

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Budget Estimates Hearings May 2015

Communications Portfolio

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Question No: 138(f)

Program No. nbn

Hansard Ref: Written, 17/6/2015

Topic: Departmental Dispute Resolution

Senator Ludwig, Joe asked:

1. How are disputes between departmental and/or agency staff mediated?
2. Are any outside firms contracted to assist with this process? If yes: please list them, please include:
 - a. The structure of payments made to each firm (e.g. retainers, fees for each consultation etc).
 - b. Amount paid to each firm since the last budget.
 - c. When the contract with the firm commenced.
 - d. When the contract with the firm will expire.
 - e. Why the firm was selected to provide the service.
 - f. Please provide a list of disputes referred to the firm, including a brief description of the dispute.
3. How are code of conduct violations by departmental and/or agency staff mediated?
4. Are any outside firms contracted to assist with this process? If yes: please list them, please include:
 - a. The structure of payments made to each firm (e.g. retainers, fees for each consultation etc).

Answer:

1. Disputes between staff are mediated by experienced Human Resources practitioners. This is managed primarily by our internal Human Resources Team and supported by external specialist providers as required.
2. Davidson Trahaire Corpsych (DTC) are our preferred external provider that is capable of providing specialist advice and service with dispute resolution as required.
 - a. If utilised the structure of payment would be by hours engaged to an agreed schedule of rates.
 - b. None paid since last budget.
 - c. March 2010.
 - d. Contract renewed annually.
 - e. DTC are **nbn's** existing provider of our Employee Assistance Program and are one of Australia's most reputable firms with regard to providing mediation and conflict resolution services.
 - f. No formal disputes have been referred to DTC in the past year.

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3. Code of conduct violations are investigated and mediated by **nbn's** experienced Human Resources Business Partners. This process is managed in accordance with relevant company policy such as 'Managing Workplace Grievances and Managing Performance and Behaviour' policies. If external specialist support is required this is managed by **nbn's** Employee Relations team.
4. Davidson Trahaire Corpsych (DTC) are our preferred external provider that is capable of providing specialist advice and service with mediation matters.
 - a. If utilised the structure of payment would be by hours engaged to an agreed schedule of rates.