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## PART 3

### Corporate accountability

#### Executive committees

The Executive Meeting is the key decision-making body for the department. In exercising its functions, the Executive Meeting enables the department to work across organisational boundaries to achieve corporate objectives. It also promotes the core principles of good public sector governance (accountability, transparency, integrity, stewardship, efficiency, leadership and risk management) and uses those principles in its decision making.

The department's governance arrangements take account of the value of consultative processes, but recognise that overall accountability rests with the Secretary, who has primary authority and legal responsibility for managing the department.

A broader governance committee structure underpins the Executive Meeting. Those committees are organised into three streams, based on their functional roles:

- » organisational stream—supports and monitors the department's business. Committees under this stream are
  - Accommodation Committee
  - Audit Committee
  - Business Management Committee
  - Information Technology Committee
  - People and Leadership Committee.
- » strategic linkages stream—discusses forward-looking policy and business linkages. Committees under this stream are
  - Closing the Gap Committee
  - Economic Recovery
  - Employment, Migration and Skills Committee
  - DEEWR Implementation Steering Committee
  - Quality Committee
  - Strategic Information Management and Research Committee.
- » business stream—manages the business and implements policy at an outcome or program level.

Committees are required to review their terms of reference and functional performance annually to ensure that their decisions and policies are consistent and coherent. The results of each review are provided to the Executive Meeting.

#### Ethical standards

The *Public Service Act 1999*, through the APS Code of Conduct and APS Values, sets the framework for behavioural and ethical standards in the public service. These standards govern how the department does its business, particularly in the behaviour of its employees and in its relationships with the public, government and the parliament.

The department's values and its standards of conduct are included in employee performance and development plans and form an integral part of the department's work and leadership behaviours.

## Departmental planning

### Strategic plan

The DEEWR Strategic Plan 2008–2011 establishes the department’s vision, portfolio responsibilities and behaviours. The plan reflects the government’s priorities for early childhood development, quality education outcomes at all levels, a skilled workforce with greater participation in successful workplaces and an inclusive society.

Our vision represents the overall outcome that the Australian Government has entrusted to DEEWR—to create a productive and inclusive Australia. The plan can be found on the department’s website <[www.deewr.gov.au](http://www.deewr.gov.au)>.

### Business planning

The department’s business plans are structured to align the work of the department with its vision, and the goals and approaches outlined in the department’s strategic plan.

In 2009–10, key areas of departmental planning remain integrated in the department’s business plans. The business plans connect the strategic risk assessment with business priorities; identify mission critical activities and ensure that details are captured in business continuity plans; identify actions in regard to responsibilities in relation to the DEEWR Reconciliation Action Plan 2009–2011 (RAP) and Closing the Gap targets; and include a workforce capability analysis that aligns the priorities of the department with its budget and resources.

## Enabling DEEWR’s business

### Reconciliation Action Plan

In DEEWR, Indigenous business is everyone’s business. DEEWR’s RAP, launched on 27 May 2009 during Reconciliation Week, is built on the three themes of respect, relationships and opportunities. It is a living document that includes a framework for monitoring, reporting and reviewing its implementation. In its first 12 months, it has brought about meaningful change by challenging all DEEWR employees to consider how their work can improve outcomes for Aboriginal and Torres Strait Islander peoples.

On 2 June 2010, DEEWR national office employees gathered for a morning tea to celebrate the first anniversary of the launch of the RAP. The event began with local Ngunnawal Elder Agnes Shea performing a Welcome to Country and speakers included Jill Jepson, Chair of the RAP Implementation Working Group (IWG) and Ara Cresswell, co-CEO of Reconciliation Australia. DEEWR’s Indigenous Leader, Kevin Brahim, launched the RAP highlights video, which celebrates the achievements in the first 12 months. The event concluded with employees enjoying a morning tea sprawled out on picnic rugs and having a yarn in the spirit of reconciliation.

The department will report progress of the RAP to Reconciliation Australia in July 2010. The report and the RAP highlights video will be available on the Reconciliation Australia website.



Ara Cresswell of Reconciliation Australia addressing DEEWR employees at the anniversary of the launch of the DEEWR Reconciliation Action Plan

The RAP IWG was formed in July 2009 to monitor and progress implementation activities. At June 2010, the IWG consisted of our Indigenous Leader and group and branch managers from across the department. Working groups have been established for each deputy secretary's area of responsibility and have proven to be a great success in progressing RAP actions on the ground and promoting RAP principles to all DEEWR employees.

