disability Advisory Taskforce (NVDAT) which provided advice on improving the participation and achievement in VET of people with disability.

To assist it in forming its advice, the taskforce consulted and built partnerships with stakeholders and the VET system, identified research and pilot projects, and monitored progress against performance measures.

The taskforce provided its final report to MCVTE in November 2008.

NVDAT's work will be taken up by the new National VET Equity Advisory Council, which is to be established in 2009 to replace the previous client advisory arrangements.

In March 2009, the department held a forum for students who had experienced barriers to participation in VET and higher education, including students with disability. The outcomes of the forum were reported to policymakers and practitioners at The BIG Skills Conference in April 2009.

People with disability are also represented on the National Quality Council, which monitors quality assurance procedures in the VET system and ensures national consistency in the application of the standards for auditing and registering VET providers under the Australian Quality Training Framework.

Employment services

Public consultations on the discussion paper *The Future of Employment Services in Australia* were conducted across Australia in May 2008. Public consultations were also conducted in August 2008 on the Exposure Draft of the Request for Tender for Employment Services 2009–12. All consultations were held in venues with appropriate access for people with disability, and Auslan interpreters were provided at sessions in capital cities and large regional centres.

In January 2008, the department sent letters to a number of peak disability groups inviting them to make submissions to the review of employment services. Thirteen disability-focused organisations agreed to have their submissions published, including ACE National, Disability Services and the Physical Disability Council of Australia. Those submissions are available on the Workplace website <www.workplace.gov.au>. A number of peak disability groups were also invited to attend the discussion paper, exposure draft and request for tender information sessions.

National Mental Health and Disability Employment Strategy

As part of the review of Disability Employment Services, two discussion papers were released with subsequent public consultation sessions held in major capital cities and regional areas around the country. Around 530 people attended the first round of consultation sessions in September 2008 on the discussion paper which canvassed issues that had been raised regarding the need to improve employment services for people with disability. Over 100 submissions were received in response to the discussion paper, including feedback and advice from individuals with disability and their advocates, disability employment service providers, employers and disability peak organisations.

4

Appendix 1

The second round of consultation sessions in December 2008 on *The Future of Disability Employment Services in Australia* discussion paper outlined the new model for disability employment services. Over 620 people attended the consultation sessions and 120 submissions were received.

In May 2009, following the review of the submissions, the government released the Exposure Draft for the new Disability Employment Services and Employer Incentives Scheme 2010–2012 Purchasing Arrangements, providing further opportunity for stakeholders to submit feedback on the proposed new model.

Consultation sessions on the Exposure Draft were held around the country in June 2009. Over 600 people attended the sessions, and 68 submissions were received from peak industry organisations, current employment services providers, advocacy groups, employers and individuals with disability.

Performance indicator 3	**Public announcements of new, revised or proposed policy/ program initiatives are available in accessible formats for people with disability in a timely manner.**

The department made information available through a wide range of forums and media, and formats that cater for people with disability.

The department takes web accessibility into account when designing and developing its websites. The department continues to use a uniform approach to publishing information online, to ensure that correct procedures are followed and that the department meets all lawful and best practice accessibility standards. This approach includes:

→ website support for campaigns on stand-alone websites or from home page links on existing websites

→ mandatory use of accessible formats and Rich Text Format for all documents, including fact sheets, advertisements, program information and frequently asked questions.

Advertising and communications plans adhere to government standards for information accessibility, including by:

→ providing phone numbers or call centre options

→ using radio for the Print Handicapped in all campaign media plans, and closed captioning on television advertisements

→ making referrals to the National Relay Service and Speech to Speech Relay Services

→ ensuring that printed materials are canvassed through organisations like Vision Australia for large print, braille and audio formats.

The department's contact centre and Centrelink call centres are equipped with telephone typewriter (TTY) facilities for the hearing impaired.

Higher Education Disability Support Program

Information on the Higher Education Disability Support Program is disseminated to the sector through the department's website.

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. The department also makes information accessible through video captioning and Auslan interpreters.

National Mental Health and Disability Employment Strategy—Setting the Direction paper

The *National Mental Health and Disability Employment Strategy—Setting the Direction* paper, released on 22 December 2008, was made available on the Workplace website <www.workplace.gov.au> in Portable Document Format (PDF) and Rich Text Format (RTF). A 1300 telephone number was also made available so that people could request hard copies and alternative formats of the discussion paper, including Braille, audio and large print formats.

Helping Children with Autism project

The Helping Children with Autism project is part of a cross-portfolio response to the increasing prevalence of children with an autism spectrum disorder (ASD). The package aims to improve the educational outcomes of school-aged children with an ASD and is being implemented from 2007–08 to 2011–12.

The project delivers professional development for teachers and other school staff to increase their understanding, skills and expertise in working with students with an ASD. It also provides workshops and information sessions for parents and carers of school-aged children, to help them develop productive partnerships with their children's teachers and school leaders. Workshops and associated materials are provided in formats that are accessible to all; for example, sign interpreters are provided at workshops, video presentations include captions, and website material is compatible with alternative format technology.

Outcomes for Employment Services Request for Tender

The announcement of the outcomes of the Request for Tender for Employment Services 2009–12 was published on the DEEWR and Workplace websites. Both websites provide content in formats suitable for people with disability.

Public announcements of new, revised or proposed policy/program initiatives are available in accessible formats for people with disability in a timely manner.

The *Future of Employment Services in Australia* Discussion Paper, Exposure Draft and Request for Tender were made available on the DEEWR and AusTender websites in formats suitable for people with disability.

National Mental Health and Disability Employment Strategy

The Review of Disability Employment Services discussion papers released in September and December 2008 were made available on the Workplace website in PDF and RTF formats. Questions and answers recorded throughout the review of disability employment services were also published on the website, along with the PowerPoint presentations given at each of the consultation sessions.

Copies of the discussion papers were available in alternative formats, and information on the review could be accessed by contacting the department via email, toll free hotline telephone number or facsimile.

The government's announcement of the release of the Exposure Draft for the new Disability Employment Services and Employer Incentives Scheme 2010–2012 Purchasing Arrangements was made available on the Workplace website in PDF and RTF formats. All information regarding purchasing arrangements, consultation sessions, questions and answers, and feedback relating to the Exposure Draft, were available on the website.

Regulator role

Performance indicator 1	**Publicly available information on regulations and quasi-regulations is available in accessible formats for people with disability.**

Office of Early Childhood Education and Child Care

Information from the Office of Early Childhood Education and Child Care is available in accessible formats on the department's website.

Disability Employment Network and Vocational Rehabilitation Services

Information on the department's programs such as VRS, DEN, the Workplace Modifications Scheme and the Supported Wage System is available in accessible formats from the JobAccess website <www.jobaccess.gov.au> and telephone hotline 1800 464 800, which has a telephone typewriter (TTY) facility.

Performance indicator 2	**Publicly available regulatory compliance reporting is available in accessible formats for people with disability.**

Information about the quality assurance system for DEN and VRS is available in accessible formats from the FaHCSIA website <www.fahcsia.gov.au>.

Purchaser role

Performance indicator 1	**Publicly available information on agreed purchasing specifications is available in accessible formats for people with disability.**

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

Performance indicator 2	**Processes for purchasing goods or services with a direct impact on the lives of people with disability are developed in consultation with people with disability.**

The department's procurement requires compliance with the Commonwealth Procurement Guidelines and related legislation, which includes the *Disability Discrimination Act 1992*.

Performance indicator 3	**Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the *Disability Discrimination Act 1992.***

Both DEN and VRS are specialist employment services contracted by the department to help people with disability obtain and retain employment under conditions that meet the provisions of the *Disability Discrimination Act 1992*. These specialist employment services are also required to achieve and maintain quality assurance certification under the Disability Services Standards and are independently audited against the 12 standards.

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

Performance indicator 4	**Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disability is provided.**

Job seekers are informed of the relative performance of DEN providers through the publication of the Disability Employment Network Star Ratings on the Australian JobSearch website <jobsearch.gov.au>. All publicly available information is provided in accessible formats, including online.

Performance indicator 5	**Complaints/grievance mechanisms, including access to external mechanisms, in place to address concerns raised about provider's performance.**

DEN and VRS providers are also affected by the provisions of the Disability Services Standards, against which they must be certified. Standard 7 requires that providers have an accessible, effective internal complaint-handling mechanism for clients. Clients can also make use of the Complaints Resolution and Referral Service, an independent service funded by the government to help clients using specialist disability services to raise and seek resolution of complaints. Clients of DEN and VRS can speak with a staff member from the Complaint Resolution and Referral Service by contacting the Customer Service Line on freecall 1800 805 260 or directly on freecall 1800 880 052. Complaints Resolution and Referral Service staff are also able to advise providers on developing or improving their internal complaint-handling procedures.

Employment purchasing

Complaints and grievances are handled in accordance with the departmental policy and advice available from external complaint-handling agencies such as the Commonwealth Ombudsman.

Employment Services Code of Practice

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

The code requires that providers of employment services deliver their services according to the needs of clients, 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' needs

→ demonstrating flexibility in service delivery as clients' circumstances change

→ collecting relevant and necessary information

→ communicating clearly and effectively

→ ensuring that clients are aware of their rights and obligations

→ seeking feedback and advising clients of the availability of the freecall Customer Service Line and, for clients of the DEN and VRS, the Complaints Resolution and Referral Service

→ 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 form part of each contract to deliver employment services for 2009–2012.

Complaints process

The employment services complaints process has four main objectives:

→ providing a fair, accessible and effective complaints process for clients

→ examining, investigating and resolving complaints

→ identifying shortcomings in the delivery of services and helping providers comply with the code and/or the relevant service guarantee

→ producing the best possible outcomes for clients by developing high-quality, continually improving services.

The aim is to resolve complaints at the local level. Where complaints about other matters are received, clients are referred to the relevant jurisdictional authority.

The code 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:

1. Clients directly discuss their concerns with their service provider.

2. If clients do not wish to raise the complaint with their provider, or are not satisfied with the response, they can contact the department's Customer Service Line on freecall 1800 805 260. Officers can provide information and advice, inquire into complaints, and require providers to take appropriate action.

3. 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.

DEN and VRS providers are also affected by the provisions of the Disability Services Standards, against which they must be certified. Standard 7 requires that providers have an accessible, effective internal complaint-handling mechanism for clients. Clients can also make use of the Complaints Resolution and Referral Service, an independent service funded by the government to help clients using specialist disability services to raise and seek resolution of complaints. Clients of DEN and VRS can speak with a staff member from the Complaints Resolution and Referral Service by contacting the Customer Service Line on freecall 1800 805 260 or directly on freecall 1800 880 052. Complaints Resolution and Referral Service staff are also able to advise providers on developing or improving their internal complaint-handling procedures.

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 Customer Service Line and the Complaints Resolution and Referral Service allow 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 when required.

Provider role

Performance indicator 1	**Providers have established mechanisms for quality improvement and assurance.**

Early Childhood Education and Child Care

The *Child Care Services Handbook*, provided to all child care service providers, covers information on the Inclusion Support Program which provides assistance for services to help them include children with additional needs, in particular those with disability.

Disability Employment Network and Vocational Rehabilitation Services Providers

The National Quality Strategy for Disability Employment Services and Rehabilitation Services Providers requires DEN and VRS providers to be certified against the Disability Service Standards of the *Disability Services Act 1986*. The strategy includes a quality certification process against 12 national disability standards, complaint-handling mechanisms and continuous improvement activities. FaHCSIA administers the strategy on behalf of the Commonwealth.

Performance indicator 2	**Providers have an established service charter that specifies the roles of the provider and consumer and service standards that address accessibility for people with disability.**

From 1 July 2006, the *Employment and Related Services Code of Practice* and relevant service guarantee bound all employment service providers holding contracts with the department. The code of practice describes how providers must deliver services to clients.

The DEN and VRS service guarantees both specify the types of services that clients can expect to receive.

Performance indicator 3	**Complaints/grievance mechanisms, including access to external mechanisms, in place to address concerns raised about performance.**

Early Childhood Education and Child Care

A complaint was made to the Australian Human Rights Commission alleging disability discrimination in the provision of goods, services and facilities and the administration of Commonwealth laws and programs under the *Disability Discrimination Act 1992*. The complaint was in relation to the accessibility of the <www.mychild.gov.au> website and alleged that the website did not comply with accessibility standards, including Worldwide Web Consortium Web Content Accessibility Guidelines 1.0 and other requirements. The complainant elected to withdraw their complaint against the department.

Disability Employment Network and Vocational Rehabilitation Services

Job seekers registered with DEN and VRS can contact the Complaints Resolution and Referral Service, an independent service funded by the government to help job seekers using specialist disability services to raise and seek resolution of complaints. The code advises that if job seekers are dissatisfied with how the department has managed their concerns they can make a complaint to the Commonwealth Ombudsman.

Employment purchasing

Employment service providers are contractually bound to provide services according to the standards set out in the Employment Services Code of Practice and relevant service guarantees. All eligible job seekers receive a copy of the code from their employment service provider, which includes information outlining the employment services complaint process.

The code commits providers to observe the highest standards of fairness and professional practice in the delivery of the services and obligations in their respective contractual arrangements with the government. Providers must aim to help achieve the best outcomes for their clients at all times. The code outlines the manner in which services and programs are delivered, including treating job seekers fairly and with respect, ensuring that premises and facilities are appropriate to deliver services with privacy and dignity, and providing information to clients with disability in an accessible format.

Job seekers are encouraged to raise any concerns with their provider in the first instance. If they are dissatisfied with the provider's response or feel they cannot discuss the issue with them, they can contact the Customer Service Line. Job seekers registered with DEN and VRS can also contact the Complaints Resolution and Referral Service, an independent service funded by the government to help job seekers using specialist disability services to raise and seek resolution of complaints. The code advises that if job seekers are dissatisfied with how the department has managed their concerns they can make a complaint to the Commonwealth Ombudsman.

4

Appendix 1

Appendix 2
Ecologically sustainable development and environmental performance reporting

Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* requires that government organisations report annually on their environmental performance and adherence to the principles of ecologically sustainable development.

Our commitment

The department is committed to:

→ achieving environmental best practice in office management and general operations
→ pursuing ecologically sound practices by implementing measures to ensure the prevention of pollution and to minimise environmental impact generally
→ compliance with applicable legislative and regulatory requirements.

Departmental activities in accordance with ecologically sustainable principles

DEEWR has developed a new Environmental Management System (EMS) in compliance with AS/NZS ISO 14001.

The EMS is managed by the department's Environment Committee, which reports directly to the department's Accommodation Steering Committee, to ensure that all environmental activities are integrated with DEEWR's long-term accommodation strategy and departmental objectives.

Departmental outcomes and their contribution to ecologically sustainable development

Office of Early Childhood Education and Child Care

The Office of Early Childhood Education and Child Care is contributing to ecologically sustainable principles by publishing documents online in downloadable form and by duplex printing documents wherever practical. The increased use of video conferencing facilities also reduces the need for interstate and international air travel.

School education and transitions

The *Melbourne Declaration on Educational Goals for Young Australians,* agreed by all education ministers in December 2008, states that Australian governments will work in collaboration with all school sectors to support all young Australians to become successful learners, confident and creative individuals, and active and informed citizens.

This goal is being progressed under the *Living Sustainably: the Australian Government's National Action Plan for Education for Sustainability 2009*, which is managed by the Department of the Environment, Water, Heritage and the Arts (DEWHA) and the National Council on Education for Sustainability, through the National Education for Sustainability Network. It builds on the foundation laid by the first plan released in 2000 and represents a significant contribution to Australia's participation in the United Nations Decade of Education for Sustainable Development, 2005–2014.

DEWHA administers the Australian Sustainable Schools Initiative (AuSSI) which supports the National Action Plan. This initiative is delivered through a partnership between

environment and education agencies within the Australian Government and the states and territories to support schools and their communities to become more sustainable. The AuSSI program enables schools and their communities to learn to live and work more sustainably, through the provision of education resources, mentoring and support for educators and school staff. In 2008–09 over 2500 schools participated in the program.

The declaration also states that 'A focus on environmental sustainability will be integrated across the curriculum'. The government has established the Australian Curriculum, Assessment and Reporting Authority (ACARA) to oversee the development of a national curriculum. ACARA will build on the significant work that has already been undertaken by the interim National Curriculum Board in developing the national curriculum. The *Shape of the Australian Curriculum*, released by the interim National Curriculum Board in May 2009, stated that commitment to sustainable patterns of living is a cross-curriculum perspective that will be represented in learning areas in ways appropriate to those areas.

The Australian Government Quality Teacher Program provided support for teacher professional learning, including in environmental education and education for sustainable futures.

The Australian School Innovation in Science, Technology and Mathematics (ASISTM) project provided funding for innovative projects in these subject areas, including in environmental education. Nearly one-third of the more than 50 projects funded in round four of ASISTM had an environmental focus.

Many of the scientists participating in the government's Scientists in Schools program have expertise in environmentally related fields.

Higher education

Global green car learning

In 2008, grant funding of $441 000 over two years was awarded to RMIT University to develop a model of university and industry collaboration to build capacity and innovation in the development of green car technologies.

Education Investment Fund

The Education Investment Fund (EIF) aims to build a modern, productive, internationally competitive Australian economy by supporting world-leading, strategically-focused infrastructure investments that will transform Australian tertiary education and research.

The EIF provides funding for projects that create or develop significant infrastructure in higher education institutions, research institutions and vocational education and training providers.

Applicants for EIF funding have been asked to demonstrate the environmental sustainability of their proposed infrastructure projects and, in the VET sector, that a green-skilled labour force is needed.

Among the projects funded under EIF and managed by DEEWR the following meet the criteria for reporting under the *Environment Protection and Biodiversity Conservation Act 1999*.

Funding allocated under EIF Round 1, December 2008

The Energy Technologies Building at the University of New South Wales—$75 million

The University of New South Wales will build the Energy Technologies Building as the focal point for its new Centre for Energy Research and Policy Analysis (CERPA). The proposed building will support the university's world-leading work in photovoltaics as well as research into carbon capture and storage, reservoir characterisation, nanomaterials and policy and market analysis.

