

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Executive Coaching and Leadership Training 2012-13

Question reference number: HS 108

Senator: Boyce

Type of question: Written question

Date set by the committee for the return of answer: 7 December 2012

Number of pages: 3

Question:

- a) In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for this financial year to date:
 - 1) Total spending on these services.
 - 2) The number of employees offered these services and their employment classification.
 - 3) The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification).
 - 4) The names of all service providers engaged.
- b) For each service purchased from a provider listed under (4), please provide:
 - 1) The name and nature of the service purchased.
 - 2) Whether the service is a one-on-one or group based.
 - 3) The number of employees who received the service and their employment classification.
 - 4) The total number of hours involved for all employees (provide a breakdown for each employment classification).
 - 5) The total amount spent on the service.
 - 6) A description of the fees charged (i.e. per hour, complete package).
- c) Where a service was provided at any location other than the department or agency's own premises, please provide:
 - 1) The location used.
 - 2) The number of employees who took part on each occasion (provide a breakdown for each employment classification).
 - 3) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification).
 - 4) Any costs the department or agency's incurred to use the location.

Answer:

- a) 1) Total departmental expenditure on purchased leadership development training and executive coaching services in the financial year 2012-13 to 31 October 2012 was \$131,897.
- 2) Leadership development and coaching programs are available to all Department executive level employees and senior executive service officers. Access is prioritised according to development needs agreed between the individual and their manager during formal performance management discussions or promotion/transfer to a new classification or function.

The number of substantive executive level employees and senior executive service officers who were offered these services is identified below:

Departmental Headcount (as at 31 October 2012)	
Executive Level 1 and 2	3,965
Senior Executive Service	187
TOTAL	4,152

- 3) The number of employees utilising leadership training programs in the period 1 July 2012 to 31 October 2012 is 92. No employees accessed executive coaching services in this period.

A summary by program type and classification level is provided below:

Program Type	Number utilising the services	Employee Classification
SES leadership development	3	Senior Executive Service
Executive leadership development	89	Executive Level Officers
Executive coaching	Nil	N/A
TOTAL	92	

Formal study leave was not accessed by senior executive service officers or executive level employees to attend purchased leadership training programs.

- 4) The names of all service providers engaged to deliver leadership development training and coaching services in the period 1 July 2012 to 31 October 2012 are listed below.

Executive Learning and Development	Australian Public Service Commission (APSC) Australia New Zealand School of Government (ANZSOG) Nous Group P/L Bendelta Pty Ltd
Executive Coaching	Nil

- b) 1) The leadership training services purchased by the Department of Human Services from 1 July 2012 to 31 October 2012 were for the design and development of leadership programs, for facilitation and/or program delivery. No executive coaching services were accessed during this period.
- 2) The employees utilising the leadership training services did so as part of a group.
- 3) The Department has identified that 92 employees accessed leadership development programs.

- 4) The total number of hours involved in leadership development training was 2,095 hours.
 - 5) The total amount spent on leadership development was \$131,897.
 - 6) Fees for leadership training services were charged on a complete package rate basis.
- c) 1) The Department attempts to use internal venues wherever suitable premises are available. The external venues which have been used by the Department that incurred additional venue costs for leadership training program, where this was not a part of a package arrangement with the supplier, are listed below:

Hotel Grand Chancellor, Melbourne, VIC
Park Royal, Parramatta, NSW
Blundstone Arena Function Centre, Tasmania, NSW
Tweed Ultima Conference Centre, Tweed Heads, NSW

- 2) A total of 20 employees participated in executive leadership programs held in external venues arranged by the Department as at 31 October 2012.
- 3) These employees accessed 480 hours of leadership development in external venues.
- 4) As at 31 October 2012, the additional cost of external venues for leadership development arranged by the Department totalled \$17,395.