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Ernst & Young Review of NEATO's Work for Dole Activities Terms of Reference

The death of a job seeker occurred at a Work for the Dole activity in Toowoomba, Queensland. The activity was sourced by a jobactive provider, NEATO Employment Services (NEATO). The Department of Employment (the department) immediately suspended the Toowoomba Showgrounds activity, together with nine other like outdoor activities managed by NEATO.

An investigation into the incident is being conducted by the relevant authority, Workplace Work Health and Safety Queensland and the incident may be the subject of a subsequent coronial investigation. The department is providing it support and cooperation to the investigation (and will do so in regard to any other investigation) as required.

The department is conducting its own investigation into the management of Work for the Dole by the affected jobactive provider. The department's investigation will operate in parallel, and will not interfere with the investigations that the relevant QLD government authorities are undertaking or may undertake.

The Department has engaged Ernst & Young to review NEATO's work health and safety arrangements in their work for the dole operations.

Ernst & Young will:

- review all risk assessments and risk management policies, processes and practices of NEATO with regard to their Work for the Dole operations
 - for the suspended activities; and
 - a sample of activities (not suspended).The latter could include interviews with hosts and participants.
- report to the head of the Taskforce;
- Submit an interim report by 20 May 2016 with a final report due by Friday 3 June.

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Taskforce - Special Programme Assurance Project
Review of NEATO's Management of Work for the Dole
Terms of Reference

Context

The death of a job seeker occurred at a Work for the Dole activity in Toowoomba, Queensland. The activity was sourced by a jobactive provider, NEATO Employment Services (NEATO). The Department of Employment (department) immediately suspended the Toowoomba Showgrounds activity, together with nine other like outdoor activities managed by NEATO.

An investigation into the incident is being conducted by the relevant authority, Workplace Health and Safety Queensland and the incident may be the subject of a subsequent coronial investigation. The department is providing its support and cooperation to the investigation (and will do so in regard to any other investigation) as required.

The department is conducting its own investigation into the management of Work for the Dole by NEATO. The department's investigation will operate in parallel, and will not interfere with, the investigations that the relevant Queensland government authorities are undertaking or may undertake. The department has established a Taskforce to undertake this investigation.

Role of the Taskforce

The Taskforce will:

- review NEATO's approach to management of Work for the Dole;
- review the department's management and monitoring of NEATO's deed; and
- work cooperatively with relevant authorities, sharing information as appropriate.

The Taskforce will present an interim report to Deputy Secretary, Employment for consideration. Following consideration of the report the Taskforce will then:

- determine if further steps could be taken to ensure provider adherence to relevant work health and safety requirements; and
- work collaboratively with Work for Dole Policy and Programme areas to inform programme design and risk management practice.

Ernst & Young have been engaged to review NEATO's work health and safety arrangements in their Work for the Dole operations (terms of reference of the Ernst & Young review attached). Ernst & Young will report to the Taskforce lead on a regular basis.

Membership

The Taskforce will be led by Medha Kelshiker, Branch Manager, Programme Assurance with representatives from the department's National Office and State Network.

Reporting

The Taskforce will report to the Deputy Secretary, Employment.

Timeframes

The interim report will be provided by Wednesday 25 May 2016 with a Final Report due by Wednesday 8 June.