

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2014 - 2015

Outcome 1 - Employment

Department of Employment Question No. EMSQ15-000063

Senator Cameron asked on 10 April 2015 on proof Hansard page 8

Question

Copies of Service Delivery Plans

Senator CAMERON: How many contracts have been let? Is it over 300?

Mr Hehir: No. There are 66 organisations.

Senator CAMERON: Covering 300 different—

Mr Hehir: There is a large number of services. There are 51 regions and there are five main service types. Not all service types apply to every region.

Senator CAMERON: Can you provide copies of the contracts?

Mr Parsons: The tender website actually had a draft of the deed advertised for people to peruse. There have been some minor refinements of the deed through the tender period. The final tender, I am nearly certain, was put up on the website the day before the announcement.

Ms Leon: We can provide you with that.....

Senator CAMERON: So the deed is the contract, and there are some variations. I am interested in the variations as well. How do I get them?

Ms Leon: The variations only go to the annexe that each provider will get about the specific services they undertook to provide. They might have said in their tender: 'We will open on Saturday mornings,' or 'We will provide an after hours phone service,' or some specific offer in a particular region. Where they have offered that, then we will put an annexure to the contract that means we can hold them to account to deliver what they said they would deliver.

Senator CAMERON: Obviously, we would like to hold them to account as well, so could you provide the deed and the annexures.

Ms Leon: The annexures will not all be settled yet.....

Senator CAMERON: So I should be able to get the service delivery plans after next Tuesday?

Mr Parsons: We will certainly have them.

Senator CAMERON: Is a service delivery plan and an annexure the same thing?

Mr Parsons: Yes.

Senator CAMERON: So you can provide the committee with the 'service delivery plan', if that is the formal name for it, after next Tuesday?

Mr Parsons: I would say shortly thereafter. They are due on Tuesday, and what we then need to do is to check that the tenderer has accurately reflected all of the innovation that they described. If they have missed bits we perhaps need to reiterate with them and make sure that nothing has been left out and that there is no misunderstanding.

Ms Leon: But once they are finalised we are happy to provide those on notice.

Answer

All Service Delivery Plans were submitted to the Department by the due date. The Plans are currently being assessed by the Department to ensure that the innovative strategies and

services outlined by jobactive organisations in the response to tender are included in the organisation's Plan.

Once approved by the Department, jobactive organisations will publish Service Delivery Plans on the 'Services' page of Australian JobSearch (www.jobsearch.gov.au). Copies will be made available to the Senate Standing Committee on Education and Employment on notice.