

## Senate Standing Committee on Education and Employment

### QUESTIONS ON NOTICE Budget Estimates 2017 - 2018

#### Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004089

Senator Marshall asked on 29 May 2017 on proof Hansard page 83

#### Question

##### jobactive - business reallocation

Mr Hehir: We undertook the business reallocation process and, at the same time, we also undertook a process around Indigenous outcomes targets. Of the jobactive providers: 11 providers are gaining business share; 12 are having business share reduced; and 13 are gaining business share in some employment regions, and reducing business share in other employment regions; eight providers have had no overall change.

Senator MARSHALL: Are you able to tell us which ones they are? You can take that on notice.

Mr Hehir: Yes, Senator, I will take that on notice.

Senator MARSHALL: Is that a problem to identify them?

Mr Hehir: No, I do not think it is a problem. We just normally do not disclose share, but we are happy to disclose those who got—you can see it in the five stars and the two- and one-star ratings, so there should be no issue with those.

Senator MARSHALL: Will you be able to give us detailed reasoning why those providers had businesses reallocated away from them?

#### EDUCATION AND EMPLOYMENT LEGISLATION COMMITTEE

Mr Hehir: We can give you the broad reasoning. Because we treat this as a procurement process, we do not necessarily go into all the detail, but we can give you the broad parameters that were used.

#### Answer

Providers who were awarded business share from business reallocation:

- Olympus Solutions Limited
- Direct Recruitment Pty Ltd
- BEST Employment Limited
- Workskil Australia
- Centacare Employment
- MBC Employment Services
- QITE (Quality Innovation Training and Employment)
- Western District Employment Access Inc
- Global Skills
- Workskills Incorporated
- CVGT Australia Ltd

Providers who reduced their business share following business reallocation:

- Skill Hire WA
- Atwork Australia Pty Ltd
- Communicare Inc.
- Job Prospects

- Jobs Statewide Employment Solutions
- St Laurence Community Services Inc.
- WISE Employment Ltd
- Employment Services Group
- Sureway Employment and Training Pty Ltd
- NORTEC Staffing Solutions
- AMES Australia
- VERTO Ltd

Providers who increased their business share in some Employment Regions and reduced their business share in other Employment Regions following business reallocation:

- Advanced Personnel Management (APM)
- Tursa Employment & Training
- HELP Enterprises Limited
- MatchWorks
- MADEC Australia
- Joblink Plus
- CoAct
- Sarina Russo Job Access
- Mission Providence Pty Ltd
- Eworks Employment Solutions
- The Salvation Army Employment Plus
- PeoplePlus
- MAX Employment

Providers who had no change to their business share following business reallocation:

- Campbell Page Limited
- Complete Personnel
- Enterprise & Training Company Limited
- Jobs Australia Enterprises Ltd
- My Pathway
- NEATO Employment Services Pty Ltd
- Staffing Solutions
- Status Employment Services

jobactive providers that were rated 1-Star or 2-Stars at the Employment Region or Site level in the December 2016 Star Ratings release were in scope for the jobactive provider services 18 month business reallocation process.

Providers that failed to meet Indigenous Outcomes Targets (IOT) in three consecutive Performance Periods were in scope for business reduction sanctions where there was also a provider in the same Employment Region who had ongoing good IOT performance to award additional business.

In assessing performance under the jobactive provider services 18 month business reallocation process, the following factors were taken into account:

- Star Ratings at the Employment Region and site level (including trajectory),
- Any extenuating circumstances identified by providers,
- Capacity of alternative providers, and
- Potential risk to the Australian Government.

The factors taken into account when reallocating business on the basis of IOT were:

- IOT performance and the relative disadvantage of Indigenous job seekers compared to the total contract caseload,

- Performance trajectory, and
- Steps taken to implement strategies to improve performance to the Department's satisfaction.