Key achievements in the first 12 months of the RAP include:

- » The target of employing 330 Aboriginal and Torres Strait Islander Australians by 30 June 2010 was exceeded.
- » More than 580 DEEWR employees attended cultural awareness training.
- » Whenever people management policies and initiatives were developed or revised, they identified opportunities to support the RAP.
- » All relevant DEEWR publications highlighted, in each edition, best practices and achievements in Closing the Gap.
- » Our Indigenous Leader, Kevin Brahim, and his Executive Team had a seat at key DEEWR leadership forums.
- » Procurement plans included opportunities for Aboriginal and Torres Strait Islander businesses through the Indigenous Opportunities Policy.
- » a RAP and Closing the Gap template was included as part of all group business plans for 2010–11.

The RAP will be refreshed in August and September 2010, which will give us an opportunity to readjust timelines and finetune current targets based on the lessons learnt over the past 12 months.

The RAP is available on the department's website <[www.deewr.gov.au/Department/Pages/ReconciliationActionPlan.aspx](http://www.deewr.gov.au/Department/Pages/ReconciliationActionPlan.aspx)>.

### Strategic people management and workforce capability

DEEWR's Strategic Plan commits the department to creating a positive working environment for our people. The People and Leadership Committee is responsible for providing assurance to the department that its people management strategies are appropriate and effective and that they enable DEEWR to meet its business goals.

The directions identified in the *Blueprint for the Reform of Australian Government Administration* for the Australian Public Service are consistent with the department's focus, particularly in the

areas of strategic leadership, workforce capability and collaboration across agency, government and sectoral boundaries.

DEEWR's capability requirements continue to evolve in response to changes in our business priorities. The department anticipates and plans for these changes by integrating business planning, workforce capability, resourcing and performance management.

Under the stewardship of the People and Leadership Committee, learning and development priorities were reviewed and endorsed by the Executive Meeting to ensure that we continue to have the capacity to deliver key government priorities for all Australians. The Executive Meeting will review these priorities annually in order to ensure the sustainability of our workforce capability.

Consistent with our portfolio responsibilities, DEEWR encourages a learning culture. Capability needs are identified at the organisational level through strategic, business and workforce planning, and for teams and individuals through performance management and Manager One Removed conversations. The Manager One Removed program provides an opportunity for employees to build a relationship with their manager's manager and to discuss a broad range of issues including future career intentions, development priorities and workplace environment issues.

Over the past year we focused on building sustainable capability by encouraging our employees to look at development options available in the department, as well as at formal training and development options. The latter includes external programs such as those provided by the Australian and New Zealand School of Government and by the Australian Public Service Commission, as well as internal targeted programs and forums. Employees can also take advantage of study leave provisions. In 2009–10, we collaborated with external stakeholders to develop partnerships aimed at providing exchange opportunities between the department and community organisations and higher education institutions.

## Recruitment

DEEWR's comprehensive recruitment strategy contains a range of integrated activities designed to enhance the department's capacity to achieve efficient and effective recruitment outcomes by attracting, recruiting, engaging and retaining suitably qualified people. The department has also introduced a comprehensive process (the 'Onboarding' program) to streamline the integration of new employees into the department.

### Graduate program

Graduate recruitment is a key entry-level program for the department to refresh its workforce. In 2010, 100 graduates commenced their 12 month program of comprehensive on and off-the-job training. This is an increase of 13 over the 2009 cohort of 87.

### Indigenous recruitment

The department is committed to closing the gap on Indigenous disadvantage in terms of both our portfolio responsibilities and our workforce. Recruiting, retaining and developing capable and talented Indigenous Australian employees is one way that we can improve DEEWR's effectiveness in achieving outcomes for Indigenous Australians.

The Australian Government has set a target to increase Indigenous employment levels to a minimum of 2.7 per cent across the public sector. DEEWR's Reconciliation Action Plan 2009–2011 includes a target of 330 Aboriginal and Torres Strait Islander employees by June 2010. At 30 June 2010, DEEWR had exceeded that target; 341 of our employees identified as Aboriginal or Torres Strait Islanders, an increase of 33 over the previous year.

DEEWR has continued to build on its existing entry-level programs such as the Graduate and Cadetship programs, has implemented the Indigenous Australian Government Development Program and has accessed APSC recruitment initiatives to attract and recruit Indigenous employees in 2010.

Table P3.1

Ongoing and non-ongoing full-time and part-time employees self-identifying as Indigenous Australians, at 30 June 2010

	Ongoing full-time	Ongoing part-time	Non-ongoing full-time	Non-ongoing part-time	Total
Indigenous	298	26	16	1	341
Non-Indigenous	4796	639	219	38	5692
<b>Total</b>	<b>5094</b>	<b>665</b>	<b>235</b>	<b>39</b>	<b>6033</b>

### Indigenous Australian Government Development Program

DEEWR reinforces its strong commitment to being an employer of choice for Indigenous Australians in its recruitment, retention and career development strategies for all Indigenous people. The department continues to develop, inform and monitor its successful engagement in this area through two key strategic forums: its Indigenous Leadership group and its Mura Kaimel –Yarrangi Committee—a subcommittee of the People and Leadership Committee.

