

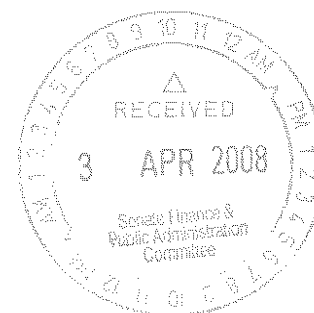
Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



**Question:** HS63

**Outcome 1, Output 3**

**Topic:** CRS Australia - Contestability

**Hansard Page/Written Question on Notice:** Written

**SENATOR COONAN asked on 22/02/2008:**

Please provide the transition plan and quantification of costs for the move to contestability for CRS Australia.

**Answer:**

Partial contestability for Vocational Rehabilitation Services commenced on 1 July 2007. There was no separate transition plan for the introduction of contestability. Necessary actions were incorporated into the broader business planning for CRS Australia.

The transition primarily involved migration of CRS Australia's data on job seeker case management from CRS Australia's IT system to the new Department of Education, Employment and Workplace Relations IT platform, extensive training of CRS Australia staff in the new IT system, and redevelopment of CRS Australia's IT system to accommodate changed arrangements. These activities resulted in costs in the order of \$1.2 million, which were absorbed by CRS Australia.