

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

National e-Health Transition Authority (NeHTA)

Budget Estimates 2011-12, Supplementary Estimates

Question: 3

OUTCOME 10.2: e-Health

Topic: Workcover Investigation

Senator Boyce asked:

NEHTA headquarters in Sydney have been the subject of a recent Workcover NSW investigation. What prompted this investigation? We were told in evidence during the October estimates that this investigation was, and I quote, “very brief” and that the “issue” was dealt with “immediately” and to the satisfaction of the complainant. How was the matter resolved? What were the findings of that investigation? Did Workcover issue a Confirmation of Advice (CAF) notice to NEHTA? What actions has NEHTA taken in response to the notice? Did Workcover pay particular attention to NEHTA’s archive of ‘exit interviews’? Why do think that was? What did those exit interviews reveal about the work culture within NEHTA with particular respect to this issue of bullying? In terms of the attitudes of departing staff towards the NEHTA employment environment what was found?

Answer:

Workcover advised NEHTA that they had received a formal complaint for a non-specific matter.

Workcover then met with the Head of People, Culture & Change at NEHTA and requested information around NEHTA’s Grievance Handling policies and procedures. The Head of People, Culture & Change provided the relevant information to the Workcover inspector and answered all questions associated with the investigation. Exit interview data was also reviewed by Workcover.

Workcover did not make any requests that NEHTA modify its Grievance Handling policies.

Workcover did make the following recommendations:

- “It would be advantageous to record approaches to employees to nominate for OH&S Committee” and
- “It could be helpful to trend analyses the issues which result in informal resolution of issues raised.”

These recommendations were made in a Confirmation of Advice, and have been implemented by NEHTA.