With the support of these strategic forums, the People and Leadership Committee approved the 2010 intake of 40 new employees under the Indigenous Australian Government Development Program (IAGDP). The IAGDP 2010 built on the department's success with previous programs in 2006 and 2007, and features entry-level career opportunities combined with workplace learning and structured, accredited training.

Sharing this whole of government initiative was an important feature of the program: DEEWR partnered with nine other public service agencies to achieve an additional 40 places, thus bringing the total number of IAGDP 2010 participants to 80.

'Living in Cairns, I was finding it difficult to get back into the public sector but when I saw the advert for the program in the *Koori Mail*, I thought I'd give it a go. It has turned out to be a great option for me: I know that I am part of a large group of people from a really wide range of life skills, but also I know that I have someone to talk to as I go through the program.'

Kay Oliver, Cairns

'IAGDP is a fantastic opportunity for Indigenous people and it's great that the department is leading the way on Closing the Gap initiatives—it's a really good example for business to follow. I've told lots of people in the Bathurst community about the program.'

Rachel Hull, Orange



'I was so pleased that Minister Arbib was able to find time to speak to us, and to me in particular. He created a relaxed atmosphere and I found him to be very interesting and informative. It is an experience I'm very thankful for and one that will be embedded in my memory for years to come.'

Tim Holt, Canberra

Justin Ling, Senator the Hon Mark Arbib, Minister for Employment Participation, and Tim Holt

### Remuneration and conditions of employment

The DEEWR Collective Agreement 2009–2011 brought together complex and diverse arrangements for the department's non-SES employees under a single set of policies, remuneration and conditions.

## Performance management systems

DEEWR's performance management system provides a common and consistent basis for performance management where managers and employees equally commit to, and understand, their respective performance management responsibilities. As part of the performance management system, separate ratings are provided for both key deliverables and observable work behaviours. Both ratings are given equal weight to emphasise the importance not only of what we deliver, but also how we deliver it.

## Workforce profile

At 30 June 2010, the department had 6033 employees.

Note with tables P3.2, P3.3 and P3.4, the figures in brackets are DEEWR's statistics as reported in the Annual Report 2008–09.

**Table P3.2**

**Employees, by classification and gender, 30 June 2010 (2009)**

Classification	Female	Male	Total
Cadets	3 (4)	4 (2)	7 (6)
Apprentices/Trainees	2 (2)	1 (1)	3 (3)
Graduates	61 (48)	37 (34)	98 (82)
APS Level 1	9 (5)	7 (10)	16 (15)
APS Level 2	19 (17)	19 (17)	38 (34)
APS Level 3	147 (145)	95 (90)	242 (235)
APS Level 4	433 (519)	226 (223)	659 (742)
APS Level 5	687 (698)	379 (378)	1066 (1076)
APS Level 6	866 (826)	528 (516)	1394 (1342)
Executive Level 1	919 (890)	683 (685)	1602 (1575)
Executive Level 2	345 (333)	284 (284)	629 (617)
Government Lawyer	15 (32)	11 (16)	26 (48)
Senior Government Lawyer	21 (24)	13 (15)	34 (39)
Principal Government Lawyer	21 (0)	14 (2)	35 (2)
Public Affairs Officer	1 (0)	1 (0)	2 (0)
SES Band 1	76 (79)	59 (61)	135 (140)
SES Band 2	26 (22)	12 (13)	38 (35)
SES Band 3	3 (2)	5 (6)	8 (8)
Secretary	1 (1)	0 (0)	1 (1)
<b>TOTAL</b>	<b>3655 (3647)</b>	<b>2378 (2353)</b>	<b>6033 (6000)</b>

**Table P3.3**

**Employees, by employment status and gender, 30 June 2010 (2009)**

Status	Female	Male	Total
<b>Ongoing</b>			
Full-time	2934 (2974)	2160 (2150)	5094 (5124)
Part-time	566 (532)	99 (77)	665 (609)
<i>Subtotal</i>	<i>3500 (3506)</i>	<i>2259 (2227)</i>	<i>5759 (5733)</i>
<b>Non-ongoing</b>			
Full-time	128 (118)	107 (107)	235 (225)
Part-time	27 (23)	12 (19)	39 (42)
<i>Subtotal</i>	<i>155 (141)</i>	<i>119 (126)</i>	<i>274 (267)</i>
<b>TOTAL</b>	<b>3655 (3647)</b>	<b>2378 (2353)</b>	<b>6033 (6000)</b>