Funding allocated under EIF Round 2, February 2009

Skillsets for a Low Carbon Economy Centre, Bathurst—$5 million

The Skillsets for a Low Carbon Economy Centre will be a purpose-built training centre that focuses on carbon efficiency and assists businesses across a range of local industries to manage their carbon reductions. It will feature cutting-edge teaching and learning equipment for research and will deliver courses from Certificate II through to Certificate IV in Electrotechnology, Engineering, Horticulture, Agriculture, Automotive Services and Construction.

Rural VET Infrastructure to Ensure Social Inclusion, Sustainable Land Use, Lower Carbon Agriculture, and Efficient Water Use at Tocal College, Paterson—$5.5 million

Tocal College's Rural VET Infrastructure project will substantially address skills shortages in the agriculture and land management workforces and provide expanded training opportunities to students from isolated and remote rural communities. This project will upgrade VET training spaces, enhance short-stay accommodation facilities, upgrade residential facilities, and improve physical access and IT infrastructure.

Learning Centre at Energy Australia, Silverwater—$25 million

The Learning Centre will be home to the Energy Efficiency Centre, an interactive educational facility designed to educate students, builders and the public about the possibilities and benefits of 'building green'. The project will enhance the capacity of Energy Australia to conduct research and training that will support the implementation of new initiatives in the power industry.

Sustainable Hydraulic Trade Centre at TAFE NSW Sydney Institute, Randwick— $6.4 million

The TAFE NSW Sydney Institute will establish a Sustainable Hydraulic Trade Centre for plumbing and related building trades, which will develop green skills and model green technologies in areas of identified skills need. Funding will be used to redesign and refurbish an existing building to provide significantly enhanced training capacity.

Vocational education and training

The department contributed to the development of the National Policy and Action Plan for Sustainability in the Vocational Education and Training (VET) Sector as a member of the National VET Sector Sustainability Working Group, established in April 2008. The National Policy and Action Plan for Sustainability in the VET Sector is expected to be agreed by the Ministerial Council for Vocational and Technical Education in July 2009.

The Skills for the Carbon Challenge initiative provides incentives to support the take up of skills for sustainability and provides national leadership in building the capacity of the tertiary education sector to supply the skills needed for workers and businesses to prosper in a low-carbon economy. This represents a $26.9 million investment over four years in the training infrastructure and systems required to establish a workforce ready to implement the Carbon Pollution Reduction Scheme in 2010.

4

The Skills for the Carbon Challenge initiative will involve:

→ an investment in research to develop a better understanding of the underlying skills issues and the appropriate response

→ the creation of a pilot incentive program to encourage apprentices to gain skills for sustainability as part of their apprenticeship

→ developing and trialling qualifications and training resources in key industries such as plumbing, heating, ventilation and air conditioning

→ establishing a voluntary certification program to recognise registered training organisations providing training in skills for sustainability

→ sustainability awards to encourage excellence.

DEEWR hosted The BIG Skills Conference on behalf of the Australian Government in March 2009.

The conference was a major national conference on skills and training supported by many organisations and individuals involved in tertiary education and training. It was designed to reinvigorate the tertiary sector and identify how skills and training can help address the big challenges of productivity, participation and social inclusion.

A major theme of the conference was green skills and sustainability and key messages were:

→ A shift of jobs is occurring as industries decline

– Climate change will alter the nature of existing jobs and drive a job shift

– Existing industries will have to adapt to the green economy of the future—in particular, this will mean enabling workers operating in 'high impact' industries to work 'smarter and cleaner'

– Green skills will be required by up to 3.25 million workers

→ Industry must drive demand

– A major structural transition will be needed for sustainable and quality jobs

– Urban growth, where there is an urgent need for sustainable design (green innovation) on all scales, for homes and for cities, is a key driver for change

– For Australia, opportunities for sustainable industries growth are in six sectors: renewable energy, energy efficiency, biomaterials, green buildings, waste, and recycling

– We need to be job ready now as manufacturing technologies change, which means we have to train and retrain existing workers

→ Skills for sustainability and skills challenges must be developed

– Greening existing jobs is essential if the current demand for retrofitting and re-tooling of industry, which is vital to ensure our existing industries continue to grow, is to be met. Sectors include energy and materials intensive sectors building, construction, road transport, agriculture and finance/accounting

– Training new workers in the appropriate skills is essential if we are to meet the demand for employees in renewable industries and new green technology industries as those industries develop

→ People and industry need support during the transition.

The department contributes to whole of government forums, including the National Council on Education for Sustainability, which advises the Minister for the Environment, Heritage and the Arts. The department is also a member of the National Quality Council and contributes to interdepartmental committees, including those concerned with climate change, energy efficiency, water and tourism.

The Australian Government announced the Teaching and Learning Capital Fund for Vocational Education and Training (TLCF (VET)) as part of a $4.7 billion nation-building infrastructure package to support Australia's economy. During 2009–10, the TLCF (VET) will provide $500 million which will be distributed through initiatives focused on modernising and improving the quality of teaching and learning across the VET sector.

Under one element of the initiative, Training Infrastructure Investment for Tomorrow, a total of $200 million was available for eligible applicants and consortiums wishing to apply for competitive grants of up to $10 million (GST exclusive) for infrastructure projects that aim to skill Australians for a sustainable future. Applicants were able to apply for grants to assist people to adjust to the emerging training needs of their local economies and to support the national training system to address the industry's emerging requirements for sustainable skills. More information about the TLCF (VET), including program guidelines and supported projects can be found at <www.deewr.gov.au/tlcfvet>.

Employment

Green Corps

Under the Employment Services Funding Deed 2006–2009, Green Corps is a voluntary youth development and environmental training program for people aged 17 to 20 years. It offers young people an opportunity to participate in projects designed to conserve, preserve and restore Australia's natural environment and cultural heritage while at the same time receiving accredited training in courses with an environmental focus such as Conservation and Land Management and Horticulture. Most Green Corps projects are located in regional, rural or remote Australia and focus on areas where environment and heritage restoration, protection and conservation are a high priority.

The following are examples of Green Corps activities for 2008–09:

→ **Restoring Orange-bellied Parrot habitat on Hindmarsh Island, South Australia**— Green Corps participants reconnected wetlands to preserve the fragile Murray River mouth and provided habitat and forage for waterbirds and critically endangered species, such as the Orange-bellied Parrot. The Green Corps team raised community awareness of the local environment, climate change and endangered fauna and flora, and participated in nursery work, plant identification, revegetation, weed control, bird monitoring, fencing and Indigenous heritage education.

→ **North South Track at Wellington Park, Tasmania**—The project involved building stage two of the North South Track in Wellington Park. The track is purpose built for cross-country mountain bike riding. Green Corps participants were involved in vegetation and weed removal, paving and gravelling, and the construction of benches and stone walls.

→ **Upper Brooks Creek Bush Regeneration Project at Wollongong, New South Wales**— The participants provided a documented history and revegetated native habitats of the Upper Brooks Creek area. Participants removed weeds, revegetated areas cleared of weeds, laid ground cover to exclude weeds and increase regeneration, collected seeds, and conducted flora and fauna surveys.

→ **Advancing Natural Resource Management participation and education in Strathalbyn and surrounding districts, South Australia**—The Green Corps team assisted local Landcare, catchment groups and individual property owners in environmental restoration and land management activities. Participants undertook a wide range of activities, including habitat restoration training, revegetation, plant and soil identification, fencing, weed removal, seed collection, revegetation, pest identification, data collection, environmental mapping, water monitoring, coastal restoration and site planning.

Since 1997, Green Corps participants have:

→ planted over 15 million trees

→ erected more than 8500 kilometres of fencing

→ constructed or maintained over 6000 kilometres of walking tracks

→ collected more than 11 000 kilograms of native seeds

→ removed thousands of hectares of weeds

→ completed over 5000 surveys mapping Australia's flora and fauna.

Work for the Dole

Work for the Dole provides work experience opportunities for eligible job seekers to satisfy their Mutual Obligation requirements through participation in activities that are of value to their local communities and that provide them with work-related skills.

The following are examples of Work for the Dole activities undertaken in 2008–09 that had an environmental focus:

→ **Mersey Conservation 2 at Hawley Beach, Latrobe and Lillico, Tasmania**—This activity assisted the local council and other community groups through improvements made to their public lands. Tasks undertaken by participants included landscaping, weed control and the construction of fencing, picnic areas, pathways and ramps.

→ **Wetland and Heritage Project Workers at Pambula, New South Wales**—This activity focused on the rejuvenation and maintenance of native vegetation on the lower New South Wales South Coast. Participants were involved in such tasks as the planting of native species, weed removal, lawn mowing, mulching and the construction of fencing.

→ **Urban Parkland at Port Melbourne, Victoria**—This activity has contributed to the revegetation of Westgate Park as a local habitat area for wildlife. Participants performed a wide range of activities, including tree planting, weeding, plant identification and seed collection and propagation.

→ **Cooee Point Penguins 2 at Burnie and Cooee, Tasmania**—Participants had the opportunity to contribute to an ongoing project to protect a penguin colony in North-West Tasmania. Tasks included the maintenance and further construction of the penguin colony housing and protective barriers. Participants also undertook weed removal, ground revegetation and landscaping.

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

The department has developed targets and action plans to reduce its environmental impact in energy, water, vehicle fleet, air travel, paper usage and waste management.

Energy

DEEWR manages a portfolio of 61 properties of varying ages and efficiency. The department has a long-term accommodation strategy to consolidate into fewer and more efficient buildings. Energy audits will be conducted to develop strategies to reduce energy consumption in ongoing but less-efficient tenancies.

The department's property strategy incorporates targeting future leases which are energy and water efficient and include a Green Lease Schedule (GLS). The GLS is a leasing arrangement developed by DEWHA and the Australian Government Solicitor for government agencies. It contains mutual obligations for tenants and owners of office buildings to achieve efficiency targets by setting a minimum ongoing operational building energy performance standard. Having a GLS in place aims to reduce both the building's energy use and its operational costs.

The department also intends that all new building and lease acquisitions will meet 4.5 star NABERS energy efficiency rating.

Recent examples modelled to achieve this efficiency rating include:

→ 17 Moore Street, Canberra—a fully refurbished 5957m^2 office building that incorporates the GLS

→ 50 Marcus Clarke Street, Canberra—a new 40 000m^2 office development incorporating a range of innovative environmental features and the GLS. The building and fitout have been designed to comply with the Commonwealth guidelines for energy efficient buildings and are also registered with the Green Building Council of Australia for a GreenStar rating

→ 39–41 Woods Street, Darwin—2600m^2 of a new office development incorporating the GLS

→ 226 Adelaide Terrace, Perth—4311m^2 of a new office development, also incorporating the GLS.

The department uses the whole of government energy contract in the ACT, which sources 10 per cent green energy.

Water

With a target of a 30 per cent reduction in tenant water usage, DEEWR has engaged with building owners and managers of older generation buildings to install water saving technologies.

The department undertook an audit in June 2009 which identified that building owners and managers were highly responsive to requests to implement water saving initiatives. The audit of 20 buildings in National Office identified:

→ dual flush toilet cistern systems—80 per cent implemented

→ waterless urinal systems—70 per cent implemented

→ water saving basin taps—80 per cent implemented

→ water saving shower heads—90 per cent implemented.

Where possible, new buildings and new part-building leases will incorporate optimal water saving technology and improved metering to quantify performance.

Vehicle fleet

DEEWR operates a fleet of 265 executive and pool vehicles, including 22 four-wheel drive vehicles in remote areas. In 2008–09, 42 per cent of DEEWR's fleet score in the top half of the Green Vehicle Guide (GVG) and the department has set a target of 60 per cent of vehicles scoring in the top half of the GVG by the end of 2009.

Air travel

DEEWR staff travelled approximately 36.6 million kilometres in 2008, causing 12 747 tonnes of carbon dioxide in total emissions.

The Environment Committee is aiming to achieve a target of a 10 per cent reduction in air miles travelled in 2009, to be achieved primarily through increased use of videoconferencing facilities that have been established throughout the department.

Paper usage

Data on paper usage is monitored to track progress against targets of:

→ 30 per cent reduction in total departmental paper use

→ standardised department-wide use of 100 per cent recycled A4 stock

→ 20 per cent reduction in paper used for departmental publications.

4

Appendix 2

Total paper usage for 2008–09 is down by 33 per cent, exceeding the initial target of a 30 per cent reduction. The percentage of recycled paper being used has slightly reduced (from 40 per cent to 37 per cent), making the increased use of recycled paper an ongoing aim of the department.

The department ran an internal communications campaign to staff encouraging them to adjust their default printer settings to print duplex. As part of this campaign the settings of a majority of network printers were configured to default to duplex printing.

Waste management

DEEWR is completing the development of a new and optimal waste management system, which includes full co-mingled, toner cartridge, mobile phone, paper and cardboard recycling and partial domestic battery recycling.

The Environment Committee has set a target of 80 per cent effective recycling and waste audits will be conducted in 2009–10 to monitor progress.

Organic recycling continues successfully at two major tenancies in Canberra. It is envisaged that this arrangement will be expanded to other sites in National Office.

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

The department's Environment Committee is a subcommittee of the Accommodation Steering Committee. Its responsibilities are to:

→ oversee the development and maintenance of an ISO 14001 compliant Environmental Management Systems (EMS) in DEEWR

→ ensure that the Accommodation Steering Committee is appropriately informed of issues relating to the EMS and provided with adequate opportunity to guide its development.

The Environment Committee meets monthly to analyse all environmental impacts, develop and approve targets and action plans, and evaluate progress against targets.

The department will report quarterly to the Executive on the performance of the department's whole property portfolio, with particular focus on energy usage.

Appendix 3
Freedom of information

This appendix has been prepared in accordance with s. 8(1) of the *Freedom of Information Act 1982*, which requires that each 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 formation 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.

A reference to the Minister, unless otherwise stated, means the Hon Julia Gillard MP, Minister for Education, Minister for Employment and Workplace Relations, Minister for Social Inclusion. A reference to the Secretary, unless otherwise stated, means the Secretary of the Department of Education, Employment and Workplace Relations.

Organisations and functions

Part 1 of this report provides information about the organisation and functions of the department.

Decision-making powers that affect members of the public

The department makes decisions under the following legislation:

→ *Air Passenger Ticket Levy (Collection) Act 2001*—in relation to the special entitlements scheme for eligible employees of the Ansett group of companies

→ *Australian Curriculum, Assessment and Reporting Authority Act 2008*—an Act to establish the Australian Curriculum, Assessment and Reporting Authority, and for related purposes

→ *Australian National University Act 1991*—the Minister has decision-making powers under this Act relating to the appointment of members of the governing council of the Australian National University

→ *Australian Technical Colleges (Flexibility in Achieving Australia's Skills Needs) Act 2005*—which grants financial assistance for establishing and operating Australian Technical Colleges and for related purposes. The Minister has powers to make decisions concerning the establishment and operation of an Australian Technical College

→ *Australian Workplace Safety Standards Act 2005*—in relation to the making of occupational health and safety standards

→ *A New Tax System (Family Assistance) Act 1999*—in relation to child care benefit, child care tax rebate, child care services and registered carers

→ *A New Tax System (Family Assistance) (Administration) Act 1999*—in relation to child care benefit, child care tax rebate, child care services and registered carers

→ *A New Tax System (Family Assistance and Related Measures) Act 2000*—in relation to child care benefit, child care tax rebate, child care services and registered carers

→ *Building and Construction Industry Improvement Act 2005*—in relation to accreditation under the Australian Government's Occupational Health and Safety Building and Construction Accreditation Scheme

→ *Child Care Act 1972*—in relation to capital funding for child care

→ Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000—which sets out rules relating to the eligibility of child

4

care services to become, and remain, approved child care services for the purposes of child care benefit

→ *Child Support Legislation Amendment (Reform of the Child Support Scheme—New Formula and Other Measures) Act 2006*—in relation to child care benefit, child care tax rebate, child care services and registered carers

→ *Coal Mining Industry (Long Service Leave Funding) Act 1992*—in relation to funding long service leave in the coal mining industry

→ *Disability Services Act 1986*—in relation to the provision of Disability Employment Network and rehabilitation services

→ *Education Services for Overseas Students Act 2000* and *Education Services for Overseas Students Regulations 2001*—the Minister (or delegate) can make decisions, in relation to:

– registration of approved providers of courses to overseas students on the Commonwealth Register of Institutions and Courses for Overseas Students

– suspension and cancellation of providers from the Commonwealth Register of Institutions and Courses for Overseas Students

– imposition of conditions on a registered provider's registration for one or more courses in one or more states

– establishment of the Education Services for Overseas Students Assurance Fund and approved tuition assurance schemes

→ *Family Assistance Legislation Amendment (Child Care Management System and Other Measures) Act 2007*—in relation to the Child Care Management System

→ *Freedom of Information Act 1982*—to grant or refuse access to documents, to amend or annotate documents, and in relation to fees and charges

→ *Higher Education Funding Act 1988*—the Minister has decision-making powers under this Act, which makes provisions for grants of transitional financial assistance to higher education institutions and other bodies for higher education purposes until the end of 2007. The Secretary (or delegate) has powers to make decisions in accordance with this Act in relation to remission of the whole or part of a debt incurred under the Higher Education Contribution Scheme, Postgraduate Education Loans Scheme, Bridging for Overseas Trained Professionals Loan Scheme and Open Learning Deferred Payment Scheme. The Commissioner of Taxation has powers to make decisions in accordance with this Act in relation to tax file numbers, repayment of money lent by the Commonwealth to students and deferral of a compulsory repayment of a Higher Education Loan Program (HELP) debt

→ *Higher Education Support Act 2003*—in relation to the funding of higher education and related purposes. This Act primarily provides for the Commonwealth to give financial support for higher education through grants and other payments made largely to higher education providers, and through financial assistance to students (usually in the form of loans). The Minister has decision-making powers to reduce or require repayment of grants (including in relation to conditions under the *Maritime Legislation Amendment Act 2007).* The Secretary (or delegate) has powers to make decisions in accordance with this Act in relation to the rollover of funding grants, advances of funding grants and HELP payments, the review of providers' original decisions on re-crediting of Student Learning Entitlement and FEE-HELP balances and payments, and protection of personal information under the Act. The Commissioner of Taxation has powers to make decisions in accordance with this Act in relation to tax file numbers, repayment of monies lent by the Commonwealth to students and deferral of a compulsory repayment of a HELP debt

