

## Senate Standing Committee on Education and Employment

### QUESTIONS ON NOTICE Additional Estimates 2014 - 2015

#### Outcome 1 - Employment

Department of Employment Question No. EMSQ15-000062

Senator Cameron asked on 10 April 2015 on proof Hansard page 24

#### Question

##### Diminution of specialist services

Senator CAMERON: On notice, can you advise me as to whether there has been any diminution of specialist services across the country not just Melbourne City Mission. I want to know whether there has been a diminution of services under these new contracts anywhere across the country, and, if so, why.

Mr Parsons: I will do my best. That is potentially a lot of work. My feeling from having looked at the tender responses is that, wherever there was a significant cohort in a region, there were very thorough and adequate strategies proposed by all of the successful tenderers.

Senator CAMERON: Tell me about these thorough and adequate strategies. That is what I am asking for. You are confident that there are thorough and adequate strategies. Will you provide the committee with details of these thorough and adequate strategies that deliver what you have just indicated.

Ms Leon: I can explain to you how that was done without going into the process of giving you the guidelines that we previously canvassed. The assessment was made on a region-by-region basis and it was made against the criteria in the tender, which included the necessary capacity to service the cohorts in that region. Where a region had, for example, a high multicultural population or a specific youth unemployment problem, that would be one of the criteria against which we would assess the capacity of the tenderers. That criteria could be met either by their having partnered with a specialist provider who already has the capacity to deliver services to that cohort or by demonstrating that they have the expertise and the intended strategies in place to deliver a specialist service to that cohort. The processes to ensure that specialist services were provided where needed were an intrinsic part of the tender assessment. That is how people were rated and scored and how tenders were awarded.

Mr Parsons: That was a very discrete part of criteria 3, which is in the tender document.

Senator CAMERON: I would ask you on notice to provide me with some details on this and not just an overview.

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Senator CAMERON: No, that is not what was said. The tender document might be a public document but it does not speak for itself because you need to get the annexures and the service delivery plan to understand what is in it. That is what I am being told, so—

Ms Leon: And we have undertaken to provide that on notice.

Senator CAMERON: So you will provide that, and then I will want an analysis.

Ms Leon: We will not be providing an analysis region by region of who tendered and how they were scored.

Senator CAMERON: I do not want to know who tendered but whether there has been an analysis of whether there has been any diminution.

Ms Leon: I just do not think it is possible to compare the two different services from two

different contracts and two different time periods.

Senator CAMERON: So you cannot tell if there has been any diminution of services?

**Answer**

It is not possible to compare the current Job Services Australia programme with jobactive employment services. Job Services Australia is currently delivered through over 100 Employment Services Areas, jobactive employment services will be delivered through 51 Employment Regions.

Employment Services Areas' boundaries do not align with Employment Regions, with many Employment Services Areas overlapping two or more Employment Regions.