**Table P3.4**  
**Employees, by location and gender, 30 June 2010 (2009)**

Location	Female	Male	Total
New South Wales	195 (193)	184 (178)	379 (371)
Victoria	129 (132)	81 (76)	210 (208)
Queensland	179 (164)	77 (75)	256 (239)
Western Australia	95 (95)	38 (39)	133 (134)
South Australia	107 (98)	46 (46)	153 (144)
Tasmania	34 (39)	22 (28)	56 (67)
Australian Capital Territory	2829 (2803)	1895 (1854)	4724 (4657)
Northern Territory	79 (116)	26 (50)	105 (166)
Overseas	8 (7)	9 (7)	17 (14)
<b>TOTAL</b>	<b>3655 (3647)</b>	<b>2378 (2353)</b>	<b>6033</b>

Table P3.5 shows that 950 people separated from the department between 1 July 2009 and 30 June 2010. Of these, 685 were ongoing employees and 265 non-ongoing employees. Of the ongoing employee separations, 267 had voluntarily transferred to another agency, 206 had resigned, 118 had transferred to another agency as a result of machinery of government changes, 67 had retired, 11 had been dismissed and the remainder separated for a variety of other reasons.

**Table P3.5**  
**Separation statistics, by classification, 30 June 2010**

Classification	Total
Cadets	1
Apprentices	0
Graduates	8
APS Level 1	4
APS Level 2	16
APS Level 3	65
APS Level 4	147
APS Level 5	169
APS Level 6	176
Executive Level 1	234
Executive Level 2	90
Government Lawyer	6
Senior Government Lawyer	5
Principal Government Lawyer	6
SES Band 1	15
SES Band 2	6
SES Band 3	2
Secretary	0
<b>TOTAL</b>	<b>950</b>

### Employment agreements

When the DEEWR Collective Agreement 2009–2011 came into effect on 30 April 2009, it brought non-SES employees under a single set of conditions. The few non-SES employees (approximately 18 at 30 June 2010) who still have their terms and conditions provided through Australian Workplace Agreements (AWAs) are generally on long leave from the department.



	Section 24(1)	AWA	CA	Total
SES	180	0	0	180
Non-SES	0	18	5834	5852
<b>TOTAL</b>	<b>180</b>	<b>18</b>	<b>5834</b>	<b>6032</b>

Note: The Secretary is not included in the above table as remuneration arrangements for departmental secretaries are set under a separate instrument.

## Salary ranges and non-salary benefits

The agreement provides a range of modern, flexible, streamlined terms and conditions to support the balance of work and personal responsibilities, to create a positive work environment and to encourage people from diverse backgrounds to join, and remain with, the department. Flexible work arrangements include access to part-time work, up to eight weeks purchased leave, 14 weeks paid maternity/maternal leave which can be taken at half pay, flextime, parental leave and studies assistance.

Classification	Total (\$)
APS Level 1	39 430—43 111
APS Level 2	46 310—49 350
APS Level 3	43 500—54 376
APS Level 4	56 253—63 294
APS Level 5	55 000—72 160
APS Level 6	61 000—82 615
Executive Level 1	85 868—106 187
Executive Level 2	93 000—137 832
Government Lawyer	57 826—76 790
Senior Government Lawyer	80 000—106 651
Principal Government Lawyer	115 276—144 986
SES Band 1	124 925—196 209
SES Band 2	179 376—229 638
SES Band 3	259 359—286 917

## Performance pay

In April 2009 the majority of non-SES employees moved on to the *DEEWR Collective Agreement 2009–2011* which discontinued performance pay. As a result only a minimal number of DEEWR employees remain covered by AWAs that provide access to performance pay.

For the 2009–10 performance year three employees at the APS6 to EL2 level were granted performance pay totalling \$24 000.

## Occupational health and safety

In accordance with the *Occupational Health and Safety Act 1991* (OHS Act), DEEWR is committed to providing a safe and healthy work environment. DEEWR promotes a proactive approach to health and safety management based on effective communication and consultation, systematic identification, assessment and control of risks and the encouragement of self-responsibility in healthy lifestyles.

Through its Health and Safety Management Arrangements, the department demonstrates its commitment to meeting its duty of care under the OHS Act.

As provided in the Health and Safety Management Arrangements, the Peak OHS Committee met quarterly throughout the year to facilitate communication between management and employees on health and safety matters. The Peak OHS Committee comprises representatives from state, territory, regional and national offices. It represents the collective interests of the employer, employees, contractors and visitors and is the primary consultative mechanism for OHS in the department.

A key OHS achievement over the course of the year was the development of DEEWR's Health and Wellbeing (OHS) Strategic Plan 2010–2012: *Wellbeing is our Welfare*, which articulates our departmental OHS goals and priorities to improve health, safety and wellbeing for DEEWR employees, continue the momentum towards eliminating workplace injuries, managing illness and supporting employee health. The strategy commits the department to undertake a range of health and wellbeing initiatives over the next two years to support OHS education and awareness and target relevant priority areas for DEEWR.