→ *Safety, Rehabilitation and Compensation Act 1988*—the Minister has the power under this Act to grant corporations eligibility to apply to the Safety, Rehabilitation and Compensation Commission for a licence to self-insure under the Comcare workers compensation scheme. The Minister also has the power to declare persons to be

4

employees of the Commonwealth for the purposes of this Act whilst engaging in activities or performing acts at the request or direction, for the benefit, or under a requirement made by or under a law of the Commonwealth

→ *Schools Assistance Act 2008*—which grants financial assistance to the states for 2009–2012 for primary and secondary education and related purposes for non-government schools. Funding for non-government schools under the Act includes: the Literacy, Numeracy and Special Learning Needs Program; the Country Areas Program; the English as a Second Language—New Arrivals Program; the Languages Program; Short Term Emergency Assistance; and Establishment Assistance. The Minister and Secretary have powers to make decisions under this Act, and may delegate these powers to departmental officers

→ *Schools Assistance (Learning Together—Achievement Through Choice and Opportunity) Act 2004*—which grants financial assistance to the states for 2005–2008 for primary and secondary education and related purposes for both government and non-government schools

→ *Social Security Act 1991* and the *Social Security (Administration) Act 1999*—in relation to income support payments as well as participation requirements for Newstart Allowance, Youth Allowance and Parenting Payment. The Minister and Secretary have powers to make decisions under these Acts regarding Austudy, Youth Allowance, and any other payment, allowance or supplement, including rent assistance, in so far as it relates to students. The Secretary may delegate these powers to departmental officers and to the CEO of Centrelink

→ *Student Assistance Act 1973*—the Minister has powers under this Act to make determinations of education institutions and courses, including masters by coursework programs approved for the purposes of Youth Allowance and Austudy, and to set guidelines for the exercise of the Secretary's power to give certificates. The Minister and the Secretary have powers to make decisions under this Act in relation to special educational assistance schemes, including the Assistance for Isolated Children Scheme and the ABSTUDY Scheme. The Secretary may delegate these powers to departmental officers and to the CEO of Centrelink

→ *Tradesmen's Rights Regulation Act 1946* and regulations of the *Migration Act 1958*—in relation to trades recognition. The *Tradesmen's Rights Regulation Act 1946* facilitates the national recognition of tradespeople in 49 metal and electrical trades through the issue of Australian Recognised Trade Certificates. The certificates are issued by central and local trades committees at the state and territory level and cover the engineering, electrical, boilermaking, blacksmithing and sheet metal trades. Appointees to each committee are drawn from the relevant employer and employee organisation 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, in accordance with the Act, and the appointees serve 'during the pleasure of the Minister'. The committees meet as required to assess applications for Australian Recognised Trade Certificates

→ *Workplace Relations Act 1996*—in relation to compliance and advisory services for federal awards and workplace agreements. The Minister also has the power under this Act to make a declaration terminating a bargaining period, if satisfied of certain factors

→ *Workplace Relations Regulations 2006*—in relation to the effective operation of the *Workplace Relations Act 1996* as amended by the *Workplace Relations Amendment (WorkChoices) Act 2005*

The department also makes decisions under the following administrative schemes:

→ Administrative Scheme for the Payment of Special Compensation for Injury in Exceptional Circumstances—the Minister has the power to compensate certain judges, Commonwealth employees, a person contracted to perform tasks for the

Commonwealth, and/or their spouses/close relatives, who are injured as a result of their connection with the Commonwealth

→ Administrative Scheme for the Purposes of Compensating Persons Present at British Nuclear Test Sites in Australia—the Minister has the power to compensate non-Commonwealth employees, pastoralists and Aboriginal persons affected by the tests

→ Alternative Dispute Resolution Assistance Scheme—which provides financial assistance to eligible employers and employees to help them access private alternative dispute resolution services

→ 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

→ Endeavour Awards—in relation to individuals who have applied for a scholarship. Independent selection panels consider applicants based on merit and make recommendations to the department for a final decision

→ General Employee Entitlements and Redundancy Scheme—which provides assistance to employees who have lost their job as a result of the bankruptcy or liquidation of their employer and are owed certain entitlements

→ Inclusion and Professional Support Program—which aims to promote and maintain high-quality care and inclusion for all children in eligible child care services by increasing the skill level and capacity of carers, service staff and management

→ International Student Exchange programs—in relation to funding applied for by higher education providers for student exchange

→ Unlawful Termination Assistance Scheme—which provides financial assistance to eligible applicants who believe their employment has been unlawfully terminated to enable them to obtain legal advice on whether or not to take their case to court

→ Youth Engagement—the department administers programs and initiatives under the Youth Engagement appropriation to support young Australians to transition to independence and also to provide assistance to vulnerable young people. These programs include the Australian Youth Forum, YouthLinx, Mentor Marketplace and the Transition to Independent Living Allowance.

Arrangements for outside participation

Arrangements for participation are described here by organisational group.

Early Childhood Development Group

The National Early Childhood Development Steering Committee, which comprises representatives from relevant Australian Government and state and territory government departments, has responsibility for oversighting the early childhood reform agenda as directed by the Council of Australian Governments (COAG). This includes specific responsibility for making recommendations to the Senior Officials Meeting (SOM), representing central Australian and state and territory government agencies, in relation to the:

→ development of a National Early Childhood Development Strategy which will focus on childhood development outcomes for children in their early years

→ development of a National Quality Framework for Early Childhood Education and Care, including national quality standards for child care and preschool, a quality rating system, and streamlined accreditation and licensing arrangements

→ development of a National Early Years Workforce Strategy which will improve the recruitment and retention of qualified teachers and early childhood workers, particularly in the child care sector and in areas of high need

→ possible development of a National Agreement for Early Childhood Development.

Appendix 3

4

Subsidiary working groups were also established to undertake specific tasks on behalf of the steering committee, including:

→ the Early Childhood Development Strategy Taskforce, to support the development of a National Early Childhood Development Strategy, ensuring it is evidence based; embraces a 'child centred' perspective; is underpinned by integrated policy, program and service strategies; addresses infrastructure, workforce, data/knowledge and financing reform; and identifies a phased reform program

→ the Quality Standards and Workforce Planning Working Group, to support the development of a National Quality Framework for Early Childhood Education and Care and a National Early Years Workforce Strategy

→ the Early Years Learning Framework Working Group, to oversight the development of the framework.

Following the agreement of new governance arrangements at the COAG meeting held on 30 April 2009, the Early Years Learning Framework Working Group reported to the National Early Childhood Development Steering Committee to the SOM. Membership of the Early Years Learning Framework Working Group comprised the Australian Government and all states and territories, with Victoria as the chair.

The government consulted widely with the early childhood sector in the development of the framework, through focus groups, national stakeholder symposiums, consultation forums in each state and territory, and by providing opportunities for written submissions. In addition, the draft framework was trialled in 28 sites across Australia and through an online forum hosted by the department.

Indigenous Pathways and Early Learning Group

A national roundtable with relevant peak bodies was held on 16 October 2008, to seek views and input on the government's commitment to universal access and early childhood education. Various state and territory governments have held similar follow-up roundtables at the individual jurisdiction level to help shape their implementation of the universal access commitment.

Early Childhood Programs Group

The Inclusion and Professional Support Program providers are located in each state and territory. They provide an integrated and consolidated approach to meeting the inclusion and professional support needs of Australian Government approved mainstream and non-mainstream child care services.

As part of the development and implementation of the Child Care Management System (CCMS), two external reference groups were established—the CCMS Industry Reference Group and the CCMS Technical Reference Group.

The role of the CCMS reference groups included:

→ providing feedback to the department on change management strategies, hardware/software provision and data collection and reporting

→ acting as a conduit for input from the broader child care sector

→ providing information and comment to inform the department's ongoing implementation work, particularly around the targeted financial assistance, support and information for the sector.

To ensure that the input from the CCMS Industry Reference Group reflects the child care sector, representatives were invited from long day care, family day care, outside school hours care, in home care, occasional care and local government sectors. Membership of the group also provides an operational mix covering existing child care service providers across all service types; community and private providers; a mix of service size/geographical location; and services currently using different levels of technology.

Membership of the Technical Reference Group is open to all developers of child care software. The group's role is to provide feedback on the technical specifications of the CCMS interface and to inform the department on any implications or limitations the sector may face in developing their products to meet current and ongoing CCMS requirements.

School Education Groups

Block Grant Authorities in each state and territory:

→ received and assessed applications, made recommendations to the Minister, and administered non-government capital grants for participating schools

→ received and assessed applications and administered non-government grants for schools participating in the application rounds of the National Secondary School Computer Fund.

Block Grant Authorities will continue to administer funds to schools through the Digital Education Revolution Funding Agreement.

The department collaborated with state and territory governments and non-government school authorities on policy development and program matters. It supports the Ministerial Council on Education, Employment, Training and Youth Affairs (MCEETYA) and its task forces, which assist MCEETYA to coordinate strategic policy at the national level and to negotiate and develop national agreements on shared objectives and interests.

The department had regular contact with government and non-government stakeholders and clients about successful transitions of school students to further education, training and employment.

The Senior Officials Working Group on Jobs and Young People—comprising state and territory government officials and Australian Government officials—worked together to develop the National Partnership on Youth and Transitions, which is expected to be agreed to by COAG in July 2009.

The department conducted regular consultations with stakeholders, principally through project steering and advisory committees but also through information sessions and forums for various projects. In 2008–09, these included:

→ Building the Education Revolution

→ the Trade Training Centres in Schools Program

→ the Job Ready Certificate

→ Career Advice Australia

→ implementation of the National Partnership on Youth Attainment and Transitions

→ business–school partnerships

→ the Literacy and Numeracy Pilots in Low Socio-economic-Status Communities. Although no formal national advisory board was established for this initiative, a national Literacy and Numeracy Pilots Forum was held on 23 October 2008. The forum included pilot partners, state and territory sector representatives and principals. It discussed the establishment and delivery of the initiatives, as well as the development of an evidence framework.

The government established the Helping Children with Autism Advisory Committee in April 2008 to advise on the implementation of the Helping Children with Autism program. The committee, which is chaired by the government, has representatives from government and non-government organisations, national parent bodies, principals groups, professional associations and the community.

The Australian Information and Communications Technology in Education Committee (AICTEC), a cross-sectoral national committee, advised Australian ministers for education and training on the economic and effective use of information and communications

technologies in Australian education and training. AICTEC's Terms of Reference include providing strategic cross-jurisdictional and cross-sectoral policy advice on the implementation of the Digital Education Revolution and to facilitate national consultation, collaboration and coordination in this context. Policy advice was provided to the MCEETYA, the Ministerial Council for Vocational and Technical Education, the COAG Productivity Agenda Working Group and relevant sub-groups, and state, territory and Australian governments.

The National Youth Careers and Transitions Advisory Group ceased on 2 September 2008. The advisory group was established in 2004 to assist in progressing the national agenda for young Australians, with a focus on transitions through school and from school to further education, training and employment.

Youth and Industry Skills Group

The Australian Government, through a national network of Australian Apprenticeships Centres, provides support services to employers and individuals to access quality Australian Apprenticeships. Extensive consultation has been and will continue to be undertaken with state and territory governments, current providers and other industry stakeholders in the development of future service delivery improvements.

The Australian Government, in consultation with representatives from each state and territory training authority and peak industry bodies such as Group Training Australia, provides information for the development of policy relating to group training, and for the support of Australian Apprenticeships through group training. In particular, consultations were undertaken through a Joint Working Group of Australian Government and state and territory officers for the review of the National Standards for Group Training Organisations and the development of a new Group Training Organisation Quality model. Implementation of the model is still under consideration.

In March 2009, in developing the Teaching and Learning Capital Fund initiative, the department distributed draft program guidelines and a discussion paper inviting key stakeholders to provide feedback on the issues and proposed arrangements raised within those documents. Later drafts of program guidelines were also distributed to state and territory governments for additional feedback. Feedback was received from state and territory governments, peak bodies, public and community registered training organisations, industry associations, unions and individuals. Stakeholder feedback, including feedback received through group and individual consultations, was considered in finalising the program guidelines which are available online at <www.deewr.gov.au/tlcfvet>.

The Australian Apprenticeships Access Program provides vulnerable job seekers who experience barriers to entering skilled employment with nationally recognised pre-vocational training, training in basic work and life skills, pastoral care, advocacy, job search assistance and post-placement support. In preparation for approaching the market for the Access Program Broker services, the department released an overview paper on 29 May 2009. The paper outlined proposed changes to the program, aimed at increasing its flexibility and providing more tailored support for participants, and sought comment from stakeholders and potential tenderers.

The Workforce Innovation Program is an element of the broader Australian Government approach to workforce development. It provides funding for innovative, one-off projects that address workforce skills needs. It is designed to support industry stakeholders to increase productivity by piloting workforce development solutions that help them to better use emerging technologies and processes.

4

Appendix 3

Office for Youth

In 2008–09, the department had regular contact with government and non-government stakeholders and clients about youth policy and program administration, including about the YouthLinx and Mentor Marketplace programs, the Transition to Independent Living Allowance and the National Youth Mentoring Partnership.

The National Advisory Group on Body Image was established and appointed by the Hon Kate Ellis MP, Minister for Early Childhood Education and Child Care and Youth, to develop a National Strategy on Body Image (the strategy), including a voluntary industry Code of Conduct (the code). The advisory group met in March 2009 and is expected to meet again in July 2009 to provide guidance on the development of the strategy and code. Membership of the group consists of representatives of or experts in the fields of youth, youth engagement, body dissatisfaction and the fashion and media industries.

To assist the advisory group in developing a strategy and code, the government conducted a confidential online consultation with the public. The consultation ran from 6 May to 5 June 2009 and was hosted on the youth portal website <www.youth.gov.au>. Submissions to the consultation informed the development of the strategy and code.

The department consults with youth stakeholders through the Australian Youth Forum Youth Engagement Steering Committee. The committee consists of 11 young Australians aged 15 to 24 years at the time of selection, who provide advice on the ongoing development of the Australian Youth Forum's Youth Engagement activities.

The government also consults with young people through Australian Youth Forum events and through public forums held on the Australian Youth Forum website <www.youth.gov.au/ayf>.

Higher Education Group

The department used a number of forums to consult widely with the higher education sector on implementing the Australian Government's election commitments and the Education Revolution budget measures.

Information on implementing the government's higher education election commitments was continually disseminated to the sector through the department's website <www.deewr.gov.au> and the *Higher Education 2020* newsletter.

The Institution Assessment Framework provides an accountability mechanism based on strategic bilateral engagement with each higher education provider. The department holds detailed bilateral discussions with individual institutions every two years. Discussions may be held annually if a university identifies a specific need for additional meetings or if concerns arise from the assessment.

Each provider that receives funding under the Commonwealth Grant Scheme enters into a funding agreement with the Australian Government, specifying the number of places and the discipline mix that will be supported, and any conditions attached to the funding. The funding agreements are settled in consultation with each provider in the context of its mission and strategic direction for providing courses.

A number of independent bodies and committees participate in the formulation of policy for, or in the administration of, a number of the department's higher education initiatives. Those bodies and committees include:

→ the Review of Australian Higher Education Expert Panel
→ the Business, Industry and Higher Education Collaboration Council
→ the Indigenous Higher Education Advisory Council
→ the Learning and Teaching Performance Fund Advisory Group
→ the Learning and Teaching Performance Fund Expert Panel.

International Group

The department convenes independent selection panels to consider applications under the Endeavour Awards.

Income Support and Stakeholder Group

The Income Support and Stakeholder Group facilitates consultation with the National Employment Services Association, the National Welfare Rights Network and the Australian Council of Social Services on matters relating to the delivery of employment services and income support.

Job Seeker Support Group

The Job Seeker Support Group consults on program performance and delivery of policy objectives with:

→ Job Network members

→ Community Work Coordinators

→ service providers for the Green Corps and the Voluntary Work Initiative, the New Enterprise Incentive Scheme (NEIS) and Harvest Labour Services

→ peak organisations, including the National Employment Services Association, the National NEIS Association, the National Farmers' Federation, horticultural associations and the Recruitment and Consulting Services Association.

The Job Seeker Support Group consults on job seeker engagement with:

→ Job Network members

→ Centrelink

→ the National Welfare Rights Network

→ the Australian Council of Social Service.

Specialist Employment Services Group

The department consults with Disability Employment Network members and peak organisations. Among the peak bodies consulted are:

→ the National Employment Services Association

→ ACE National

→ National Disability Services

→ the Australian Federation of Disability Organisations.

The Disability Employment Services Branch holds regular meetings with ACE National and NDS.

The Disability Employment Network and Vocational Rehabilitation Services help people with disability to obtain and retain employment under conditions that meet the requirements of the *Disability Services Act 1986*. The Disability Services Standards require that Disability Employment Services have an internal complaint-handling mechanism that is accessible and effective. Consumers also have access to the national Complaints Resolution and Referral Service, an independent service funded by the Australian Government to investigate and assist in the resolution of complaints from consumers of specialist disability services.

The department consulted with Job Placement, Employment and Training (JPET) providers to inform program policy development. At times, arrangements had existed for meetings with a representative group of JPET providers. More regular communication occurred through account managers and through the JPET secure site.

The department also consulted widely with key stakeholders on the Personal Support Programme (PSP), including both individual providers and industry bodies—Employment

4

Appendix 3

Services Association and Jobs Australia. The department participated in the National Employment Services Association's PSP Special Interest Group which comprises representatives of national PSP providers and the industry bodies.

General Employment Services Group

Mainstream employment services

The General Employment Services Group and the government consult widely with employment service providers and peak organisations on the program development, implementation and delivery of employment services across Australia. During 2008–09, this included extensive consultation on the transition and implementation of the new employment services, Job Services Australia. Employment service providers consulted during this time included providers and other stakeholders of former programs (such as Job Network members), Job Placement licensed organisations and Harvest Labour Services providers. Among the peak bodies consulted were the National Employment Services Association, the Recruitment and Consulting Services Association, the Australian Chamber of Commerce and Industry, and the Australian Council of Social Service.

