

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Supplementary Budget Estimates 2016 - 2017

Outcome 1 - Employment

Department of Employment Question No. EMSQ16-000907

Senator Cameron asked on 19 October 2016 on proof Hansard page 12

Question

Employment service provider visits by senior executive staff

Senator CAMERON: Thanks. How many employment service provider branches or offices has the department's senior management visited in the last six months within the 51 regions?

Ms Leon: Who do you mean, Senator? SES?

Senator CAMERON: Yes.

Ms Leon: We would have to take that on notice, I think. The main liaison point with the offices is the people in our delivery and engagement group in what used to be known as the state network. Some of those offices are staffed by SES, but some of them are not. So for us it is not really a question of SES visiting offices; it is a question of the contract managers and account managers who are in regular liaison with the providers. That is their focus point, but we do liaise at the most senior levels of the department. Both I and Mr Hehir meet regularly with the CEOs of all of those employment services providers to discuss the issues they have with the running of the service and for us to convey to them our expectations and our feedback about performance.

Mr Hehir: Just to add to that, I personally have visited between 10 and 12 frontline offices from the services over the last 12 months. I will get the exact details and will check with the SES, but I certainly make a habit of going out to visit the offices—the sites

Answer

For the period 1 April 2016 to 19 October 2016, a total of 38 visits were made by the Department of Employment's Senior Executive staff (SES) to employment service provider sites.