

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES - 20 OCTOBER 2011 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Education Expenses

Question reference number: HSW 28

Senator: McKenzie

Type of question: Written

Date set by the committee for the return of answer: 9 December 2011

Number of pages: 2

Question:

- a) For the year 2010-11, 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.
- b) For the FYTD, 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.

Answer:

- a) The Department of Human Services education expenses for the financial year 2010-11 were \$17,450,913. The range of courses offered includes:
 - compliance;
 - collection and debt;
 - customer service;
 - leadership;
 - participation program changes;
 - customer payment training;
 - corporate refresher training;
 - operational and technical training;
 - inducting and orienting new starters;
 - public administration management; and
 - disability employment services courses.

For the financial year 2010-11, 315,689 participants attended 1,525 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.

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.

A total of 769 employees utilised study leave for a total of 12,589 days. Study leave can include leave with full pay and leave without pay, 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.

b) The Department of Human Services education expenses for the financial year to date (ie 1 July to 30 September 2011) is \$2,514,050. The range of courses offered includes:

- compliance;
- collection and debt;
- customer service;
- leadership;
- participation program changes;
- customer payment training;
- corporate refresher training;
- operational and technical training;
- inducting and orienting new starters;
- public administration management; and
- disability employment services courses.

For the financial year to date (ie 1 July 2011 to 30 September 2011), 58,643 participants attended 965 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.

A total of 314 employees utilised study leave for a total of 2,574 days. Study leave can include leave with full pay and leave without pay, 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