Indigenous employment

The General Employment Services Group also consults on various components of the Indigenous Employment Program (IEP). During 2008–09, consultations across Australia focused on a review of the IEP and Community Development Employment Projects, and their interaction with the new employment services, Job Services Australia. The government announced reforms to these programs in December 2008. The IEP will commence on 1 July 2009.

Employment Purchasing Group

The Employment Purchasing Group has consulted widely with employment services providers and peak organisations in developing the Code of Practice and Charter of Contract Management for employment services and Service Guarantees and Quality Framework for Job Services Australia. Among the peak bodies consulted are the National Employment Services Association and the ACE National.

Employment Reform Taskforce Group

After extensive consultation early in 2008, the department released the Exposure Draft of the purchasing arrangements for the new employment services on 1 August 2008. A national consultation process was held where providers, employers, peak bodies, individuals and community groups were able to contribute via written submission or at one of the face-to-face consultation sessions held around Australia. The draft sought public feedback on a proposed new employment services model. Comments on the Exposure Draft closed on 29 August 2008 and 76 written submissions were received.

The *Request for Tender for Employment Services 2009–12* was released on 27 September 2008 and closed on 24 November 2008. Information sessions were conducted during October 2008.

The Employer Broker program was launched by the Hon Brendan O'Connor MP, former Minister for Employment Participation, in Canberra on 11 March 2009. As part of the launch, a consultation session was held with relevant stakeholders to seek their views and feedback on the program and on potential priority industries and regions for the initial round of Employer Broker activities. A range of organisations participated in the consultation session, including Employer Broker panel members, industry peak bodies, community organisations and unions.

The Hon Kevin Rudd MP, Prime Minister, and the former Minister for Employment Participation have attended a number of Job Forums across the initially announced nine

4

Appendix 3

priority areas. The forums were aimed at working with state and local governments, employers, peak industry bodies and the community to develop local strategies to keep people in employment and support those who are unemployed.

In December 2008, labour hire companies interested in employing Pacific seasonal workers were invited to submit an expression of interest for Phase 1 of the Pacific Seasonal Worker Pilot Scheme (the pilot). Information was published on the department's website and emailed to interested organisations, and information sessions were conducted in Sydney, Melbourne, Swan Hill (Victoria) and Griffith (NSW). Representatives of 20 labour hire companies attended these sessions and seven labour hire companies submitted expressions of interest in joining the pilot.

In December 2008, a National Stakeholder Consultative Panel was established to provide a national forum for discussion of the implementation and evaluation of the pilot. The panel comprises representatives from the Uniting Church in Australia, the Recruitment and Consulting Services Association, the Australian Workers' Union, the National Farmers' Federation, and the Horticulture Australia Council. The panel has met seven times during this financial year.

Local advisory bodies have been established to advise on the local implementation of the Pacific Seasonal Worker Pilot Scheme in Griffith and Swan Hill–Robinvale. The advisory bodies comprise grower representatives, local government, unions, and community organisations. The Griffith local advisory body has met seven times and the Swan Hill body six times during the reporting year.

Social Inclusion and Participation Group

The Social Inclusion and Participation Group (the group) works with key stakeholders on matters relating to amendments and changes to social security legislation, with a particular focus on implementing the government's Social Inclusion Agenda.

In 2008–09, the group received submissions from people with disability, their carers, advocacy groups, employers, trade unions and service providers in the development of the Australian Government's National Mental Health and Disability Employment Strategy (the strategy).

The group provided secretariat services to the Strategy Advisory Committee which was appointed by the Minister for Employment Participation and the Hon Bill Shorten MP, Parliamentary Secretary for Children's Services, to advise government on the development of the strategy. The Strategy Advisory Committee membership includes members of organisations representing people with disability, employers, training and service provider peak bodies, advocacy groups and trade unions.

The group consulted with key stakeholders from government, the voluntary sector and the small business sector on the development of a national Golden Gurus program, an idea that arose out of the Australian 2020 Summit.

The Innovation Fund is a component of the department's Job Services Australia, which will commence from 1 July 2009.

The $41 million Innovation Fund is a competitive grants program run over three years which will help achieve the Australian Government's Social Inclusion Agenda by supporting innovative strategies that help disadvantaged job seekers find employment. The department received 189 applications in the first funding round. There were 33 projects approved by the Minister for Employment Participation (the delegate). Those 33 innovative projects will provide employment opportunities, work experience placements, training and mentoring opportunities. Projects will commence from 1 July 2009 and operate for up to three years. Further funding rounds will be conducted.

The group has worked with key stakeholders on matters relating to the Participation Review Taskforce. The 'More Flexible Participation Requirements for Parents' 2009–10

Budget initiative responded to the Participation Taskforce Review established by the government in May 2008. The taskforce consulted with key stakeholders through focused discussions.

Indigenous Group

In October 2008, the discussion paper *Increasing Indigenous Employment Opportunity— Proposed reforms to the CDEP and Indigenous Employment Programs* was released. The paper sought public feedback on the government's proposed reforms to employment services for Indigenous Australians. A national consultation process was held, where individuals, communities, employers and organisations were able to contribute via written submission, email or at one of the face-to-face sessions held in 56 locations around the country. The consultation sessions were attended by approximately 1600 people and the department received 86 written submissions.

Research, Analysis and Evaluation Group

Research projects and evaluations are designed, conducted and reported on in close collaboration with a range of internal and external stakeholders. Formal and informal arrangements exist for consultation about research and evaluation data issues with relevant government departments and peak bodies. Other key stakeholders include school staff, parents, apprentices, trainees, early childhood agencies, employment agencies, employers and job seekers.

Safety and Entitlements Group

National Review into Model OHS Laws

The Australian Government has committed to work cooperatively with state and territory governments to harmonise occupational health and safety laws by 2011, through the implementation of a model occupational health and safety Act, model regulations and model codes of practice.

On 4 April 2008, the Minister appointed an independent advisory panel to conduct a national review to inform the development of a model occupational health and safety Act. The terms of reference required the panel to make recommendations to the Workplace Relations Ministers' Council (WRMC) on the optimal structure and content of a model occupational health and safety Act that can be adopted in all jurisdictions.

The secretariat supporting the panel was located within the department. The panel reported to the WRMC in two stages, with the first report delivered at the end of October 2008 and the second report at the end of January 2009.

In undertaking the review, the panel consulted with business, governments, unions and other interested parties, and invited submissions from the public and other stakeholders on matters relating to the review.

Workplace Relations Implementation Group

The Workplace Relations Implementation Group provides secretariat support for a number of consultative forums established by the Minister. These include consultative forums with building industry stakeholder employer and employee representative organisations.

Workplace Relations Policy Group

The NWRCC 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 NWRCC that discusses the adoption of, and reporting on, International Labour Organization (ILO) 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 Australian Government, state and territory officials responsible for ILO matters. The meeting fulfils 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. The meeting serves other purposes, including 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.

Workplace Relations Legal Group

The Committee of Industrial Legislation is a subcommittee of the National Workplace Relations Consultative Council (NWRCC) and provides a mechanism for the department to consult with peak employer and union organisations on workplace and related legislative matters. Meetings are arranged as required and may include additional outside participants invited by the Deputy Prime Minister.

In 2008–09, the committee met four times to consider drafts of:

→ Fair Work Bill 2008
→ Fair Work (State Referral and Consequential and other Amendments) Bill 2009 and the Fair Work Regulations 2009
→ Fair Work (Transitional Provisions and Consequential Amendments) Bill 2009
→ Building and Construction Industry Improvement Amendment (Transition to Fair Work Bill) 2009.

Office of the Australian Safety and Compensation Council

The Office of the Australian Safety and Compensation Council operated until 31 March 2009. It supported the Australian Safety and Compensation Council (ASCC), a national forum comprising representatives of state and territory governments, employers and employees. The office provided policy advice on national occupational health and safety and workers compensation matters, developing national standards and codes of practice for the ASCC, undertaking research and analysing national workers compensation and other data sources. Under the *Australian Workplace Safety Standards Act 2005*, the ASCC was required to consult with the public through a public submission process on the development of national occupational health and safety standards and codes of practice.

In July 2008, COAG agreed to establish Safe Work Australia in accordance with the *Intergovernmental Agreement for Regulatory and Operational Reform in Occupational Health and Safety*. With cooperation and financial contributions from the state and territory governments, the Australian Government established the Safe Work Australia Council on 31 March 2009. The Safe Work Australia Council replaced the ASCC. Safe Work Australia was established to support the work of the council.

4

Appendix 3

Office of the Federal Safety Commissioner

The role of the Office of the Federal Safety Commissioner (OFSC) is to promote and improve occupational health and safety performance in the building and construction industry. A key function is the operation of the Australian Government Building and Construction OHS Accreditation Scheme. Under the scheme, Australian Government agencies can only fund building work carried out by accredited companies, subject to certain financial thresholds. The OFSC consults widely with Australian Government agencies, relevant state and territory agencies, key industry and employee representatives, and companies.

The OFSC has established industry and government reference groups to advise the Federal Safety Commissioner on matters affecting the building and construction industry's occupational health and safety performance and to share key information. The reference groups meet quarterly.

Safe Work Australia

The Safe Work Australia Council comprises an independent chair and representatives nominated by the Commonwealth, each state and territory, and employer and union peak bodies. Safe Work Australia drives national policy development on OHS and workers compensation matters, specifically to:

→ achieve significant and continual reductions in the incidence of death, injury and disease in the workplace

→ achieve national uniformity of the OHS legislative framework, complemented by a nationally consistent approach to compliance policy and enforcement policy

→ improve national workers compensation arrangements.

The council will be supported by a range of advisory and technical groups, including membership from industry and unions.

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, including the following:

→ Cabinet documents

→ documents relating to internal administration—financial, staffing, office procedures, governance, and so on

→ documents relating to audits, investigations and Ombudsman inquiries

→ documents relating to policy advice and portfolio administration—including reports, briefings, secretariat papers, correspondence, minutes and submissions

→ documents relating to program administration—including applications and approvals, progress reports, payments, research and evaluation reports, program evaluation and audit reports, and relevant correspondence

→ electronic records maintained on departmental databases

→ grant applications, supporting documentation, assessments, decisions, and consequential accounting documents

→ legal advice and related documentation

→ ministerial briefings

→ records of correspondence to the Minister and the department

→ reference material used by staff and contract providers—including guidelines, manuals and operational advice

→ request for tender documentation, exposure drafts, tender proposals, evaluations, contracts and funding agreements

→ research papers

→ submissions to and reports on public inquiries.

Other holdings include the Job Seeker Classification Instrument.

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

The following facilities were made available by the department to provide access to documents, either free of charge or for a fee.

Unless otherwise stated the documents listed below are available on the department's website <www.deewr.gov.au>.

Early Childhood Development Group

The National Childcare Accreditation Council Inc. website <www.ncac.gov.au> includes information about quality assurance in child care, available for purchase at an online store, as well as information available to download free of charge.

Early Childhood Education and Child Care

Information regarding early childhood education and child care, including publications, forms and fact sheets, are publicly available on the department's website and the mychild.gov.au website.

Early Childhood Programs Group

As part of developing and implementing the Child Care Management System (CCMS), a number of information and training documents have been made available on the department's website.

Information regarding early childhood education and child care is publicly available online through the mychild.gov.au website launched on 22 October 2008. This portal provides access to important health, early learning, child care and parenting support information in one location. The website provides information on the role of the Office of Early Childhood Education and Child Care, as well as information including:

→ a searchable database of local child care centres, the services they provide and the fees they charge

→ from July 2009, vacancy information and maps for the location of the majority of services

→ from 1 January 2010, a child care estimator

→ an overview of the early childhood agenda

→ details on the child care assistance that the Australian Government provides to families

→ fact sheets and frequently asked questions

→ links to Australian Government sites, state and territory government sites and general child care–related sites.

As part of the development of mychild.gov.au, a telephone contact point was also established.

4

School Education

The department has produced profiles for documents and publications from 2002 to the present. Profiles for pre-2002 documents and publications will be made available over time. The profiles are available as web pages and can be accessed at the department's website <www.dest.gov.au/sectors/school_education/publications_resources/profiles/default.htm>.

A large number of documents are available from the department's website, including:

→ The Administrative Guidelines: Commonwealth Programs for Non-government Schools, 2009 to 2012, as well as the Australian Government Programmes for Schools Quadrennial Administrative Guidelines—2005 to 2008.

→ *Schools Assistance (Learning Together—Achievement Through Choice and Opportunity) Act 2004*—Report on financial assistance granted to each state in respect of 2007.

The *Schools Assistance Act 2008* (No. 153) can be accessed on the Commonwealth of Australian Law website <www.comlaw.gov.au>.

The COAG website <www.coag.gov.au> provides information relating to the National Education Agreement and the Smarter Schools National Partnerships, including communiqués, agreements and media releases.

The Trade Training Centres in Schools Program documents, which are available free of charge from the department's website, include:

→ Trade Training Centres in Schools Program Partnership Arrangements

→ Trade Training Centres in Schools Program—Application Guide

→ Trade Training Centres in Schools Program—sample application form

→ Trade Training Centres in Schools Program—Project Implementation Plan template

→ Trade Training Centres in Schools Program—fact sheets.

Digital Education Revolution <www.digitaleducationrevolution.gov.au> documents, which are available free of charge, include:

→ Digital Education Revolution Strategic Plan

→ Digital Education Revolution Implementation Roadmap

→ National Secondary School Computer Fund—Round One Guidelines

→ National Secondary School Computer Fund—Round One—List of Successful Schools

→ National Secondary School Computer Fund—Round Two Guidelines

→ National Secondary School Computer Fund—Round Two—List of Successful Schools

→ High Speed Broadband to Schools—National baseline of school broadband connectivity 2008

→ High Speed Broadband to Schools—Vision of Connectivity for Australian schools

→ High Speed Broadband to Schools—Strategies for realising the Vision of Connectivity

→ High Speed Broadband to Schools—Investment Principles.

The Building the Education Revolution program guidelines are available from its website <www.buildingtheeducationrevolution.gov.au>.

Helping Children with Autism project information is available at <www.autismtraining.com.au>.

Assistance for Isolated Children Scheme guidelines are available on the department's website.

Information on the National Asian Languages and Studies in Schools Program, including the program guidelines and application information for the Strategic Collaboration and Partnership Fund, are available on the department's website.

Youth and Industry Skills Group

→ Program guidelines for each of the three elements of the Teaching and Learning Capital Fund are publicly available online at <www.deewr.gov.au/tlcfvet>. The program elements are:

– Better TAFE Facilities

– Training Infrastructure Investment for Tomorrow

– Investing in Community Education and Training.

→ Guidelines and selection criteria relating to the Australian Training Awards are available at <www.australiantrainingawards.gov.au/entering_the_awards/>.

→ Guidelines and selection criteria relating to the Minister's Awards for Excellence are available at <www.australianapprenticeships.gov.au/awards/2009/ministers_awards_09.asp>.

→ The Australian Apprenticeships Roundtable Report is available at <www.australianapprenticeships.gov.au/Roundtable_2008/Round_Table_new.asp>.

→ Guidelines for the Workforce Innovation Program are available at <www.deewr.gov.au/wip>.

Office for Youth

Documents relating to youth, which are available free of charge, include:

→ National Youth Affairs Research Scheme (NYARS) publications. NYARS is a cooperative research program between the Australian Government and state and territory governments. NYARS produces nationally based research on issues and topics affecting young people (12 to 25-years). NYARS research reports provide governments and the youth sector with an evidence base on youth issues. NYARS publications are available online <www.dest.gov.au/sectors/youth/programmes_funding/nyars/default.htm>.

→ What's In It For Youth? A quick guide to youth budget and other relevant measures, is available online <www.youth.gov.au/budget.html>.

→ Information on body image, including the Information Paper on Body Image, is available online <www.youth.gov.au/bodyimage.html>.

→ Information relating to the Australian Youth Forum is available at <www.youth.gov.au/ayf>. Brochures detailing the forum are also available free of charge.

→ Documents relating to programs administered by the Office for Youth, including guidelines and application forms, are available from the department's website.

Higher Education Group

Documents relating to higher education, and which are free of charge, include:

→ guidelines for programs under the *Higher Education Support Act 2003*

→ the *Higher Education 2020* newsletter

→ booklets and leaflets on the Higher Education Loan Program, including HECS-HELP, FEE-HELP and OS-HELP

→ Transforming Australia's Higher Education System.

A wide range of additional reports, publications, and statistics are available to the public through the department's website.

International Group

Documents that are usually made available to the public free of charge include:

→ guidelines for inclusion on AusLIST, the Australian list of providers and courses around the world, available at <transnational.deewr.gov.au/AusLIST/AusLIST_How_to_Apply.htm>

4

Appendix 3

- → international Student Exchange Programs Client Guidelines
- → applicant guidelines and information brochures and pamphlets on the Endeavour Awards
- → course and provider information extracted from the Commonwealth Register of Institutions and Courses for Overseas Students at <www.cricos.deewr.gov.au>
- → guidelines for providers of education and training to overseas students (including the National Code 2007 and Education Services for Overseas Students Explanatory Guide), available at <www.aei.gov.au/AEI/ESOS/default.htm>
- → brochures and booklets on Australian education and training for international promotion purposes to international students (including the Easy Guide to ESOS), available at <www.aei.gov.au/AEI/ESOS/QuickInfo/default.htm>
- → brochures on the Assessment Subsidy for Overseas Trained Professionals (ASDOT) program <www.aei.gov.au/AEI/QualificationsRecognition/Information/Financial_Assistance_pdf.pdf>
- → brochures and guidelines for the Professional Services Development Program (PSDP) at <www.aei.gov.au/AEI/QualificationsRecognition/Information/Psdp.htm>
- → additional information on the Endeavour Awards and the International Student Exchange Programs are available to the public free of charge through the department's website at <www.endeavour.deewr.gov.au>.

