

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION  
LEGISLATION COMMITTEE**

**2003-2004 ADDITIONAL ESTIMATES HEARING  
19 FEBRUARY 2004**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**Outcome 2: Higher productivity, higher pay workplaces**

**Output Group 2.2: Workplace relations implementation**

**Output 2.2.4: Workplace relations services**

**Question Number: W413-04**

**Question:**

Senator Wong asked in writing:

At page 168 of your annual report you note that your inquiry and compliance services are outsourced to State governments in Queensland, Western Australia, South Australia and Tasmania.

- (a) Is this a complete contracting out of the inquiry and compliance function in these States or do you retain some of these functions?
- (b) What is the value of these contracts in each relevant State? What has been the value of these contracts for each relevant State for each financial year since 1996-7?
- (c) What are the performance indicators required of the States in respect of these contracts?
- (d) How often are these contracts negotiated?
- (e) When will they next be renegotiated?

**Answer:**

- (a) It is a complete contracting out of the function with the exception of targeted education and compliance activity.

(b)

	<b>98-99</b>	<b>99-00</b>	<b>00-01</b>	<b>01-02</b>	<b>02-03</b>	<b>July-Dec 03-04</b>
<b>QLD</b>	\$789,000	\$859,000	\$944,900	\$1,001,000	\$1,001,000	\$400,400
<b>SA</b>	\$306,000	\$378,000	\$415,800	\$428,780	\$428,780	\$189,812
<b>TAS</b>	n/a	\$115,343	\$192,500	\$192,500	\$192,500	\$91,437
<b>WA</b>	\$260,000	\$265,000	\$291,500	\$219,989	\$219,989	\$87,996

- (c)
- (i) 90% of wageline enquiries responded to within 3 minutes.
  - (ii) 90% of written enquiries completed within 5 working days.
  - (iii) 80% of surveyed clients satisfied with advisory and compliance services.
  - (iv) 80% of complaints about breaches of certified agreements or awards completed within 90 days.

(d) & (e) The contracts are renegotiated as they expire. The expiry dates of current contracts are as follows:

Tasmania	Currently being renegotiated
Western Australia	18 June 2004
South Australia	1 July 2004
Queensland	1 July 2005.