The department continued to raise awareness of health and wellbeing in the workplace by conducting workplace presentations and workshops, distributing newsletters and staff notices, participating in Safe Work Australia Week activities and providing new employees with OHS training through the Onboarding program.

The health, safety and wellbeing of our people were big considerations in the design and fit-out of the department's new national office building and in the development of assistive technologies for DEEWR employees with disability. The 2010 in-house influenza vaccination program was exceptionally well received by our employees; 34 per cent received the vaccination.

### Reporting

In 2009–10, falls, slips and trips made up the highest proportion (24 per cent) of reported OHS incidents involving injury or lost time, with body stressing incidents making up the next highest proportion (19 per cent), as shown in Table P3.8.

The OHS team carried out eight detailed investigations into reported incidents, including those involving slips, trips and falls and environmental factors.

**Table P3.8**

**Reported occupational health and safety incidents, by type, 2009–10**

Mechanism of incident	Incidents (%)
Other (hazards reported—nil injury; nil time lost. No investigation undertaken)	26
Falls, slips and trips	24
Body stressing	19
Vehicle accidents (includes travel to and from work)	8
Heat, environment and other environmental factors	6
Chemicals and other substances	5
Being hit by moving objects	4
Hitting objects with the body	4
Mental stress	3
Biological factors	1
Sound and pressure	0
Other (hazards reported—nil injury; nil time lost. No investigation undertaken)	26

DEEWR's 2009 time off work rate was 4.10 weeks; the APS average was 4.53 weeks in the same period.

In 2009–10, Comcare was notified of 17 incidents pursuant to section 68 of the OHS Act.

In 2009–10, no provisional improvement notices were issued under sections 29, 46 and 47 of the OHS Act by a health and safety representative to the department.

## Investigations

During the reporting year, Comcare conducted no investigations related to undertakings carried on by the department under sections 29, 46 or 47 of the OHS Act.

### Assisting work/life balance—benefiting DEEWR

In February 2009, Angie Stiles returned to work as a part-time director after maternity leave for her second child. Angie found it challenging trying to manage a team of around 10 employees with various projects in three days per week and felt guilty that she wasn't there for her team the other two days. Angie's balance between family and work time was in jeopardy, so she approached her branch manager and proposed a job-share arrangement.

The successful candidate, Angie McKenzie, also worked three days per week and was looking to continue doing so for the foreseeable future. Both Angies have two young children of similar ages and this helps to understand each other's home life. Each week, they share one day in the office, which allows them to attend meetings together, catch up and do some team planning.

The Angies share the management of the team and how it operates, but split the projects within the team. Each director has primary responsibility for projects within the team, however the other maintains a high level of understanding of the project and the detail is managed by the primary director.

This arrangement provides advantages for the department. The department pays an average staffing level of approximately 1.2 people, but benefits from having two directors. The Angies benefit from being able to bounce ideas off each other and share the challenges and successes of the job while maintaining a work/life balance and spending valuable time with their children.

While this is a fairly new arrangement, it is working extremely well. When their children start school they would like to continue the arrangement and engage in further study and possible career progression.

## Better ways of working

The Better Ways of Working (BWOW) initiative provides our people with an opportunity to challenge existing business processes and to identify opportunities to improve the way we work with each other and our stakeholders. BWOW is not a single project or outcome, but an approach to the way we work. It is about working smarter together for a more collaborative and efficient DEEWR.

In October 2009, the department conducted a survey to determine employees' level of satisfaction with the services provided to them and to identify areas for improvement. Over 3000 DEEWR employees participated in the survey. The results emphasised the need to refocus services to meet the needs of an increasingly busy workforce coping with a rapidly changing environment. In response, the department established the Better Ways of Working Steering Committee in December 2009, which developed an implementation plan with four overarching strategies. The strategies are:

- » making it easier to find people and information
- » making our systems easier to use
- » making better use of the intranet
- » improving each application and service.

Other BWOW initiatives include:

- » a project toolbox to assist in achieving a consistent approach to project management within the department

- » a Business Improvement Facilitators Panel to help improve and streamline processes
- » a programs portal on the DEEWR intranet to provide program content and meta-information for the department's programs and activities.

The department has also published practical guides to assist people in their daily work; examples include a practical guide on business process improvement and a stakeholder engagement toolkit.

### Service charter

The service charter explains the department's service commitments and standards. It also provides the general business context within which the department's program specific service-level agreements operate. Employees are encouraged to conduct program implementation and service delivery within the overall framework of the department's service charter. A link to the service charter is prominently featured on the department's intranet home page for the easy reference of all DEEWR employees and on the department's website <[www.deewr.gov.au/Department/Pages/About.aspx](http://www.deewr.gov.au/Department/Pages/About.aspx)>.

### Implementing the government's initiatives

A key function of all government agencies is the implementation and delivery of program and policy initiatives. DEEWR has a robust corporate governance structure in place to ensure policy and program initiatives are implemented seamlessly and to a consistently high standard in accordance with government and community expectations and accountability responsibilities.