Income Support and Stakeholder Group

The following public documents are available:

- → Labour Market and Related Payments—a monthly profile available from <www.workplace.gov.au/lmrp>. This document provides statistics, primarily on Newstart Allowance, Youth Allowance and other income support payments
- → the ABSTUDY Policy Manual—available on the department's website
- → Guidelines for the approval of masters courses for student income support payments 2009—available on the department's website
- → the Guide to Social Security Law and the Social Security Legislation—available on the Department of Families, Housing, Community Services and Indigenous Affairs website <www.fahcsia.gov.au>
- → the Guide to Australian Government Payments—available on the Centrelink website at <www.centrelink.gov.au/internet/internet.nsf/filestores/co029_0803/$file/co029_0803en.pdf>
- → forms and leaflets relating to income support payments delivered by Centrelink.

Job Seeker Support Group

- → Information about the department's published material is available at its website and the Workplace website.
- → Information about employment services—including Job Services Australia, Work for the Dole, Green Corps, Voluntary Work and the New Enterprise Incentive Scheme—is available on the Workplace website, the department's website and the JobSearch website or by telephoning the department's Customer Service Line on 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.
- → Details about published documents of the Workplace Relations Policy Group, Workplace Relations Legal Group, Workplace Relations Services Group and Workplace Relations Implementation Group are available on the Workplace website, under 'Workplace relations'.

- → The Workplace Authority website <www.workplaceauthority.gov.au> provides information on Fair Work Australia and the Fair Work Ombudsman, including general information and fact sheets on workplace relations matters.
- → New Enterprise Incentive Scheme material, including:
  - – Work for the Dole brochures and pamphlets
  - – Green Corps brochures and pamphlets
  - – the Employment Services Contract 2009–2012 request for tender
  - – the list of successful tenderers for Job Services Australia 2009–2012
  - – Job Services Australia pamphlets and leaflets.

Specialist Employment Services Group

Information on disability employment and related services, including Disability Employment Network (DEN) and Vocational Rehabilitation Services (VRS) is available at <www.jobaccess.gov.au>.

Other essential information on DEN was developed and placed on other departmental websites—for example, the Workplace website, and the department's website <www.deewr.gov.au>. Personal Support Programme (PSP) and Job Placement Employment and Training (JPET) documents can be obtained by writing to the department.

Additional publicly available information includes:
- → brochures and service provider locations relating to JPET
- → brochures relating to VRS
- → brochures, posters, and pamphlets relating to the DEN and Employer Incentive Schemes
- → brochures and pamphlets relating to the PSP.

Personal Support Programme

The PSP guidelines, contract manager guidelines and override guidelines can be obtained by writing to the department. There is no charge for these documents.

Job Placement Employment and Training

The JPET funding agreement, program guidelines and 2005 guidelines can be obtained by writing to the department. There is no charge for these documents.

General Employment Services Group

- → Information on employment services, including the new Job Services Australia, is available online at the department's website <www.deewr.gov.au>, the Workplace website <www.workplace.gov.au>, the Australian JobSearch website <www.jobsearch.gov.au> and the Harvest Trail website <www.jobsearch.gov.au/harvesttrail>, or by telephoning the department's Customer Service Line on 13 62 68.
- → Web-based resources and publications are available to assist all job seekers in their search for employment. Job seekers can find an employment service provider, create and load their résumé, access vacancies on JobSearch and access labour market information. Additional material is available to assist disadvantaged job seekers.
- → Employers can access information on recruitment services, find an employment services provider and lodge an employment vacancy at <www.deewr.gov.au>, <www.workplace.gov.au> and <www.jobsearch.gov.au>.
- → Information on the various elements of the Indigenous Employment Policy, in forms such as brochures, pamphlets, posters, proponent guidelines and application forms, are available online at the department's website <www.deewr.gov.au/indigenous>.

→ The department maintains a dedicated telephone contact number (the Indigenous Employment Line), to enable members of the public to access documents relating to Indigenous employment programs. The Indigenous Employment Line contact number 1802 102 is included on all Indigenous employment publications.

Employment Systems Group

Publicly available information from the Employment Systems Group includes:

→ Australian JobSearch and job seeker promotional brochures and web services <www.jobsearch.gov.au>.

→ Employment Services IT consultation online documents, presentations and sound files <www.workplace.gov.au/workplace/publications/employmentservicesit>.

Employment Purchasing Group

Publicly available information from the Employment Purchasing Group is contained in documents relating to complaints processes, including the Code of Practice, service guarantees, forms and guidelines.

Research, Analysis and Evaluation Group

Research, Analysis and Evaluation Group publications are available online from the SkillsInfo and Workplace websites and through the department's national and state offices. They include evaluations of labour market programs and services.

Several publications are published free of charge on the SkillsInfo website <www.skillsinfo.gov.au>.

The following reports are available as PDF downloads:

→ Vacancy Report, a monthly report providing information on skilled vacancies, the Internet Vacancy Index (IVI), ICT vacancies and Australian JobSearch vacancies

→ New Jobs: Employment Trends and Prospects for Australian Industries, which provides an overview of employment trends and prospects for all industries and covers several aspects of new jobs in Australia in the past 10 years

→ Industry Employment Outlooks, which provide detailed analysis of employment characteristics, trends and prospects by industry. This series highlights sectors where job growth is the strongest

→ Regional profiles based on Census 2006 data, which provide data on employment characteristics of labour market regions.

Other reports are published free of charge on the Workplace website. The following reports are available as PDF downloads:

→ Australian Jobs, which is designed to help Australians find up-to-date information on the job they want and is a guide to occupations and industries with good job prospects

→ Survey of Employers' Recruitment Experiences reports, which present findings of surveys of employers regarding their recent recruitment experiences.

Safety and Entitlements Group

The following information is available in relation to the employee entitlements schemes on the Workplace website:

→ the General Employee Entitlements and Redundancy Scheme Operational Arrangements, which contain scheme eligibility criteria, rules and guidelines

→ fact sheets explaining the operation of the employee entitlements schemes

→ claim forms for assistance under the General Employee Entitlements and Redundancy Scheme

→ reports for the Special Employee Entitlements Scheme for Ansett group employees, made under Section 24 of the *Air Passenger Ticket Levy (Collection) Act 2001*.

National Review into Model OHS Laws

Information about the review can be accessed at <www.nationalohsreview.gov.au>. The website contains information about the review process, the panel members, the terms of reference and resources, including reports of occupational health and safety reviews in other jurisdictions. The website also provides access to an issues paper, all submissions that are not confidential, and the two final reports of the review.

Information on the current status of the model legislation can be found at the Safe Work Australia website <www.safeworkaustralia.gov.au/swa/ModelLegislation/ Developing+Model+Legislation/ModelLegislationProgress.htm>.

Review of Self Insurance Arrangements under the Comcare Scheme 'The Comcare Review'

A site was established on the department's web site to provide information about the Comcare review, to deal with inquiries and to facilitate the lodgement of submissions.

Workplace Relations Implementation Group

Industry-specific information from the Workplace Relations Implementation Group is available on the Workplace website at <www.workplace.gov.au/building>. 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)

→ model contract clauses for directly and indirectly funded projects

→ fact sheets explaining how the code and the guidelines apply to government agencies, head contractors and subcontractors

→ 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.

Other information on workplace relations reform in the building and construction industry is also available on the Workplace website.

The Private Sector Branch provides free access to documents about the Unlawful Termination Assistance Scheme and the Alternative Dispute Resolution Assistance Scheme through the department's website or by emailing <utas@deewr.gov.au> or <adras@deewr.gov.au>.

The Building Industry Branch provides free access to documents about the National Code of Practice and Implementation Guidelines through the department's website, by telephoning 1300 731 293 or by emailing <building@deewr.gov.au>.

The Public Sector Branch provides information specific to Australian Government Employment, which is available at <www.workplace.gov.au/workplace/Organisation>. The information includes:

→ the Australian Government Employment Bargaining Framework

→ the supporting guidance to the Australian Government Employment Bargaining Framework

→ Workplace relations advices on various workplace relations issues of relevance to Australian government employment

→ Australian Public Service Remuneration Survey reports (multiple years).

In addition, a number of subscription services that provide workplace relations advice, including on allowance rates, are available to employers. Information about these services can be obtained from the Workplace website.

Workplace Relations Policy Group and Workplace Relations Legal Group

Workplace relations legislation, including the *Workplace Relations Act 1996*, associated Regulations and the *Fair Work Act 2009,* are available on the Workplace website, which also provides the following:

→ government submissions to inquiries conducted by the Australian Industrial Relations Commission and the Australian Fair Pay Commission

→ data on developments in federal agreement making—Trends in Federal Enterprise Bargaining

→ other workplace relations documents and information about the Workplace Relations Ministers' Council.

Additional fact sheets about the Fair Work Act are available from the department's website.

Office of the Federal Safety Commissioner

The website of the Office of the Federal Safety Commissioner (OFSC) <www.fsc.gov.au> provides information on the role and functions of the office, information about the scheme and related links, including:

→ a scheme overview

→ access to FSC Online

→ compliance policy manual

→ the audit program

→ case studies

→ fact sheets

→ powers of Federal Safety Officers

→ model Clauses for Australian Government Agencies

→ frequently asked questions

→ legislation applicable to the OFSC

→ publications produced by the OFSC

→ research conducted or collated by the OFSC

→ on-site audits

→ speeches given by representatives of the OFSC

→ the accreditation register.

The Employee Entitlements Branch provides free access to documents about the General Employee Entitlements and Redundancy Scheme and the Special Employee Entitlements Scheme for Ansett group employees through the Workplace website, by telephoning 1300 135 040 or by emailing <GEERS@deewr.gov.au>.

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

Safe Work Australia

Documents which were available free of charge on the Australian Safety and Compensation Council web site have been transferred to the Safe Work Australia website <www.safeworkaustralia.gov.au>.

The site provides a range of brochures, fact sheets, newsletters, research papers, reports, national occupational health and safety standards, codes of practice, guidelines, training and educational material relating to occupational health and safety and workers compensation.

Access to documents

People who wish to access documents under the *Freedom of Information Act 1982* should make inquiries to:

The FOI Coordinator
Administrative Law Branch
Department of Education, Employment and Workplace Relations
GPO Box 9880
CANBERRA ACT 2601

Or by email to: <foi@deewr.gov.au>.

Applications for access to documents in the department's possession must be made in writing. There is no mandatory form. The application must include an address to which notices can be sent and a telephone number for use during business hours. It should generally be accompanied by the prescribed application fee of $30. Applicants may seek remission of the application fee for reasons of financial hardship or public interest, or any other reason. Further processing charges may be imposed.

Applicants may wish to discuss the nature and scope of an intended request or the freedom of information process with one of the department's Freedom of Information (FOI) coordinators.

Freedom of information requests in 2008–09

Table A3.1

FOI applications for access to departmental information for 2008–09

Applications considered	Number
On hand at 1 July 2008	19
Received	215
Granted in full	97
Granted in part	42
Not granted	10
Withdrawn	41
Transferred	2
On hand at 30 June 2009	42
Internal reviews	10
Appeals to the Administrative Appeals Tribunal	4

Table A3.1 shows the status of FOI applications for access to departmental information in the possession of the Department of Education, Employment and Workplace Relations for the reporting year.

Appendix 4
Tripartite Consultation on International Labour Organization matters

This report on the tripartite consultations on international labour standards has been prepared in accordance with Australia's commitments under International Labour Organization (ILO) Convention No. 144, Tripartite Consultation (International Labour Standards), 1976. Australia ratified Convention 144 in June 1979.

Tripartite consultation on international labour standards occurs through:

→ regular meetings of the International Labour Affairs Committee (ILAC)—a committee of the National Workplace Relations Consultative Council

→ direct consultation between the Department of Education, Employment and Workplace Relations and the representative worker and employer organisations (the social partners)—that is, the Australian Council of Trade Unions (ACTU), the Australian Chamber of Commerce and Industry (ACCI) and the Australian Industry Group (Ai Group).

ILAC was established in 1978 under s. 12(1) of the then *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 2008–09, ILAC met on two occasions—31 October 2008 and 2 February 2009.

Article 5 of Convention 144 requires consultation on several matters. Those matters, and the way in which the Australian Government responded to them in 2008–09, are discussed in the following sections.

Government replies to questionnaires

The social partners were invited to contribute to briefs prepared by the Australian Government for the International Labour Conference. The 2009 International Labour Conference covered the following technical topics:

→ employment and social policy consequences of the global economic and financial crisis

→ gender equality at the heart of decent work

→ adoption of an autonomous recommendation on HIV/AIDS in the world of work.

Comments received were taken into account when determining the government's position.

Submission of new conventions and recommendations to the competent authority

The ninety-sixth (May–June 2007) session of the International Labour Conference adopted the Work in Fishing Convention, 2007 (No. 188) and the associated Work in Fishing Recommendation, 2007 (No. 199).

In accordance with Article 19 of the Constitution of the ILO, member states are required to submit the texts of new instruments to the 'competent authority' and subsequently to report to the ILO on action proposed to be taken in respect of the new instruments. In Australia, the competent authority is the Parliament of the Commonwealth of Australia. The instruments and accompanying submission reports were tabled in the Parliament in February 2009.

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

The following recommendations were submitted to the Workplace Relations Ministers' Council (WRMC) at its 3 April 2009 meeting:

→ the Commonwealth, state and territory agencies responsible for the coordination and preparation of law and practice reports for International Labour Organization Conventions provide at least the level of resources necessary to complete two law and practice reports annually, in addition to other regular and ad hoc tasks as required

→ consideration of the Maritime Labour Convention 2006 be pursued as a priority, subject to resolution of any compliance issues

→ consideration of the ratification of the Protocol of 2002 to the Occupational Safety and Health Convention 1981 (Protocol 155) be pursued as expeditiously as possible, followed by the Asbestos Convention 1986 (Convention 162) and the Part-Time Work Convention 1994 (Convention 175)

→ senior officials be requested to prepare an agreed timetable for members' consideration at the next senior officials' meeting of the council concerning the provision of law and practice reports with regard to the ratification of ILO Conventions

→ the Commonwealth report regularly to WRMC on progress in ratifying ILO Conventions.

Maritime Labour Convention, 2006 (No. 186—the MLC)

The Deputy Prime Minister wrote to the state and territory governments in December 2008 formally seeking advice on whether they support ratification, and requesting advice of any issues relating to compliance with the MLC in the form of law and practice reports. ILAC members noted that state and territory governments are continuing to investigate their law and practice in relation to the MLC.

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

The former Minister for Employment and Workplace Relations, the Hon Kevin Andrews MP, wrote to state and territory labour ministers, the ACTU and ACCI in 2004 and again in 2005 seeking their support for ratification of Protocol 155 and their views on Australia's compliance with Protocol 155. ILAC members noted that state and territory governments are continuing to investigate their law and practice in relation to Protocol 155.

Convention No. 162, Asbestos Convention, 1986

The former Minister for Employment and Workplace Relations, the Hon Kevin Andrews MP, wrote to his counterpart state and territory ministers, the ACTU and the ACCI in 2004 and again in 2005 seeking their support for ratification of Convention 162 and their views on Australia's compliance with Convention 162. ILAC members noted that state and territory governments are continuing to investigate their law and practice in relation to Convention 162.

Convention No. 175, Part-time Work Convention, 1994

In November 2006, the department sought law and practice reports from the state and territory governments to determine whether they agree to ratification of Convention 175, and to establish whether law and practice in all Australian jurisdictions complies with the Convention. ILAC members noted that state and territory governments are continuing to investigate their law and practice in relation to Convention 175.

4

Appendix 4

Convention No. 138, Minimum Age Convention, 1973

In July 2008, the Commonwealth canvassed the views of state and territory governments in relation to the possible ratification of Convention 138, with a view to assessing Australia's compliance with the convention and the nature and extent of any barriers to ratification. ILAC members noted that state and territory governments are continuing to investigate their law and practice in relation to Convention 138.

Convention No. 177, Home Work Convention, 1996

The Deputy Prime Minister wrote to state and territory governments in December 2008 seeking advice by May 2009 as to whether they support ratification of Convention 177, and requesting advice of any specific issues relating to compliance with the convention. ILAC members noted that state and territory governments are continuing to investigate their law and practice in relation to Convention 177.

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

In late 2008, in accordance with Article 22 of the ILO Constitution, reports were submitted to the ILO on the following ratified ILO Conventions. The social partners were invited to contribute to those reports before their preparation, and were invited to comment on the final reports.

→ Convention No. 29, Forced Labour Convention, 1930

→ Convention No. 47, Forty-Hour Week Convention, 1935

→ Convention No. 81, Labour Inspection Convention, 1947

→ Convention No. 105, Abolition of Forced Labour Convention, 1957

→ Convention No. 142, Human Resources Development Convention, 1975

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

No comments were received from the social partners in relation to the Article 22 reports. The social partners have been invited to contribute to similar reports, which are due with the ILO late in 2009, before their preparation for the following ratified conventions:

→ Convention No. 8, Unemployment Indemnity (Shipwreck) Convention, 1920

→ Convention No. 16, Medical Examination of Young Persons (Sea) Convention, 1921

→ Convention No. 22, Seamen's Articles of Agreement Convention, 1926

→ Convention No. 58, Minimum Age (Sea) (Revised) Convention, 1936

→ Convention No. 69, Certification of Ships' Cooks Convention, 1946

→ Convention No. 73, Medical Examination (Seafarers) Convention, 1946

→ Convention No. 87, Freedom of Association and Protection of the Right to Organise Convention, 1948

→ Convention No. 92, Accommodation of Crews (Revised) Convention, 1949

→ Convention No. 98, Right to Organise and Collective Bargaining Convention, 1949

→ Convention No. 100, Equal Remuneration Convention, 1951

→ Convention No. 111, Discrimination (Employment and Occupation) Convention, 1958

→ Convention No. 122, Employment Policy Convention, 1964

→ Convention No. 133, Accommodation of Crews (Supplementary Provisions) Convention, 1970

→ Convention No. 135, Workers' Representatives Convention, 1971

4

Appendix 4

→ Convention No. 144, Tripartite Consultation (International Labour Standards) Convention, 1976

→ Convention No. 150, Labour Administration Convention, 1978

→ Convention No. 158, Termination of Employment Convention, 1982

→ Convention No. 160, Labour Statistics Convention, 1985

→ Convention No. 166, Repatriation of Seafarers Convention (Revised), 1987.

4

Appendix 4

Appendix 5
Commonwealth involvement in proceedings before courts and tribunals

This appendix describes matters dealt with by courts or tribunals in 2008–09 in which the Minister for Employment and Workplace Relations participated or where funding was provided by the department.

