

Senate Community Affairs Legislation Committee

ADDITIONAL BUDGET ESTIMATES - 16 FEBRUARY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Education Expenses

Question reference number: HSW 55

Senator: McKenzie

Type of question: Written

Date set by the committee for the return of answer: 29 March 2012

Number of pages: 2

Question:

For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, how many participants and the amount of study leave granted to each participant. Also include the reason for the study.

Answer:

1. The Department of Human Services education expenses for the financial year to date (i.e. 1 July to 31 December 2011) is \$5,897,213. The range of courses offered include:
 - Compliance
 - Collection and debt
 - Customer service
 - Leadership
 - Participation program changes
 - Customer payment training
 - Corporate refresher training
 - Operational and technical training
 - Induction and orientation for new starters
 - Public administration management
 - Disability employment services program.
2. For the financial year to date (i.e. 1 July 2011 to 31 December 2011), 150,452 participants attended 1,231 courses. Course participation identifies the total number of attendees across all course delivery methods and can include web based learning, self-paced learning, facilitated and formal classroom training. An employee may have attended more than one course.

The information required to answer the question of cost per participant is not readily available. To obtain the information would be highly resource intensive and it would be difficult to justify the level of expenditure required to gather and report it.

3. A total of 427 employees utilised study leave for a total of 4,454 days. Study leave can include leave with full pay, leave without pay (LWOP), including leave to count as service and leave not to count as service. The amount of study leave granted to a participant can vary, and is not readily available. To obtain the information would be highly resource intensive and it would be difficult to justify the level of expenditure required to gather and report it.
4. Staff education is undertaken for the purpose of equipping staff with the knowledge and skills to perform a variety of service delivery, health, social welfare and support roles.