

## Senate Standing Committee on Education Employment and Workplace Relations

### QUESTIONS ON NOTICE Budget Estimates 2011-2012

#### Agency - Comcare

DEEWR Question No.EW0096\_12

Senator Abetz provided in writing.

#### Question

#### The HSR Survey Was Altered To Narrow The Range Of Options

Documents to be tabled: HSR Review survey for SRCC Members (doc 129-131) HSR Review survey questions for HSR interviews (doc 204-205) DEEWR Comments on HSR training (doc 61-61) HSR Online Survey Questions (doc 502) SRCC Minutes (doc 1-17) Questions: Please look at the survey designed for Commission members especially question 1.5 (Doc 129-131, extract below) and the survey designed for interviews with HSRs especially question 3.6 (doc 204-205, extract below). Look at Commissioner Baxter's (DEEWR) comments to Comcare (Doc 61-61, extract below). Please look at Q20 from the online survey (Doc 502, extract below) or the same question as listed in the Stoker and Wright report at p. 40. 1.The survey for the SRCC members and for interviews with HSRs contained a question about training delivery and a range of options for training that included the delivery methods of all current providers (being face to face or a combination of face to face/workplace based). Were fewer options offered in the online survey? 2.Was face to face/workplace based an option in the survey for SRCC members and HSR interviews? 3.Why were the options narrowed down for the survey of HSRs to exclude the face face/workplace based option and a number of others? 4.Did the options "five day block" or "two short blocks" generally represent the types of courses that most providers offered? 5.The DEEWR (Doc 61-62) responded very clearly to the question in favor of flexible methods as per the existing guidelines. Was the survey placed on line after receiving this feedback from DEEWR? 6.Did Comcare realize that if HSRs were offered the full range as presented to the SRCC and HSR interviews that the online survey would result in too many HSRs selecting the options other than entirely face to face? 7.Survey questions were designed for HSR interviews. Please provide the text of all responses to question 3.6 of the HSR face to face interviews (without identifying the respondents). 8.Is Comcare prepared to re-run the online survey with the full range of options?

#### Answer

*Comcare has provided the following response.*

1. No. There were six options in each survey, although the choices were worded differently.
2. Yes.
3. The online survey questions took into account feedback from Commissioner Baxter and others and included options for online, partially online and self-directed learning.
4. Yes. Most providers offered five day courses, although some were less.
5. Yes. Commissioner Baxter provided feedback on 16 June 2009. The online survey

commenced 1 July 2009.

6. Comcare rejects the premise of the question. The online survey contained three options that were not 'face-to-face' as well as free text for 'other' options.

7. Comcare does not have this information. The interviews were undertaken by the consultants and overall results reported in the report.

8. No.