Federal Court

Australian Maritime Officers Union v Sydney Ferries Corporation—in which the Australian Maritime Officers Union brought an appeal against the decision of the Federal Court in *Australian Maritime Officers Union v Sydney Ferries Corporation* [2009] FCA 231. In that case, the Federal Court found that a term of a workplace agreement that required the employer to obtain income protection insurance for its employees was not a matter that pertained to the employment relationship and therefore could not be included in a workplace agreement. The Minister for Employment and Workplace Relations has intervened on behalf of the Commonwealth. The matter is listed for hearing before the Full Federal Court in August 2009.

Appendix 6
Advertising and market research

Details of payments made to: advertising; market research and polling; media advertising; and direct mail organisations by the department in 2008–09 are listed in tables A6.1, A6.2, A6.3 and A6.4. Where the total paid to an organisation is less than $10 900, details have not been included. This is consistent with s. 311A of the *Commonwealth Electoral Act 1918*.

Table A6.1

Advertising agencies

PRN ref.	Contract No.	Organisation	Service provided	Total $ paid in 2008–09 (GST inclusive)
14837	78554	Australian Job Futures (AJF) Partnership Pty Ltd	Study in Australia communications and advertising campaign	66 013
22856	79857	Haystac Public Affairs Pty Ltd	Sponsorship, marketing and media services to support National Youth Week activities agreed by State and Territory Ministers - coordinated by the department	400 220
23554	80811	Singleton, Ogilvy & Mather (Sydney) Pty Ltd	Development and production of creative advertising for new employment services campaign*	370 570
Total				**836 803**

* Also reported in Appendix 7 Consultants and consultancy services

Table A6.2

Market research and polling organisations

PRN ref.	Contract No.	Organisation	Service provided	Total $ paid in 2008–09 (GST inclusive)
20595	79263	Inside Story Knowledge Management Pty Ltd	Market research to help determine content for the Study in Australia student care publication and its distribution method*	25 520
20829	79322	IPSOS Public Affairs Pty Ltd	Development and conduct of the 2009 Job Seeker Omnibus Survey	302 800
20584	79392	Open Mind Research Group Holdings Pty Ltd	Market research into departmental communications initiatives*	80 627

4

Appendix 6

PRN ref.	Contract No.	Organisation	Service provided	Total $ paid in 2008–09 (GST inclusive)
20829	79341	Open Mind Research Group Holdings Pty Ltd	Market research services for new employment services campaign	354 666
Total				**763 613**

* Also reported in Appendix 7 Consultants and consultancy services.

Table A6.3
Media advertising organisations

PRN ref.	Contract No.	Organisation	Service provided	Total $ paid in 2008–09 (GST inclusive)
22352	79723	Australian Public Service Commission	APSjobs annual subscription 2008–2009	72 554
22417	79761	Hobsons Australia Pty Ltd	Good Universities Guide 2010 – Study in Australia advertisement	20 900
22591	79763	Hobsons Australia Pty Ltd	Studies in Australia 2010 guide - Study In Australia advertisement	33 000
9384 / n/a	76350/ CIR1000452	HMA Blaze Pty Ltd	Non-campaign advertising	2 510 382
9451	77496	McCann Worldgroup Pty Ltd	Advertising placement for the new employment services campaign	1 254 349
n/a	PO 45108568	McCann Worldgroup Pty Ltd	Advertising ABC Learning Centres	65 615
9451	77496	McCann Worldgroup Pty Ltd	Child Care Tax Rebate communication campaign	2 197 464
16753	78803	Telstra Corporation Ltd	White Pages Directory entries for DEEWR for 2007–2008	914 838
n/a	PR ID 1-18ZC43	Sensis Pty Ltd	Advertising for child care access hotline	74 878
Total				**7 143 980**

Table A6.4

Direct mail organisations

PRN ref.	Contract No.	Organisation	Service provided	Total $ paid in 2008–09 (GST inclusive)
23661	80059	Australian Postal Corporation	Distribution of job seeker direct mail for the new employment services campaign	306 336
22501	PO 45108308	Avant Card	Avant Card production and distribution	16 566
20748	79215	Bluestar Print Group	Child Care Management System Handbook 2007–08	35 573
23530	79990	Cultural Perspectives	Early Years Learning Framework parents guide brochure	21 120
22583	79749	Lasermail	Mail services	47 477
19492	78996	National Mailing Marketing	Preparation and distribution of Child Care News—Feb 2008	40 870
n/a	PO 45105932	National Mailing Marketing	Preparation and distribution of letters relating to Child Care Management System/FaHCSIA Online Funding Management System	533 333
22800	79808	Playgroup NSW Incorporated	Distribution of learning resources	30 734
22652	79808	Playgroup Victoria	Distribution of learning resources	35 551
23381	79928	Salmat Holdings Pty Ltd	Job seeker and employer direct mail for the new employment services campaign	192 541
n/a	CIR1001532	Salmat Holdings Pty Ltd	Bulk mail-out services	173 134
Total				**1 433 235**

4

Appendix 6

Appendix 7
Consultants and consultancy services

This Appendix provides information on consultancies used by the department in 2008–09. Summary details are shown according to the executive and departmental structure (Chart P1.1) in Part 1 of this report).

The department's policy on selecting consultants

The department engages individuals and companies to provide professional services under contracts for service, taking account of the skills and resources required for the task, the skills available internally and the cost effectiveness of those options.

Consultancy services are one particular type of service delivered under a contract for services. They are distinguished from other contracts for services by the nature of the work performed. A consultant is an entity, whether an individual, a partnership, or a corporation, engaged to provide professional independent and expert advice or services. Consultants are typically engaged to investigate or diagnose a defined issue or problem; carry out defined research reviews or evaluations; or provide independent advice, information or creative solutions to assist the agency in management decision making.

The decision to engage a consultant is made by program managers in accordance with the department's *Financial Management Manual* (Section 6: Procurement) and the *Procurement Manual*.

Summary of active consultancies

During 2008–09, 202 new consultancies were entered into, involving total actual expenditure of $20 753 984. In addition, 92 ongoing consultancy contracts were active during 2008–09, involving total actual expenditure of $9 137 632.

Details of consultancies

Table A5 provides details of consultancy contracts the department let in 2008–09 and the value of the contract over the life of the contract. In line with annual reporting requirements, contracts with a value of less than $10 000 have not been included.

Key to list of consultancies in 2008–09

Selection process (1)		Justification (2)	
Open Tender (OT)	A procurement procedure in which a request for tender is published inviting all businesses that satisfy the conditions for participation to submit tenders	A	Skills currently unavailable within agency
Select Tender (RS)	A procurement procedure in which the procuring agency selects which potential suppliers are invited to submit tenders in accordance with the mandatory procurement procedures	B	Need for specialised or professional skills
Direct Sourcing (SS)	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	C	Need for independent research or assessment
Panel (PA)	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		

Table A7.1

Consultancy contracts let in 2008–09

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
Delivery & Network Group	20829	79349	20/20 Group Australia Pty Ltd	Provide accurate and independent intelligence about the Indigenous Students Links with Industry Program (ISLIP) in Queensland	36 586	PA	B
Subtotal					**36 586**		
Digital Education Group	20304	79816	Curriculum Corporation	Online Curriculum (DER)—Mapping Exercise	115 009	OT	B
	n/a	ES08/66957	Education.au Ltd	Develop an Education Copyright Matrix	279 665	OT	B
	21446	79545	KPMG	Governance and Pricing Review of the .edu.au Internet Domain	102 371	SS	B
	20829	79510	Price Waterhouse Coopers	Carry out the Review of Computer Technologies for Schools (CTFS) Project	81 200	PA	C
Subtotal					**578 245**		

Appendix 7

4

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
Early Childhood Development Group	21125	79590	Access Economics Pty Ltd	Behavioural Modelling and Analysis of National Quality Standards Framework	263 384	RS	C
	21092	79586	Access Economics Pty Ltd	Cost Benefit Analysis of Quality Early Childhood Education and Childcare Provision	111 260	RS	C
	20829	79415 (PO 45108839)	Access Economics Pty Ltd	Bilateral Discussions with State Jurisdictions	54 251	PA	B
	n/a	PO 45100618	Allen Consulting Group	Preparation and facilitation of Expert Advisory Panel on Quality Early Childhood Education and Child Care	40 620	RS	B
	20627	79662	Boston Consulting Group Pty Ltd	Development of a National Early Childhood Development Strategy	1 299 291	SS	B
	19061	79478	Charles Sturt University	The Development of the Early Years Learning Framework	653 749	OT	B
	21781	79638	June Mcloughlin	Provide expert advice to assist with the Quality Reform agenda	10 000	SS	B
	21132	79654	KPMG	Regulatory Impact Statement for the National Quality Standards Framework	164 447	RS	B
	20829	79341	Open Mind Research Group Pty Ltd	Facilitation of Focus Groups on Child Care and Parental Decision Making	186 560	PA	B
	20608	79390	Open Mind Research Group Pty Ltd	Consultation on the Early Childhood Reform Agenda	927 450	RS	C
	20516	79298	Price Waterhouse Coopers	Provision of Regulatory Advice on Early Childhood	153 530	RS	B
	20829	79314-3	Social Research Centre Pty Ltd	National online survey of parents childcare choices	116 725	PA	B
	20829	79314-2	Social Research Centre Pty Ltd	National telephone survey of parents childcare choices	612 349	PA	B
Subtotal					**4 593 616**		
Early Childhood Programs Group	20829	79361	Allen Consulting Group	Child Care Quality Reform Discussion Paper	201 725	PA	B
	21773	79616 / 80670	PPB Pty Ltd	Provide specialist insolvency advice in relation to the Commonwealth's Child Care program	1 039 527	SS	B
Subtotal					**1 241 252**		
Employment Purchasing Group	n/a	CIR1001741-2	Clayton Utz	Probity Advisor services for Disability Employment Services 2010 Request for Tender	600 000	OT	C
	21446	79553	Resolution Consulting Services Pty Ltd	Provide advice on the development of Key Performance Indicator methodology and development of Quality Framework tools	36 000	PA	B
	n/a	CIR1001794	Sparke Helmore	Probity Advisor services for Indigenous Employment Program 2009-2012 Request for Tender	35 000	OT	C
	19439	79924	Yellow Edge Pty Ltd	The development of a Change Management Strategy	99 462	PA	B
Subtotal					**770 462**		

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
Finance Group	21206	79440	APIS Consulting Group Pty Ltd	Business Process Improvement of Handling of Costings of Proposals	24 332	SS	C
	20962	79292	Heritage Management Consultants	Heritage Assessment for DEEWR Properties	28 800	SS	A
	21574	79610	Rosemary Grieve & Associates Pty Ltd	Review of Governance Structures	67 103	RS	B
	20631	79199	Schneider Australia Consulting Pty Ltd	Departmental Change Management Advice	119 472	SS	B
Subtotal					239 707		
General Employment Services Group	21920	79641	Access Economics Pty Ltd	Consult on Employment Services Performance Framework	16 816	SS	B
	21172	79473	Considine Consulting	Consult on Employment Services Performance Framework	14 400	SS	B
Subtotal					31 216		
Higher Education Group	20496	79276	Access Economics Pty Ltd	Research and Analysis on Future Demand for Higher Education	198 000	SS	C
	21466	79540	Deloitte	Assess the overall compliance of Financial Statement Guidelines with the accounting standards for higher education providers	16 610	SS	B
	20829	79514 (PO 45110011)	Ernst & Young	Financial Analysis of Education Investment Fund Applications	738 100	PA	B
	22041	79657	Ernst & Young	Higher Education Endowment Fund—Financial and Construction Advice	213 800	OT	B
	20496	79418	Monash University	Research and Analysis on Future Demand for Higher Education	60 940	SS	C
	20601	79297	PhillipsKPA Pty Ltd	Research and Analysis of Financing Arrangements for Higher Education institutions	194 449	OT	B
	20645	79735	PhillipsKPA Pty Ltd	Research and Analysis of Student Financing Arrangements in Higher Education	89 045	SS	B
	20495	79275	Price Waterhouse Coopers	Analysis of Universities Costs and Revenues	306 900	SS	C
	20515	79185	University of Melbourne	Development of a research paper on the global position of Australian Higher Education until 2020	11 000	SS	C
Subtotal					1 828 843		
Income Support & Stakeholder Group	21025	79379	Taylor Fry Pty Ltd	Payment Incorrectness Monitoring and the Control Cycle	27 500	SS	B
Subtotal					27 500		

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
Indigenous Group	n/a	PO 46036169	Colmar Brunton Social Research Pty Ltd	Carry out Wadeye Feasibility Study	109 850	PA	C
	21384	79598	Regional Arts New South Wales Ltd	Research survey to identify the economic engagement opportunities in the Indigenous arts industry in NSW	38 250	SS	C
Subtotal					148 100		
Indigenous Pathways & Early Learning Group	20798	79280	Allen Consulting Group	Developing the Structure for the National Early Years Workforce Strategy	112 173	RS	B
	20492	79632	Applied Economics Pty Ltd	Modelling the Cost of Providing Child Care Places Phase 2—Long Day Care	341 625	RS	B
	21278	79431	Butlin & Lloyd Pty Ltd	Development of Data Protocol for the National Implimentation of the Australian Early Development Index	30 824	SS	B
	20597	79216	Econtech Pty Ltd	Early Childhood Workforce Modelling	90 750	RS	B
	20637	79198	Huntley Consulting Group Pty Ltd	Early Childhood Workforce—Pay and Conditions	48 590	SS	B
	20829	79317	Instinct & Reason Pty Ltd	To undertake a survey of child care service providers and to provide quantitative information to DEEWR on staffing qualifications, staff training, and special needs of children in child care services	127 366	PA	B
	20640	79261	Southern Cross University	Understanding the Indigenous Early Childhood Education and Childcare Workforce	27 163	SS	B
Subtotal					778 491		
International Group	21061	79622	Australian Council for Educational Research	Stakeholder Survey 2008: AEI Research Project	65 966	SS	C
	20595	79263	Inside Story Knowledge Management Pty Ltd	Study In Australia—Student Care Publication: Market Research*	27 720	SS	C
	21191	79420	Nadia Brown Consulting Pty Ltd	Evaluation and Documentation of the International Groups Accounting Practices and Procedures	43 209	SS	B
	22503	79850	National Centre for Vocational Education Research Ltd	Collection of 2008 Data on Offshore Delivery of VET by Australian Public Providers	61 105	SS	B
	20829	79316	Sweeney Research Pty Ltd	International students: Postgraduate by Research Project	55 121	PA	B
	20579	79836	Workplace Agenda Pty Ltd	Feasibility study—effectiveness of regulation of Australia's international education	28 600	SS	B
	21453	79565	Workplace Agenda Pty Ltd	Mapping of Quality Assurance Frameworks	68 000	SS	B
Subtotal					349 721		

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
IT Services Group	n/a	WO 52	CPT Global	ICT Technical and Advisory Services	45 800	PA	A, B
	n/a	WO 48	Deloitte	ICT Technical and Advisory Services	36 850	PA	A, B
	n/a	WO 42	Deloitte	ICT Technical and Advisory Services	40 000	PA	A, B
	n/a	WO 41	Deloitte	ICT Technical and Advisory Services	64 350	PA	A, B
	n/a	WO 38	Sensory 7	ICT Technical and Advisory Services	66 000	PA	A, B
	n/a	WO 35	SMS Management	ICT Technical and Advisory Services	49 500	PA	A, B
Subtotal					**302 500**		
Legal, Investigations & Procurement Group	7166	75797	Australian Government Solicitor	Provision of several legal services by the DEEWR legal service providers	408 141	OT	B
	7166	75798	Clayton Utz	Provision of several legal services by the DEEWR legal service providers	393 324	OT	B
	20957	79400	Corrs Chambers Westgarth	Provision of several legal services by the DEEWR legal service providers	10 522	SS	B
	7166	79195	Deacons	Provision of several legal services by the DEEWR legal service providers	20 919	OT	B
	21515	79571	John McCarthey QC	Legal Advice	19 153	SS	B
	7166	75799	Minter Ellison	Provision of several legal services by the DEEWR legal service providers	28 771	OT	B
	20957	79403	Phillips Fox	Provision of several legal services by the DEEWR legal service providers	42 740	SS	B
Subtotal					**923 570**		
Lifting Educational Outcomes Group	20829	79340	Atelier Learning Solutions Pty Ltd	Individual Learning Plans—Stage 1—identify good practice and prepare professional development resources for teachers	249 260	PA	C
	20275	79661	Australian Catholic University	Review of the Promoting Interfaith and Intercultural Understanding in School Settings Pilot Program	50 160	RS	C
	20829	79324 (PO 45112236)	Australian Council for Educational Research	Develop Evidence Framework for Literacy and Numeracy Pilots	22 600	SS	B
	20829	79324 (PO 45112556)	Australian Council for Educational Research	Prepare and present paper at measurement and target setting workshop 29 April 2009	23 441	PA	C
	21969	79853	Erebus Consulting Group Pty Ltd	Review of the National Safe Schools Framework	127 600	OT	C
	20635	79186	Eye Candy Animation Pty Ltd	National Literacy and Numeracy Week 2008 Community Service Announcement	19 975	SS	A