One of DEEWR's key governance committees is the DEEWR Implementation Steering Committee (DISC), which oversees the implementation of key commitments and provides strategic direction for their implementation. DISC is responsible for monitoring local governance, risk and implementation plans and ensuring that arrangements are in place to meet external reporting obligations.

DISC takes a consolidated and high-level approach to ensuring that emerging issues across the department are identified and that strategies are in place to address them. DISC aims to assist the department to maximise delivery outcomes by sharing learning from previous implementation strategies.

### Ministerial and parliamentary services

During 2009–10, the parliamentary workflow remained steady, as reflected in the statistics in Table P3.9. On 28 June 2010, the Prime Minister announced that the Hon Simon Crean MP would be the Minister for Education, Employment and Workplace Relations and the Minister for Social Inclusion.

Responsible area	Ministerial correspondence (received) <sup>a</sup>	Briefings	Question Time Briefs	Answers to parliamentary questions on notice (tabled)	Senate Estimates questions on notice (tabled)
Department	27 530	4603	621	158	954
Agencies	877	66	13	1	176
<b>Total</b>	<b>28 407</b>	<b>4669</b>	<b>634</b>	<b>159</b>	<b>1130</b>

a An estimated 22 241 campaign letters were also received, but are not included in these figures.

### State Network

At 30 June 2010, the state network represented just over 20 per cent of DEEWR's total workforce, with 1214 employees, including around 220 Indigenous employees. Through its extensive network of offices across Australia the department has a presence in all capital cities and 41 regional locations, either in DEEWR regional offices (of which there are 22) or in Indigenous Coordination Centres managed by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). DEEWR's national network is the department's primary means of delivering program

services. It seeks to provide integrated and flexible place-based service delivery and works effectively across agency and jurisdictional boundaries to deliver joined-up services. It also aims to provide front-line perspectives into national policy design and program implementation and evaluation.

State-based employees have well-developed relationships with local organisations, including state government departments, industry and educational bodies, the community and the non-government sector. Those relationships strengthen linkages and help achieve outcomes across the portfolio.

Employees work with other Australian Government agencies such as FaHCSIA, the Department of Health and Ageing and Centrelink. Improving outcomes for Indigenous Australians is a particular emphasis, with the network playing a significant role in implementing and linking program investment and support in relation to the four key targets in the government's Closing the Gap agenda for which DEEWR is responsible.

Network employees manage elements of more than 100 programs in employment, Indigenous education and employment, vocational education and training, schools, early childhood education and child care. They engage with stakeholders to identify local solutions and gather local intelligence that can actively shape programs and policies. Examples include ongoing work with communities in Cape York, the Anangu Pitjantjatjara Yankunytjatjara lands and remote regions of Western Australia and the Northern Territory, as well as a range of program responses in urban and regional centres.

Network employees were involved in a diverse range of information and consultation sessions with external stakeholders throughout the year, including employment and careers forums and expos, the National Quality Framework for Early Education and Care, the Disability Employment Services Review and consultations on the Community Development Employment Projects program and the Indigenous Employment Program.

The network enables the department to be responsive to emerging community needs. Some examples in 2009–10 include responding to localised impacts of the global financial crisis, supporting the government's Education Revolution agenda and implementing the Job Services Australia service arrangements. The network works across agencies and engages local stakeholders in developing policy solutions to emergency challenges such as the Black Saturday bushfires in Victoria and floods in Queensland, providing assistance to support the retention and retraining of former insulation workers and attracting and developing Indigenous people for employment in a range of public and private sector organisations.

The network has an important ongoing role in ensuring that all of the DEEWR-related Australian Government initiatives are implemented successfully and achieve results.

## Risk management

DEEWR participated in Comcover's annual Risk Management Benchmarking program, which assesses DEEWR's risk management capabilities against other participating agencies. In 2010, DEEWR achieved an overall risk management maturity rating of 'structured' with key achievements in the areas of communication and training, positive risk culture and risk management policy and objectives. The result placed DEEWR considerably above the average of both the peer group agencies and of all the agencies that participated.

The integration of risk management into standard business practices is supported by a corporate philosophy and culture that encourages all employees to manage risk as part of their everyday activities. The Executive and senior management identify and manage DEEWR's strategic risks through a department-wide coordinated risk assessment process completed as part of business planning. Risk is also managed through fraud controls, business continuity, project management, procurement, finance and other business functions.

Building on this strong base this reporting year, DEEWR's Risk Management Framework is being refined to further strengthen and integrate risk management practices within DEEWR. Where necessary, this will refresh elements of the existing framework, to reflect best practice and

emphasise a positive risk culture in DEEWR. This includes developing DEEWR's new risk register in the form of the Enterprise Wide Risk Management System, designed to provide a central repository for all DEEWR risk assessments.

