

## QUESTION TAKEN ON NOTICE

### BUDGET ESTIMATES HEARING : 25 May 2015

#### IMMIGRATION AND BORDER PROTECTION PORTFOLIO

#### **(BE15/189) - Departmental Dispute Resolution - Internal Product (DIBP)**

Senator Ludwig, Joe (L&CA) written:

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.

*Answer:*

1. The Department of Immigration and Border Protection (the Department) and the Australian Customs and Border Protection Service (ACBPS) have policies and practices to, where appropriate, utilise internal, informal dispute resolution methods. Internal, informal methods include, but are not limited to:
  - the provision of a range of face-to-face and online education material and training programmes which include guidance on dealing with workplace conflict
  - management interventions and support to resolve issues
  - access to the Employee Assistance Program (EAP) which offers short-term, solution-focused counselling and can assist with coaching and strategies to deal with workplace issues and conflict
  - formal complaint resolution processes.
2. The Department and ACBPS have standing contracts with Davidson Trahaire Corpsych (DTC) and Optum respectively to provide EAP services to staff. Mediation is one of the services available under both contracts, as required.

Individual business areas may also organise mediation providers in particular circumstances and in accordance with Procurement Guidelines.

- a. Both DTC and Optum provides mediation services on a fee-for-service basis on a fee per hour basis.

b-e. Details of the two contracts are available on Austender.

Optum -

<https://www.tenders.gov.au/?event=public.cn.view&CNUUID=62AE9475-CB32-84CF-C67F141025524C7C>

DTC -

<https://www.tenders.gov.au/?event=public.cn.Amendment.view&CNUUID=0803FA66-E6E1-7B1A-C955C9A859C39316>

f. EAP services provided under these contracts, including mediation, are confidential.