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
	20829	79382	Flinders University	Carry out the Youth Binge Drinking Scoping Study	219 993	OT	C
	21231	79692	Insight Consulting Partners Pty Ltd	Evaluation of the Positive Education Teacher Training Pilot	53 999	RS	C
	20593	79427	Insight Consulting Partners Pty Ltd	Social and Emotional Learning—The Primary School	86 405	RS	C
	22468	79748	Make Stuff Happen	Facilitation of Consultation Forums for the Job Ready Certificate	18 984	SS	A
	22261	79753	Orb Consulting Pty Ltd	CAA Copywriting and Editing services	16 500	SS	B
	79330	PO 45111615	PhillipsKPA Pty Ltd	Carry out research for the School-Business Relationships research project	246 785	PA	B
	20622	79653	SCA Partners Pty Ltd	Trade Training Centres in Schools Program—Consultancy for Assessment of Capital Works—Phase Two	134 970	OT	A
	21285	79577	Sweet Group Pty Ltd	Discussion Paper for the Job Ready Certificate	52 274	SS	B
	20829	79372 (PO 45111405)	Taylor Nelson Sofres (TNS) Social Research	Research into the Delivery of Career Services in Australia	119 625	PA	B
	20829	79372	Taylor Nelson Sofres (TNS) Social Research	Consulting Services for DEEWR Research, Evaluation and Analysis Panels	38 500	PA	B
	20829	79372 (PO 45111843)	Taylor Nelson Sofres (TNS) Social Research	Review of Scholarships for Career Advisers	80 300	PA	B
Subtotal					**1 561 371**		
National Education System Group	20829	79324	Australian Council for Educational Research	Prepare a Paper for consideration by the MCEETYA Expert Working Group on transparency issues in relation to school evaluation and public reporting	46 249	PA	B
	22160	79689	Resolve Consulting Group Pty Ltd	Carry out a performance audit on the Mirriwinni Gardens Aboriginal Academy	10 322	RS	C
	20648	79191	ZBAR Consulting Pty Ltd	National Policy Narrative—The Future of Australian Schooling	15 400	SS	B
Subtotal					**71 971**		

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
National Initiatives Group	21296	79677	Australian Council for Educational Research	National Teaching Professional Standards Framework	274 586	OT	A
	23349	79934	Centre for Strategic Education	Consultancy services for the Review of Teaching Australia—Phase Two	22 000	SS	B
	20381	79259	Curriculum Corporation	Provision of Position Paper on Lessons learnt for National Curriculum Board	16 235	SS	B
	20829	79362	Dandolo Partners Pty Ltd	Review of Teaching Australia—Phase One	91 772	PA	C
	n/a	PO 46033838	University of Tasmania	Carry out a scoping study for an Indigenous Centre	55 000	SS	C
	n/a	PO 46032810	University of Western Australia	Carry out a scoping study for an Indigenous Learned Academy & Centre for Research Excellence	82 500	SS	C
Subtotal					**542 093**		
Office of the Australian Safety & Compensation Council	n/a	CIR1003386-06	Access Economics Pty Ltd	Develop a consultation Regulatory Impact Statement (RIS) and decision-making RIS for the implementation of the model Occupational Health & Safety (OHS) Act, based on National OHS Review recommendations	111 650	PA	B
	n/a	CIR1003386-05	Access Economics Pty Ltd	OASCC Research Panel Consultancy	58 190	PA	B
	n/a	CIR1003386-04	Access Economics Pty Ltd	OASCC Research Panel Consultancy	89 931	PA	B
	n/a	CIR1003384-01	Barry Pratt & Associates Pty Ltd	OASCC Research Panel Consultancy	124 219	PA	B
	22238	79697	Bateman & Giles Pty Ltd	Editing of High Risk Licensing Assessment Instruments for OASCC	44 816	SS	B
	22243	79696	Construction Industry Training Centre Inc	Review of Licence Assessment Instrument Questions for OASCC	14 300	SS	B
	22244	79721	Construction Industry Training Centre Inc	Development of Licensing Assessment Instruments for OASCC	55 000	SS	B
	n/a	CIR1003360-07	Elmatom Pty Ltd	Support the development and reporting of the occupational components of the World Health Organisation Global Burden of Disease report	55 000	PA	B
	n/a	CIR1003420-01	Inside Story Knowledge Management Pty Ltd	OASCC Research Panel consultancy	69 443	PA	B
	n/a	CIR1003419-02	Intersafe Group Pty Ltd	OASCC Research Panel consultancy	22 000	PA	B
	n/a	CIR1003358-01	Monash Centre for Occupational & Environmental Health	Assess the British Standards Institute document Nanotechnologies—Part 2: Guide to Safe Handling and Disposal of Manufactured Nanomaterials	44 435	PA	B

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
	n/a	CIR1003442-01	Oshreg Pty Ltd	OASCC Research Panel consultancy	15 000	PA	B
	n/a	CIR1003398-03	RMIT University	OASCC Research Panel consultancy	52 800	PA	B
	20829	79316-03	Sweeney Research Pty Ltd	Online survey of Occupational Health and Safety (OHS) managers in hospitals to evaluate the effectiveness of 2007–2008 Heads of Workplace Safety Authorities (HWSA) intervention campaign on preventing slip, trip and manual task injuries in non-clinical areas of hospitals	15 000	PA	B
	20829	79316-01	Sweeney Research Pty Ltd	Telephone interviewing of manufacturing workplaces to evaluate effectiveness of the 2007–2008 HWSA intervention campaign on machine guarding in manufacturing—Stage 2	35 000	PA	B
	20829	79316-02	Sweeney Research Pty Ltd	Telephone interviewing and focus groups with employees and managers in the road freight transport industry to evaluate effectiveness of 2008–2009 HWSA intervention campaign on manual tasks in road freight transport	69 795	PA	B
	20829	79316-04 (PO 45112839)	Sweeney Research Pty Ltd	Conduct a national telephone survey of managers and workers in Australian workplaces for the Occupational Health and Safety (OHS) Motivations, Attitudes, Perceptions and Skills (MAPS) project	83 600	PA	B
	n/a	CIR1003412-04	Toxikos Pty Ltd	OASCC Research Panel Consultancy	11 200	PA	B
	n/a	CIR1003412-03	Toxikos Pty Ltd	OASCC Research Panel Consultancy	26 200	PA	B
	n/a	CIR1003412-02	Toxikos Pty Ltd	OASCC Research Panel Consultancy	39 500	PA	B
	n/a	CIR1003391-02	University of Ballarat	OASCC Research Panel Consultancy	45 265	PA	B
Subtotal					**1 082 344**		
Parliamentary & Communications Group	20772	79223	Alliance Consulting Group Pty Ltd	Review of Parliamentary Branch Business Processes	45 000	SS	B
	20584	79392	Open Mind Research Group Holdings Pty Ltd	Market research into departmental communications initiatives*	80 627	SS	B
	20584	79392-2	Open Mind Research Group Holdings Pty Ltd	Communications research relating to the introduction of the new employment services	186 598	SS	B
	20584	79392-3	Open Mind Research Group Holdings Pty Ltd	Portfolio communications research	328 543	SS	B
	23554	80811	Singleton Ogilvy And Mather (Sydney) Pty Limited	Develop and produce the creative advertising for the new employment services campaign*	762 104	RS	B
	23527	80000	Gemtl Pty Ltd	Assess corporate functions and structural alignment	39 600	SS	C

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
	23564	80269	Vector Consultants Pty Ltd	Provide Career Advice consultant for setting up a career advisory service (Connecting People with Jobs Service)	30 000	SS	B
Subtotal					**1 472 471**		
People Group	21799	79695	Dr Martin Seligman	Positive Psychology Program	188 750	SS	B
	n/a	CIR1002274 (DEWR PO 45108665)	Nous Group Pty Ltd	Professional Services	14 886	OT	B
	21783	79666	Nous Group Pty Ltd	Development and Facilitiation of SES Conference	78 350	SS	B
	22611	79765	PG Consulting	Internal Review of Indigenous Functions	48 675	SS	B
Subtotal					**330 662**		
Research Analysis & Evaluation Group	23759	80288	Australian Bureau of Statistics (ABS)	National School Statistics Collection (NSSC) Data Development and Expansion	220 000	OT	B
	20829	79345	Campbell Research & Consulting Pty Ltd	Feasibility Study for a Longitudinal Survey of the Employment Outcomes of International Graduates of Australian Courses Still Living in Australia	74 825	PA	B
	20829	79370	Inside Story Knowledge Management Pty Ltd as Trustee for Inside Story Unit Trust	International Graduate Employment Outcomes	570 244	PA	B
	22710	79876	Peter Grant	Review National Education & Training Statistics Unit	41 250	SS	C
	20829	79376	Roy Morgan Research Centre Pty Ltd	Design, develop and provide data for the 2009 Survey of Employment Service Providers	75 912	PA	B
	20829	79314	Social Research Centre Pty Ltd	Design, develop, collect and provide data for Stepping Stones: Longitudinal Survey of Employment Services and Income Support	7 602 286	PA	B
	20829	79372-2	Taylor Nelson Sofres (TNS) Australia Pty Ltd	Review of the effectiveness, appropriateness and efficiency of the proposed wording of the revised Job Seeker Classification Instrument (JSCI)	96 800	PA	B
	20974	79438	University of Western Australia	Provide research and economic advice on the Job Seeker Classification Instrument (JSCI)	25 988	SS	B
	20829	79320	Urbis Pty Ltd	Design, development and conduct of qualitative research, which will provide input into the evaluation of the Schools Enrolment and Attendance Measure	213 323	PA	B
Subtotal					**8 920 628**		

4

Appendix 7

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
Safety & Entitlements Group	21810	79639	Morris Walker Pty Ltd	Media Advisor for Remuneration Tribunal	50 000	SS	B
Subtotal					**50 000**		
Social Inclusion & Participation Group	21800	PO 45107981	Dr Robyn Penman	Carry out research into 'Increasing the social inclusion of ex-offenders through education and employment'	19 800	SS	C
	21575	PO 45099145 & 45108040	OzHelp Foundation Ltd	Development, delivery and evaluation of a pilot Graduate Lifeskills Program	660 000	SS	B
	20829	PO 45110695	University of New South Wales—Social Policy Research Centre	Provide social research services involving initial scoping, service mapping and community engagement phase of jobless families in three selected locations and advise on the development of a new service 'offer' for jobless families in these three locations	118 466	SS	B
	23550	PO 45112661	WorkFocus Australia Pty Ltd	Consult on enhancements to the JobAccess service and the development of information products	204 325	SS	B
Subtotal					**1 002 591**		
Specialist Employment Services Group	n/a	CIR1003604	Social Research Centre Pty Ltd	Final Report on Quality Assurance of the Application of the Job Seeker Classification Instrument (JSCI)	11 000	SS	C
	21302	79459	South Australian Centre for Economic Studies	Develop a costing model for the Disability Employment Services Review	25 011	RS	C
	20829	79351	South Australian Centre for Economic Studies	Use of Statistical Information to Develop a System to Calculate the Funding Level for a Participant in Disability Employment Services	74 213	PA	C
Subtotal					**110 224**		
Strategic Policy Group	20945	79421	Society for Knowledge Economics	Research Into Possible Roles for Government in Workplace Innovation for Productivity	35 640	SS	B
	20829	79372-1	Taylor Nelson Sofres (TNS) Australia Pty Ltd	Conduct preliminary research into and report on women in traditionally male-dominated occupations	65 450	PA	B
Subtotal					**101 090**		

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
Tertiary Skills & Productivity Group	18669	79417	Allen Consulting Group	Vocational Education and Training Data Initiative 2008	293 646	OT	C
	22377	79768	Bateman & Giles Pty Ltd	Best Practice International Quality Assurance Systems for Vocational Education and Training	49 913	SS	C
	20829	79363	Dandolo Partners Pty Ltd	Australian Qualifications Framework Council (AQFC) Consultation Paper Project	40 535	PA	B
	20829	79514	Ernst & Young	Provide financial consultancy on the Bachelor Institute of Indigenous Tertiary Education	75 911	PA	B
	22350	79777	Ernst & Young	Financial Consultancy of the Institute of Aboriginal Development Inc IAD	37 078	RS	B
	20829	79513 (PO 45111475)	KPMG	Development of Quality Indicators for Registering and Course Accrediting Bodies	88 487	PA	B
	22396	79760	National Centre for Vocational Education Research Ltd	Australian Vocational Education and Training in China Pilot Project	47 935	SS	C
	20829	79373	Nous Group Pty Ltd	Future Directions for Quality Oversight of Tertiary Education Services in Australia	124 000	PA	B
	20829	79373	Nous Group Pty Ltd	Future Directions for Quality Oversight of Tertiary Education Services in Australia	387 860	SS	B
	20829	79373	Nous Group Pty Ltd	Future Directions for Quality Oversight of Tertiary Education Services in Australia	533 080	PA	B
	20829	79373	Nous Group Pty Ltd	The size and complexity of Tertiary Education in Australia	15 000	SS	B
	22408	79757	Precision Consultancy Pty Ltd	Training Package Development Handbook—Guidance Project 2009	59 648	SS	B
	20829	79367	Stenning & Associates Pty Ltd	Review of the National Quality Councils Noting Process for Training Package support materials.	49 743	PA	B
	20614	79192	Terteducon Pty Ltd	Saudi Arabia—Project scoping	49 000	SS	A
	20829	79406	University of Western Sydney	Research: Vocational Education and Training Research and Development Workforce Skills	210 555	PA	B
Subtotal					**2 062 390**		
Workplace Relations Implementation Group	n/a	PO 45106752	Justice Murray Wilcox QC	Consult and report on the transition to Fair Work Australia for the Building and Construction Industry.	330 796	SS	C
Subtotal					**330 796**		

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
Youth & Industry Skills Group	20829	79415	Access Economics Pty Ltd	Economic Modelling to Inform Skills Australia's Development of a National Workforce Development Strategy	116 600	PA	B
	21740	79624	Braithwaite Steiner Pretty	Recruitment Services	60 500	SS	C
	20829	79359 (PO 45108350)	E & S Research Pty Ltd	Carry out qualitative research as part of the effective communication project	84 700	PA	B
	20829	79359 (PO 45109237)	E & S Research Pty Ltd as trustee for the Shanahan Family Trust	Effective Communications Project. Additional Research to Expand and Augment the Effective Communication With Young People Report	153 120	PA	B
	20829	79359 (PO 45109532)	E & S Research Pty Ltd as trustee for the Shanahan Family Trust	State of Australia's Young People Report. Direct Research With Young People	143 000	PA	B
	20829	79334	Escalier Consulting Pty Ltd	Review the National Standards for Group Training Organisations 2006	198 440	PA	B
	23972	n/a	Group Training Australia Ltd	Develop and implement a program of activities to maximise employment opportunities for Australian apprentices in priority regions	330 000	SS	B
	23957	n/a	Housing Industry Association Ltd	Develop and deliver a capacity building program for industry to understand the benefits available to employers of Australian apprentices during the economic downturn	165 000	SS	B
	20829	79354	Ithaca Group Pty Ltd	Prepare a focus paper to canvas perspectives and agreement on key skill challenges and priorities, strategic actions by industry and possible areas of collaboration	117 000	PA	B
	23971	n/a	Master Builders Australia	Develop and deliver information sessions to industry to promote the recruitment, retention and completion of Australian apprentices in the building and construction industries during the economic downturn	220 000	SS	B
	21480	79485	National Centre for Vocational Education Research Ltd	Governance and Architecture of Australia's VET Sector Country Comparisons	39 600	SS	B
	23536	80246	Paul Fitzgerald	Review Australian Training Awards Categories	40 000	SS	B
	23556	79998	Pet Tech	Prepare an options paper for streamlining electronic business processes for Australian apprenticeships	48 620	RS	B
	20829	PO 45111780	Price Waterhouse Coopers	Carry out Financial Costings of the National Licensing System	249 000	PA	A
	20817	79286	Resolution Consulting Services Pty Ltd	Analysis of Proposed Independent Models for Australian Technical Colleges Beyond 2009	47 600	SS	B

Group	Procurement reference number	Contract number	Consultant name	Contract title	Total contract $ value (GST inclusive)	Selection process (1)	Justification (2)
	20829	79319	Social Compass Pty Ltd	Carry out research on Building the Capacity of Youth Sector Organisations	99 966	PA	B
	23066	79877	Strategic Consulting Group	National Workforce Development—Scenario Planning	62 425	SS	B
	20829	79352	University of New South Wales	State of Australia's Young People Report. Staistical Analysis of Existing Literature and Data Sets and Authoring the Report	132 000	PA	B
	23973	n/a	University of Sydney	Carry out a research project for the Australian Apprentices Taskforce into how apprenticeship systems in other countries are responding to the economic downturn and provide recommendations for Australian responses	50 000	SS	B
	20829	79320	Urbis Pty Ltd	Review the Australian Apprenticeships Centres Satisfaction Survey	46 955	PA	C
SubTotal					**2 404 526**		
Total					**31 892 966**		

* Also reported in Appendix 4 Advertising and market research.

Appendix 8
Errors in the 2007–08 annual report

This appendix details errors found in the 2007–08 annual report and the relevant corrections.

Part 3 Management and accountability

→ On page 248 of volume 2 the first two sentences of the consultancies paragraph should have read: 'During 2007–08, the department had 309 active consultancies with a total expenditure of $31.41 million. These included 188 new consultancies let in 2007–08 with a total contract value of $22.03 million and expenditure of $16.84 million and 121 ongoing consultancies with a total expenditure during 2007–08 of $14.57 million.'

→ On page 295 of volume 2 the summary of active consultancies paragraph should have read 'During 2007–08, 188 new consultancies were entered into, involving total actual expenditure of $16 841 577. In addition, 121 ongoing consultancy contracts were active during 2007–08, involving total actual expenditure of $14 566 325.'

Appendix 5 Consultants and consultancy services

→ On page 296 of volume 2, Table A5.1 should have excluded the Lodestone Consulting Pty Ltd contract and the Matthew Ryan contract.

→ On page 306 the contract description for Direction Group Pty Ltd should have read 'Advise on socio-economic status funding arrangements'. On the same page the justification code for the Robert V Breunig contract should have read 'A'.

→ On page 311 of volume 2 the selection process code for Taylor Fry Consulting contract should have read 'SS'.

→ The following consultants and consultancy services should have been included (opposite page).