### Information and communications technology

Information and communications technology underpinned the department's activities, from policy development and program administration, through to administrative processes such as purchasing, leave and flextime recording, salary processing and records management.

The department's visible ICT assets ranged from personal computers, printers and phones, through to email and office productivity tools, electronic forms, document libraries, websites, databases, search engines and program support systems. These assets were supported by infrastructure and facilities including three data centres, an extensive data and voice network, a large mainframe, over 1800 servers, and a high-speed secure internet gateway.

This technology delivered services that improved productivity through automating key business processes. The Higher Education Information Management System allowed the department to provide important information to students and facilitated the collection of key statistics from the tertiary sector. In the same way, the Employment System provided critical information to job seekers and job service providers and collected the information necessary to measure performance and make payments to providers. Without these systems much of this work would have been too resource-intensive to be practical.

Corporate systems such as 'BUYIT'—the department's electronic procurement management system—helped employees comply with the complex set of legislation and guidelines under which they operate as public servants. The Connect HR system and a range of electronic forms automated time and paper-consuming workflows and processes. The department's intranet and internet provided rich information resources for employees and citizens, and the department began using some of the interactive features of web 2.0 technologies to support collaboration inside and outside the department.

### Review of the Australian Government's Use of Information and Communication Technology

The immediate focus in implementing the recommendations of the Review of the Australian Government's Use of Information and Communication Technology (Gershon review) was on reducing the ICT business-as-usual budget and contributing to the goal of reducing the total number of ICT contractors across the Australian Public Service by 50 per cent over a period of three years (by October 2011).

The department worked closely with the Department of Finance and Deregulation on the development of an ICT financial taxonomy and was involved in the development of some of the common procurement arrangements. These arrangements are expected to deliver significant benefits across government, especially for smaller agencies.

The department made significant progress on implementing 'Green IT' as part of an overall sustainable ICT program led by the Department of the Environment, Water, Heritage and the Arts. A flagship effort was working towards the implementation of green ICT capability within 50 Marcus Clarke Street (DEEWR's new building).

### Services for other agencies

The department continued to provide ICT services to the Australian Public Service Commission, the Australian Building and Construction Commission, Safe Work Australia and the Fair Work Ombudsman. By using the economies of scale available to a larger organisation, the department was able to help these agencies avoid some of the costs involved in managing a high-quality ICT environment. The base service involved desktop computers, network communications, applications hosting and storage. Some clients also received telephony services and application development and maintenance services.

## Social policy

All Australians should have the opportunity and support they need to participate fully in community life, develop their potential and be treated with dignity and respect. The department works to give Australians the capabilities, opportunities and resources to:

- » participate in education and training
- » participate in employment, in voluntary work and in family and caring
- » engage and connect with people and with local community resources
- » influence decisions that affect them.

The department develops policies for government that promote the social and economic engagement of people in activities to increase financial independence and overall engagement. Part of this work involves ensuring that programs and services across the department provide opportunities for people to participate, especially those in disadvantaged groups.

The department is working to improve the quality of essential government services in areas such as education and training, employment, health and housing. It aims to ensure that those services work effectively in the most disadvantaged communities by developing partnerships between governments, businesses and the community and engaging disadvantaged communities to help design and run programs to address their particular needs.

To address the causes and consequences of social and economic disadvantage, the government has identified six priority areas that need ongoing actions:

- » helping jobless families with children to increase work opportunities, improve parenting and build capacity
- » improving the life chances of children at greatest risk of long-term disadvantage
- » reducing the incidence of homelessness
- » improving outcomes for people living with disability or mental illness, and their carers
- » closing the gap for Indigenous Australians
- » breaking the cycle of entrenched and multiple disadvantage in particular neighbourhoods and communities.

The department worked closely with other governments and agencies and with community and business organisations to develop whole of government responses and coordinated policies.

### Key priorities in social policy

The key priorities for 2009–10 were:

- » developing policy to improve participation of those most in need of support, including people with disability, homeless people or those at risk of homelessness, people from culturally and linguistically diverse backgrounds, refugees, ex-offenders, jobless families and low-income parents
- » contributing to the design of measures to strengthen education, training and employment opportunities for young people, particularly those who are at risk of making poor transitions; the new measures target vulnerable young people and set out a vision for all young people (aged 12–24 years) to grow up safe, healthy, happy and resilient
- » overseeing the Improving School Enrolment and Attendance through Welfare Reform measure, to encourage income support recipients in selected locations to ensure that their children attend school
- » implementing the Family-centred Employment Project and further developing strategies for improving the participation of jobless families and parents on income support
- » further developing policy on income support measures, including contributing to the Australia's Future Tax System review
- » improving the department's capacity to undertake policy development and analysis and program design and delivery while considering the differing needs of women and men.

