

Senate Committee: Education and Employment

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

Outcome: Agency: TEQSA

Department of Education and Training Question No. SQ15-000605

Senator Ludwig, Joe provided in writing.

TEQSA: Departmental Dispute Resolution

Question

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).
 - 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.

Answer

The Tertiary Education Quality and Standards Agency has provided the following response.

1. Disputes between TEQSA staff are mediated internally, unless there is an agreed need for an external facilitator.
2. Yes.

Garen Crest Pty Ltd (trading as CARFI).

 - (a) An hourly rate for facilitated discussions (\$270 per hour excluding GST).
 - (b) Nil
 - (c) 21 August 2013
 - (d) 31 December 2016
 - (e) CARFI was selected because they represented value for money given their extensive experience and expertise.
 - (f) No disputes have been referred to CARFI since the last budget.
3. Code of Conduct violations are mediated internally.
4. No.