4

Appendix 8

Group	Procurement reference number	Contract number	Consultant name	Contract description	Total contract $ value (GST incl.)	Selection process	Justification
Employment Purchasing Group	n/a	CIR1001741-1	Clayton Utz	Probity Advisor services for Employment Services 2009–12 Request for Tender	500 000	OT	C
Employment Systems Group	n/a	CIR1003572	KPMG	Cost benefit review of Australian JobSearch	98 363	SS	C
Finance Group	n/a	DEWR PO 45096461	Gartner Australasia Pty Ltd	Consultancy services for IT Benchmarking Review	44 550	SS	B
Finance Group	n/a	CIR1003606	Oakton AA Services Pty Ltd	Build an employment services estimates model	231 000	SS	B
Higher Education Group	17984	78940	Australian Council for Educational Research (ACER)	Study on employment outcomes five years after graduation from university	300 151	OT	B
Higher Education Group	20601	79297	Philips KPA Pty Ltd	Research and analysis of financing arrangements for higher education institutions	194 449	SS	C
Higher Education Group	20645	79735	Philips KPA Pty Ltd	Research and analysis on student financing arrangements in higher education	89 045	SS	C
Indigenous Group	12548	78758	Monash University	Evaluate the appropriateness, effectiveness and efficiency of the National Accelerated Literacy Programme (NALP)	118 344	OT	C
Indigenous Pathways & Early Learning Group	19701	79083	Wallis Consulting Group Pty Ltd	Computer assisted telephone survey of Jobs, Education & Training Child Care Fee Assistance (JETCCFA) customers	169 915	SS	A
National Initiatives Group	19456	79153	TNR Financial Services Pty Ltd trading as Thomas Noble & Russell	Murawina Ltd Redfern, Performance Audit - Indigenous Business Management Branch	16 456	RS	B
Safe Work Australia	n/a	CIR1003419-01	Intersafe Group Pty Ltd	Development of case studies for Safe Design for Engineering Students package	10 000	SS	B
Safety & Entitlements Group	n/a	CIR1003603	Department of the Registrar Western Australia	Occupational Health and Safety (OHS) Review Panel	192 809	SS	B
Tertiary Skills & Productivity Group	18601	78897	University of Western Sydney trading as Centre for Education Research	VET Role in Innovation	42 124	SS	B

Appendix 9
Fraud control certificate

Australian Government

Department of Education, Employment and Workplace Relations

Secretary
Lisa Paul PSM

Annual Report 2008-09 – 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, Lisa Paul, Secretary of the Department of Education, 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 fraud control plans that comply 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.

Lisa Paul

August 2009

16–18 Mort Street, Canberra ACT 2601
GPO Box 9880, Canberra ACT 2601 | Phone (02) 6121 6000

www.deewr.gov.au | ABN 63 578 775 294

Appendix 10
Agency resource statements and resources for Outcomes

Agency Resource Statement 2008–09

	Actual Available Appropriations for 2008–09 $000	Payments Made 2008–09 $000	Balance Remaining $000
Ordinary Annual Services			
Departmental appropriation			
Prior year departmental appropriation	161,242	5,076	156,166
Departmental appropriation	1,867,967	1,867,967	-
S.31 Relevant agency receipts	84,126	84,126	-
Total	2,113,335	1,957,169	156,166
Administered expenses			
Outcome 1	450,419	362,751	
Outcome 2	305,046	221,478	
Outcome 3	41,950	30,558	
Outcome 4	1,811,349	1,605,475	
Outcome 5	148,457	140,992	
Outcome 6	43,912	39,550	
Outcome 7	2,459,520	2,201,372	
Outcome 8	11,767	8,507	
Outcome 9	189,001	114,238	
Payments to CAC Act Bodies	5,772	5,772	
Total	5,467,193	4,730,693	
Total ordinary annual services	7,580,528	6,687,862	
Other services			
Administered expenses			
Specific payments to States, ACT, NT and local government			
Outcome 1	107,736	40,163	
Outcome 2	1,735,378	890,067	
Total	1,843,114	930,230	
Departmental non-operating			
Prior year departmental appropriation	1,796	1,796	-
Equity injections	7,794	7,794	-
Previous years' outputs	-	-	-
Total	9,590	9,590	-
Total other services	1,852,704	939,820	
Total available annual appropriations	**9,433,232**	**7,627,682**	
Special appropriations			
Special appropriations limited by criteria/entitlement			
A New Tax System (Family Assistance) (Administration) Act 1999		3,196,580	
Flexibility in Achieving Australia's Skills Act 2005		81,529	
State Grants (Primary and Secondary Education Assistance) Act 2000		21,508	
Schools Assistance (Learning Together - Achievement Through Choice and Opportunity) Act 2004		4,495,758	
Schools Assistance Act 2008		2,952,408	
Indigenous Education (Targeted Assistance) Act 2000		256,641	
Higher Education Support Act 2003		7,741,716	
Student Assistance Act 1973		255,492	
Social Security (Administration) Act 1999		14,406,907	
Skilling Australia's Workforce Act 2005		712,482	
Coal Mining Industry (LSL) Funding Act 1992		-	
Remuneration and Allowances Act 1990		19,029	
Remuneration and Tribunal Act 1973		22,006	
Safety, Rehabilitation and Compensation Act 1988		11,864	
Asbestos-related Claims (Management of Commonwealth Liabilities Act) 2005		50,771	
Total special appropriations		34,224,691	
Special Accounts			
Opening Balance	6,209,668		
Appropriation receipts	86,723		
Appropriation receipts - other agencies	-		
Non-appropriation receipts to Special Accounts	14,160,855		
Payments made		20,451,303	
Closing Balance			5,943

Outcome 1—Early childhood education and child care

Outcome 1	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
Child Care for eligible parents undergoing training	54,332	27,356	-26,976
Support for Child Care	333,730	328,605	-5,125
Other Services			
Support for Child Care SPP	50,267	47,981	-2,286
Special Appropriations			
A New Tax System (Family Assistance) (Administration) Act 1999			
Child Care Benefit	1,983,917	2,103,048	119,131
Child Care Tax Rebate	1,122,080	1,185,064	62,984
Total administered expenses	**3,544,326**	**3,692,054**	**147,728**
Price of departmental outputs			
Output Group 1.1—Policy Services	33,031	30,939	-2,092
Output Group 1.2—Program Management	50,816	47,598	-3,218
Output Group 1.3—Service Delivery	20,176	18,898	-1,278
Total departmental expenses	**104,023**	**97,435**	**-6,588**
Total for Outcome 1	**3,648,349**	**3,789,489**	**141,140**
Average staffing level (number)		481	

Outcome 2—School education

Outcome 2	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
Drought Assistance for Schools	23,872	23,620	-252
Helping Children with Autism	5,319	5,312	-7
National Asian Languages and Studies in Schools	8,050	8,044	-6
National Student Aptitude Test for Tertiary Admission	4,627	546	-4,081
Supplementary Funding for School Operations	4,000	4,000	-
Local Schools Working Together	10,000	11,096	1,096
Quality Outcomes	66,798	40,777	-26,021
National School Chaplaincy Program	54,250	54,222	-28
Indigenous Education	25,483	22,620	-2,863
Literacy and Numeracy Incentives	58,317	55,348	-2,969
Grants and Awards	3,871	3,691	-180
Projects to Enhance Literacy and Numeracy Outcomes	684	581	-103
Australian Government Quality Teacher	33,085	31,600	-1,485
National School Drug Education	3,926	3,158	-768
Boosting Innovation, Science, Technology, and Mathematics Teaching	4,003	3,963	-40
Online Curriculum Content	7,000	7,000	-
Other Services			
Digital Education Revolution	444,550	441,559	-2,991
Trade Training Centres in Schools	93,464	71,814	-21,650
Building Education Revolution	298,729	358,805	60,076
National Action Plan for Literacy and Numeracy—Strategic Initiatives	21,196	20,284	-912
Special Appropriations			
Schools Assistance (Learning Together—Achievement Through Choice and Opportunity) Act 2004 and Schools Assistance Act 2008			
School General Recurrent Grants	6,619,533	6,637,010	17,477
Schools Capital Grants	387,759	391,125	3,366
Literacy, Numeracy and Special Learning Needs	360,567	331,697	-28,870
Schools Country Areas	18,547	17,506	-1,041
Schools English as a Second Language	52,570	43,701	-8,869
Schools Languages Program	13,634	8,054	-5,580
Non-government School Term Hostels	1,401	1,401	-
Grants to Foster Literacy and Numeracy	10,363	11,785	1,422
Schools Infrastructure	53,501	34,820	-18,681
States Grants—Special Education for Non-government Grants Centre Support	-	19,990	19,990
Indigenous Education (Targeted Assistance) Act 2000			
Indigenous Education Program	288,397	249,436	-38,961
Australian Technical Colleges (Flexibility in Achieving Australia's Skills Needs) Act 2005			
Australian Technical Colleges	96,408	81,635	-14,773
Student Assistance Act 1973			
ABSTUDY—Secondary	144,661	136,344	-8,317
Assistance for Isolated Children	66,913	61,753	-5,160
Social Security (Administration) Act 1999			
Youth Allowance (Student)	603,461	740,996	137,535
Special Accounts			
Financial Management and Accountability Act 1997, Section 20 (A)			
Superannuation Benefits for Aboriginal Tutor Assistance	5	-	-5
Total administered expenses	**9,888,944**	**9,935,293**	**46,349**
Price of departmental outputs			
Output Group 2.1—Policy Services	35,666	35,577	-89
Output Group 2.2—Program Management	139,376	139,030	-346
Output Group 2.3—Service Delivery	4,284	4,273	-11
Total departmental expenses	**179,325**	**178,880**	**-445**
Total for Outcome 2	**10,068,269**	**10,114,173**	**45,904**
Average staffing level (number)		845	

Outcome 3—Higher education

Outcome 3	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
Higher Education Special Projects	22,941	22,894	-47
Framework for Open Learning	3,230	2,939	-291
Indigenous Higher Education Advisory Council	288	223	-65
Higher Education Contribution to Australian Education International	6,082	6,082	-
Superannuation Payments for former Commissioners	84	3	-81
Special Appropriations			
Higher Education Support Act 2003			
Commonwealth Grant Scheme	3,922,493	3,896,208	-26,285
Regional Loading	30,849	30,847	-2
Enabling Loading	13,321	13,320	-1
Workplace Productivity Programme	28,646	28,349	-297
Workplace Reform Programme	49,619	49,618	-1
Capital Development Pool	109,709	114,909	5,200
Collaboration and Structural Reform Program	67,455	67,218	-237
Quality Initiatives	30,141	30,071	-70
Learning and Teaching Performance Fund	96,638	78,659	-17,979
National Institutes	174,416	174,418	2
Equity Programmes	22,623	18,320	-4,303
Higher Education Loan Programmes[1]	1,117,352	1,237,014	119,662
Learning Scholarships	152,714	135,051	-17,663
Indigenous Support Fund	35,624	35,266	-358
Open Learning Initiative	269	242	-27
Transition Fund—Higher Education	44,141	40,234	-3,907
Superannuation Program—Higher Education[1]	1,865,000	1,231,296	-633,704
Student Assistance Act 1973			
ABSTUDY—Tertiary	53,611	52,766	-845
ABSTUDY Student Financial Supplement Loans	3	1,916	1,913
Social Security (Administration) Act 1999			
Youth Allowance	909,026	896,995	-12,031
Austudy	261,891	324,462	62,571
Fares Allowance	1,090	853	-237
Student Financial Supplement Scheme—Austudy	271	29,038	28,767
Special Accounts			
Nation Building Funds Act 2008			
Education Investment Fund	77,763	77,763	-
Higher Education Endowment Fund Act 2007			
Higher Education Endownment Fund	-	894	894
Total administered expenses	**9,097,290**	**8,597,868**	**-499,422**
Price of departmental outputs			
Output Group 3.1—Policy Services	15,282	16,197	915
Output Group 3.2—Program Management	21,504	22,791	1,287
Output Group 3.3—Service Delivery	72,129	76,446	4,317
Total departmental expenses	**108,915**	**115,434**	**6,519**
Total for Outcome 3	9,206,205	8,713,302	-492,903
Average staffing level (number)		217	

1   Actual expenses relate to actuarial assessments of the value of assets and liabilities. The outcome is dependent on numerous factors that cannot be reliably forecast.

Outcome 4—Vocational education and training

Outcome 4	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
Incentives for Higher Technical Skills	3,594	368	-3,226
Vocational Education and Training National Program	38,870	37,479	-1,391
National Centre for Vocational Education Research Ltd	627	627	-
Australian Apprenticeship Centres	187,981	182,810	-5,171
Support for Australian Apprenticeships	816,452	872,727	56,275
Australian Apprenticeship Workforce Skills Development	468,527	438,754	-29,773
Australian Apprenticeship Access Program	26,109	24,133	-1,976
Workplace English Language and Literacy	15,102	14,971	-131
Language, Literacy and Numeracy	71,533	67,700	-3,833
Tasmanian Community Forest Agreement	659	638	-21
Special Appropriations			
Skilling Australia's Workforce Act 2005			
Vocational Education and Training Recurrent Funding	642,173	708,393	66,220
Social Security (Administration) Act 1999			
Youth Allowance	316,183	311,998	-4,185
Higher Education Support Act 2003			
VET FEE-HELP	22,590	268	-22,322
Total administered expenses	**2,610,400**	**2,660,866**	**76,014**
Price of departmental outputs			
Output Group 4.1—Policy Services	26,340	25,433	-907
Output Group 4.2—Program Management	69,985	67,574	-2,411
Output Group 4.3—Service Delivery	34,643	33,450	-1,193
Total departmental expenses	**130,969**	**126,457**	**-4,512**
Total for Outcome 4	2,741,369	2,787,323	71,502
Average staffing level (number)		560	

Outcome 5—Transitions and youth

Outcome 5	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
Careers, Transitions and Partnerships	126,094	123,881	-2,213
National Disability Coordination Officers	3,949	3,938	-11
Youth Engagement	14,722	14,577	-145
Special Accounts			
Financial Management and Accountability Act 1997, Section 20 (A)			
National Youth Affairs Research Scheme Special Account	200	185	-15
Total administered expenses	**144,965**	**142,581**	**-2,384**
Price of departmental outputs			
Output Group 5.1—Policy Services	9,071	10,194	1,123
Output Group 5.2—Program Management	19,919	22,386	2,467
Output Group 5.3—Service Delivery	405	455	50
Total departmental expenses	**29,395**	**33,035**	**3,640**
Total for Outcome 5	**174,360**	**175,616**	**1,256**
Average staffing level (number)		220	

4

Appendix 10

Outcome 6—International influence

Outcome 6	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
International Education and Training	38,828	38,490	-338
Assessment Subsidy for Overseas Trained Professionals	743	743	-
Total administered expenses	39,571	39,233	-338
Price of departmental outputs			
Output Group 6.1—Policy Services	32,874	26,796	-6,078
Output Group 6.2—Program Management	32,879	26,800	-6,079
Output Group 6.3—Service Delivery	2,675	2,180	-495
Total departmental expenses	68,428	55,776	-12,652
Total for Outcome 6	107,999	95,009	-12,990
Average staffing level (number)		217	

Outcome 7—Labour market assistance

Outcome 7	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
Job Network	1,251,917	1,137,691	-114,226
Work for the Dole	172,554	133,944	-38,610
Indigenous Employment	117,097	117,075	-22
Job Placement, Employment and Training	20,940	20,432	-508
Green Corps	25,945	25,732	-213
Employment Assistance and Other Services	334,239	337,173	2,934
Personal Support Program	99,305	106,795	7,490
Rehabilitation Services	253,017	217,846	-35,171
Employment Fund	11,000	-	-11,000
Modified Compliance Framework	6,703	2,159	-4,544
Ex-Gratia Payment	539	97	-442
Advertising & Evaluation	900	-	-900
Special Appropriations			
Social Security (Administration) Act 1999			
Mature Age Allowance	725	840	115
Mobility Allowance	117,199	118,546	1,347
Newstart Allowance	5,023,641	4,885,930	-137,711
Parenting Payment (Partnered)	984,932	1,015,057	30,125
Parenting Payment (Single)	4,265,052	4,281,362	16,310
Partner Allowance (Benefit)	55,881	56,173	292
Partner Allowance (Pension)	318,102	319,798	1,696
Pensioner Education Supplement	65,030	69,562	4,532
Sickness Allowance	92,852	92,580	-272
Utilities Allowance	25,746	26,132	386
Widow Allowance	506,191	508,317	2,126
Youth Allowance (other)	539,450	550,775	11,325
Other Administered	2,169	1,710	-459
Total administered expenses	14,291,126	14,025,726	-265,400
Price of departmental outputs			
Output Group 7.1—Policy Services	20,523	20,620	97
Output Group 7.2—Program Management	285,279	286,627	1,348
Output Group 7.3—Service Delivery	868,297	872,399	4,102
Total departmental expenses	1,174,100	1,179,646	5,546
Total for Outcome 7	15,465,226	15,205,372	-259,854
Average staffing level (number)		1,988	

Outcome 8—Workforce participation

Outcome 8	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
Advertising	746	482	-264
Evaluation	1,740	1,403	-337
Total administered expenses	**2,486**	**1,885**	**-264**
Price of departmental outputs			
Output Group 8.1—Policy Services	44,001	48,304	4,303
Output Group 8.2—Program Management	30,150	33,099	2,949
Output Group 8.3—Service Delivery	358	393	35
Total departmental expenses	**74,509**	**81,796**	**7,287**
Total for Outcome 8	**76,995**	**83,681**	**7,023**
Average staffing level (number)		432	

Outcome 9—Workplace relations

Outcome 9	Budget (2008–09) $'000 A	Actual expenses (2008–09) $'000 B	Variation (2008–09) $'000 A-B
Administered Items:			
Ordinary Annual Services			
General Employee Entitlements and Redundancy Scheme	135,303	100,188	-35,115
Ex-gratia payment	1,400	1,400	-
Unlawful Termination Assistance Scheme	3,018	152	-2,866
Protected Action Ballots Scheme	1,000	433	-567
International Labour Organisation—Subscription	9,715	8,039	-1,676
Alternative Dispute Resolution Assistance Scheme	1,095	-	-1,095
Small Business Work and Family	3,208	2,129	-1,079
Home Workers Code of Practice	750	750	-
Fair Work Education and Information Program	6,001	6,001	-
Special Appropriations			
Coal Mining Industry (LSL) Funding Act 1992	90,000	93,607	3,607
Total administered expenses	**251,490**	**212,699**	**-38,791**
Price of departmental outputs			
Output Group 9.1—Policy Services	57,866	56,268	-1,598
Output Group 9.2—Program Management	38,175	37,121	-1,054
Output Group 9.3—Service Delivery	13,074	12,713	-361
Total departmental expenses	**109,116**	**106,102**	**-3,014**
Total for Outcome 9	**360,606**	**318,801**	**-41,805**
Average staffing level (number)		529	

4

Appendix 10