

Senate Finance & Public Administration References Committee

Public Hearing – 1 September 2021
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Inquiry into the current capability of the Australian Public Service

Question reference number: IQ21-000083

Senator: Tim Ayres

Type of Question: Written. **Hansard Page/s:**

Date set by the Committee for the return of answer: 14 September 2021

Question 1:

For each of the portfolio agencies, please provide:

- 1) The staffing profile for the agency as at 1 July 2021, broken down into:
 - a) APS ongoing employees: headcount and Average Staffing Level (ASL);
 - b) APS non-ongoing employees: headcount and ASL;
 - c) Labour hire staff; headcount and Full-Time Equivalent (FTE); and
 - d) Other contractors; headcount and FTE.

Question 2:

For each of the portfolio agencies listed, please provide

The percentage of staff engaged through labour hire arrangements as a percentage of total agency headcount.

Question 3:

For each of the portfolio agencies listed, please provide:

The total value of labour hire contracts entered into between 1 January 2021 and 30 June 2021.

Department of Social Services

Answer 1:

| Department of Social Services @ 1 July 2021 | | |
|--|------------------|------------|
| | Headcount | ASL |
| APS Ongoing | 2338 | 2235.47 |
| APS Non-ongoing | 61 | 56.32 |
| Labour Hire/Contractors | 362 | N/A# |

- not able to be determined - the FTE equivalence for Labour Hire/Contractors is not recorded

Answer 2:

13.1 per cent of the total headcount of staff were engaged through labour hire / contractor arrangements as at 1 July 2021.

Answer 3:

The total value of labour hire contracts entered into between 1 January 2021 and 30 June 2021 is \$25,284,485.88

Services Australia

Answer 1:

| Services Australia @ 30 June 2021(a) | | |
|---|---------------------|------------|
| | Headcount(b) | ASL |
| APS Ongoing | 26,932 | 24,115 |
| APS Non-ongoing | 7,117(c) | 3,781 |
| Labour Hire/Contractors | 4,269 | N/A# |

(a) Services Australia Human Resource Reporting cycle takes place on the last day of each month. The date 30 June 2021 is the closest alignment to the question.

(b) Services Australia headcount does not include APS Secondees and/or non-APS Service Delivery Partners.

(c) Services Australia APS Non-ongoing category includes all non-ongoing and irregular and intermittent (casuals) employees

- not able to be determined - the FTE equivalence for Labour Hire/Contractors is not recorded

Answer 2:

11.1 per cent of the total headcount of staff were engaged through labour hire / contractor arrangements as at 30 June 2021.

Answer 3:

The total value of labour hire contracts entered into between 1 January 2021 and 30 June 2021 is \$949,923 (GST inclusive). The details of Services Australia's current labour hire contracts are publicly available and can be found on Austender at www.tenders.gov.au.

National Disability Insurance Agency

Answer 1:

| NDIA Workforce @ 1 July 2021 | | |
|-------------------------------------|------------------|------------|
| | Headcount | ASL |
| APS ongoing | 3482 | 3326.34 |
| APS non ongoing | 826 | 806.93 |
| Labour Hire/Contractors | 1500 | N/A# |

- not able to be determined - the FTE equivalence for Labour Hire/Contractors is not recorded

Answer 2:

24.6 per cent of the total headcount of staff were engaged through labour hire arrangements as at 1 July 2021.

Answer 3:

The Agency records, for the purposes of Senate Order 13, details of all contracts entered into between 1 January 2021 and 30 June 2021 greater than \$100,000 (GST Inclusive) for labour hire arrangements, which totalled \$59,356,143.

NDIS Quality and Safeguards Commission

Answer 1:

| NDIS Quality and Safeguards Commission @ 1 July 2021 | | |
|---|------------------|------------|
| | Headcount | ASL |
| APS Ongoing | 319 | 306.54 |
| APS Non-ongoing | 9 | 9 |
| Labour Hire[^] | 81 | N/A# |
| Labour Hire Surge^{+^} | 69 | N/A# |
| Contractors [^] | 6 | N/A# |

- not able to be determined - the FTE equivalence for Labour Hire/Contractors is not recorded

+ - providing a workforce surge that will taper off in quarter two of FY 2021-22.

[^] - The NDIS Commission distinguishes labour hire, surge and contractors in its workforce profile to provide a transparent and accurate representation of the NDIS Commission's workforce composition.

In Budget 2020, the NDIS Commission received a staffing uplift of over 100 permanent APS ASL. While recruiting additional APS staff the NDIS Commission temporarily increased its labour hire workforce to ease front line pressures and reduce backlog. The timing of Budget measure commencement has resulted in the NDIS Commission having the capacity to retain an additional flexible surge workforce out to quarter two 2021-22 to further reduce backlog.

Answer 2:

As at 1 July 2021, 16.7 per cent of the NDIS Commission's workforce head count is labour hire. As at 1 July 2021, when including labour hire, surge and contractors, 32 per cent of the workforce total headcount were engaged through, labour hire, or contractor arrangement.

Answer 3:

The total value of labour hire contracts entered into between 1 January 2021 and 30 June 2021 is \$9,549,779.89

Australian Institute of Family Studies

Answer 1:

| Australian Institute of Family Studies @ 1 July 2021 | | |
|---|------------------|------------|
| | Headcount | ASL |
| Ongoing Employees | 29 | 27.57 |
| Non-ongoing Employees | 60 | 53.86 |
| Labour Hire/Contractors | 0 | 0 |

Please note: Excludes the Director and Non-ongoing employees engaged on an irregular/intermittent basis.

Answer 2:

Nil.

Answer 3:

Nil.

Hearing Australia

Answer 1:

| Hearing Australia @ 30 June 2021 | | |
|---|------------------|-------------------|
| | Headcount | FTE |
| Ongoing[^] | 1180 | 1152 [#] |
| Non-ongoing[^] | 198 | |

[^]Hearing Australia staff are employed under the Australian Hearing Services Act 1991 and are therefore not APS employees.

Hearing Australia calculates employment figures at the end (rather than the start) of the month. Therefore, these figures are as at 30 June 2021, rather than 1 July 2021.

[#]Hearing Australia's systems do not capture a breakdown of FTE against ongoing or non-ongoing status.

Answer 2:

This figure is not captured in Hearing Australia's systems.

Answer 3:

This figure is not captured in Hearing Australia's systems