

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2015 - 2016**

Outcome: Cross Portfolio - Corporate

Department of Education and Training Question No. SQ16-000226

Senator Ludwig, Joe provided in writing

Reviews

Question

Since the change of Prime Minister on 14 September, 2015:

1. How many new reviews (defined as review, inter-departmental group, inquiry, internal review or similar activity) have been commenced? Please list them including:

- (a) the date they were ordered
 - (b) the date they commenced
 - (c) the minister responsible
 - (d) the department responsible
 - (e) the nature of the review
 - (f) their terms of reference
 - (g) the scope of the review
 - (h) Who is conducting the review
 - (i) the number of officers, and their classification level, involved in conducting the review
 - (j) the expected report date
 - (k) the budgeted, projected or expected costs
 - (l) If the report will be tabled in parliament or made public
2. For any review commenced or ordered, have any external people, companies or contractors being engaged to assist or conduct the review?
- (a) If so, please list them, including their name and/or trading name/s and any known alias or other trading names
 - (b) If so, please list their managing director and the board of directors or equivalent
 - (c) If yes, for each is the cost associated with their involvement, including a break down for each cost item
 - (d) If yes, for each, what is the nature of their involvement
 - (e) If yes, for each, are they on the lobbyist register, provide details.
 - (f) If yes, for each, what contact has the Minister or their office had with them
 - (g) If yes, for each, who selected them
 - (h) If yes, for each, did the minister or their office have any involvement in selecting them,
 - i. If yes, please detail what involvement it was
 - ii. If yes, did they see or provided input to a short list
 - iii. If yes, on what dates did this involvement occur
 - iv. If yes, did this involve any verbal discussions with the department
 - v. If yes, on what dates did this involvement occur

3. Which reviews are on-going?

- (a) Please list them.
 - (b) What is the current cost to date expended on the reviews?
4. Have any reviews been stopped, paused or ceased? Please list them.
5. Which reviews have concluded? Please list them.

6. How many reviews have been provided to Government? Please list them and the date they were provided.

7. When will the Government be responding to the respective reviews that have been completed?

8. What reviews are planned?

- (a) When will each planned review be commenced?
- (b) When will each of these reviews be concluded?
- (c) When will government respond to each review?
- (d) Will the government release each review?
- i. If so, when? If not, why not?

Answer

Consistent with previous answers on this topic, a review is considered to be a formal examination of an area of government policy undertaken by an agency or a person chosen by the Government, and to which a government response is expected.

Reviews produced as a component of work for Cabinet committees, inter-Departmental committees, Council of Australian Government (COAG) working groups and internal committees are excluded.

Since the change of Prime Minister on 14 September 2015:

1. One – see Attachment A.
2. Yes – see Attachment A.
3. The review of the National Training Complaints Hotline is ongoing. The current cost to date of the review has been \$60,000 (GST inclusive).
4. No reviews have been stopped, paused or ceased.
5. No other reviews have concluded.
6. No other reviews have been provided to Government.
7. No other reviews have been completed.
8. No other reviews are currently planned.

Review of the National Training Complaints Hotline	
a. The date they were ordered	The review was planned in early 2015.
b. The date they commenced	9 December 2015
c. The minister responsible	Minister Ryan (Minister Hartsuyker at the time the review commenced).
d. The department responsible	The Department of Education and Training.
e. The nature of the review	To ensure the operation of the Hotline and the Australian Government's management of complaints is informed by good practice models, and to ensure that value for money is achieved.
f. Their terms of reference	<ul style="list-style-type: none"> • To ensure the Hotline is operating as efficiently and effectively as possible in assisting consumers to report training complaints to the most appropriate agency, authority or jurisdiction. • To assess the contribution of the Hotline in helping authorities to deal with poor quality providers and organisations, and opportunities to improve its contribution. • To undertake initial identification of any gaps in management of complaints by the Australian Government, and potential options to address these gaps that would benefit from further consideration. This includes consideration of whether more systemic approaches to support resolution of individual student complaints are required. • To undertake identification of any gaps in data collection via the Hotline that would assist in better identifying consumer needs and therefore assist in improving the Australian Government's management of training complaints. • Consider any further actions/responses the Hotline could utilise to respond to caller issues.
g. The scope of the review	The main focus of the review is on management of training (VET) related complaints by the Hotline as outlined above. However, the review also provides an opportunity to consider more broadly whether there are any gaps in the management of training complaints by the Commonwealth.
h. Who is conducting the review	KPMG.
i. The number of officers, and their classification level, involved in conducting the review	The contract with KPMG is managed by an EL1 officer who is supervised by an EL2 officer.
j. The expected report date	End of March 2016.
k. The budgeted, projected or expected costs	The initial contract value was \$74,910 (see CN3311883). The contract was varied on 23/2/2016 by a further \$9,460. Figures are GST inclusive.
l. If the report will be tabled in parliament or made public	No.

For any review commenced or ordered since the change of Prime Minister on 14 September 2015, have any external people, companies or contractors being engaged to assist or conduct the review?	
a. If so, please list them, including their name and/or trading name/s and any known alias or other trading names	KPMG.
b. If so, please list their managing director and the board of directors or equivalent	http://www.kpmg.com/AU/EN/ABOUT/ORGANISATION/LEADERSHIP/Pages/default.aspx Details are extensive and therefore available at this link.
c. If yes, for each what are the costs associated with their involvement, broken down to each cost item	The work being undertaken by KPMG is being conducted by a team of KPMG employees, who are not partners or executives of KPMG. The cost of the review has been calculated on the total number of hours of work undertaken by the team and the cost per individual team member is not available.
d. If yes, for each, what is the nature of their involvement	Each team member from KPMG assigned to working on the review is involved in the review in a variety of ways including preparation of surveys, consultation with stakeholders, analysis of information and briefing the Department.
e. If yes, for each, are they on the lobbyist register, provide details	Yes KPMG is on the lobbyist register. See http://lobbyists.pmc.gov.au/register/view_agency.cfm?id=115 for further details.
f. If yes, for each, what contact has the Minister or their office had with them	The Department is not aware of any contact with the Minister or the Minister's office.
g. If yes, for each, who selected them	n/a
h. If yes, for each, did the minister or their office have any involvement in selecting them	n/a
i. If yes, please detail what involvement it was	n/a
ii. If yes, did they see or provide input to a short list	n/a
iii. If yes, on what dates did this involvement occur	n/a
iv. If yes, did this involve any verbal discussions with the department	n/a
v. If yes, on what dates did this involvement occur	n/a