

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Supplementary Budget Estimates 2016 - 2017

Outcome 1 - Employment

Department of Employment Question No. EMSQ16-001059

Senator Marshall provided in writing.

Question

Work for the Dole incident - Department practices

- Does the report examine what the Department needs to do to improve its oversight of the management of work health and safety within the Work for the Dole program?
- What did the Department do wrong?
- Has the Department changed practices in how it manages work health and safety outcomes within the Work for the Dole program since the report was completed? What practices? How?

Answer

The Department's review considered Neato Employment Services' approach and management of Work for the Dole and the Department's monitoring of the provider's Deed.

Since the start of jobactive, the Department has had in place and is continuing more robust monitoring and program assurance than under the previous Work for the Dole arrangements. These include work health and safety audits of activities and the introduction of the rolling random sample process.

The report identified that the Department could improve its internal procedures for follow-up when incidents are reported.

The Department has enhanced and more clearly articulated its internal arrangements for monitoring, investigating and following-up incidents.

The Department has also updated the Work for the Dole Guideline to reinforce jobactive providers' obligations for the reporting and management of incidents including risk mitigation.