## Key achievements

In 2009–10:

- » An evidence base to underpin policy and programs was consolidated. This included in-house and commissioned research and analysis using administrative and survey data, as well as extensive engagement with international organisations, including the OECD, in order to draw on international best practice and ensure an international context for the department's work.
- » The department provided social policy advice, influencing policy development and program design across the portfolio.
- » The department made a significant contribution to the homelessness agenda. This included working with FaHCSIA, Centrelink and the Department of Veterans' Affairs to implement the weekly payments initiative for Centrelink's most vulnerable customers, including people who are homeless or at risk of homelessness, and contributed to the Progress and Action Plan for the Australian Government's White Paper on Homelessness. A number of Innovation Fund and Jobs Fund projects are contributing to outcomes for homeless people, and Job Services Australia homelessness specialists were also introduced in July 2009. The department also supported the National Employment Services Association and Homelessness Australia—a project to develop resources to improve relationships between employment and homelessness services providers.
- » The Family-centred Employment Project is a demonstration project that began in July 2010 and will end on 30 June 2013, aiming to address the disadvantage experienced by jobless families. The project partners service providers with DEEWR and local organisations to meet the needs of jobless families whose members are likely to have entrenched and multiple barriers to participation. The project involves case managers working with individual families to deliver wraparound servicing for all family members so that the parents are in a position to participate in jobs and training. In 2009–10, the department consolidated stakeholder support and finalised the project design.
- » The National Mental Health and Disability Employment Strategy was released on 14 September 2009. The strategy sets out priority actions to help Australians with disability, including mental illness, into work. The department also made a significant contribution to the development of the National Disability Strategy.
- » Assistance was provided for the Australia's Future Tax System Review, including analysis and modelling work for the review secretariat and participation in the cross-agency advisory committee.
- » The Improving School Enrolment and Attendance through Welfare Reform measure was extended to trial sites in Queensland. Analysis to evaluate the effectiveness of the measure in terms of student enrolment and attendance at the trial sites continued during the year.
- » In 2009, the government agreed to develop and release a national statement to set out its vision, priorities and commitments for combating long-term disadvantage. The statement, *A Stronger, Fairer Australia*, was released at the inaugural Social Inclusion Conference on 28 January 2010. It provided a narrative for the government's Social Inclusion Agenda and detailed the government's current and future priorities. The department provided input to the development of the statement, which is available at <[www.socialinclusion.gov.au](http://www.socialinclusion.gov.au)>.
- » The department's spatial analysis platform, SOLAR, was expanded to support place-based policy development in areas such as homelessness, unemployment, provision of employment and education services. This capacity has been enhanced with the addition of satellite imagery and photos.

## Social policy initiatives

The department develops and implements initiatives that provide opportunities to participate socially and economically for individuals and communities who are experiencing disadvantage.



## Social Inclusion Agenda

The department has established a sound working relationship with the Australian Social Inclusion Board, which advises the Australian Government on social inclusion in Australia. This involved giving and receiving advice on a number of issues, including the Family-centred Employment Project, the National Early Childhood Development Strategy, the Minimum Wage Review, and Youth Allowance changes under the Review of Australian Higher Education.

The board provided advice on a range of specific matters referred to it by the government, most notably jobless families with children, children at greatest risk of long-term disadvantage, geographical disadvantage, and measuring social inclusion.

Since June 2009, the department has managed the government's Social Inclusion website, working closely with other government agencies and external organisations to maintain and update the content of the site.

## National Social Inclusion Statement

In January 2010, the government issued its National Social Inclusion Statement, *A Stronger, Fairer Australia*, which sets out the government's vision and strategy for social inclusion both now and into the future. It builds on the many reforms and investments that have been made previously, including those in workplace relations, employment, pension reform, housing and homelessness, early childhood education and schools.

The statement also provides a framework for action and outlines a series of principles and priorities to guide governments, in partnership with the business and not-for-profit sectors, on how they can work with disadvantaged Australians and with each other. This framework builds on five pillars:

- » economic growth to improve social outcomes over time and between generations
- » equitable social policy that provides adequate safety nets, increases the productive capacity of low-skilled Australians and supports people to reinforce their capabilities, resilience and independence
- » quality services that target the right support directly to the most disadvantaged individuals and communities
- » strong families and communities that are cohesive, free from violence and resilient
- » partnership for change that allows all levels of governments, businesses and not-for-profit organisations to work together to build a stronger, fairer Australia.

## National Compact

The department contributed to the development of the National Compact, launched by the former Prime Minister, the Hon Kevin Rudd MP, on 17 March 2010. The National Compact is an agreement between the government and the 'third sector' that provides a framework on how to work together to deliver improved policy and services and combat economic and social disadvantage.

There are currently more than 300 third sector organisations registered as National Compact partners on the website <[www.nationalcompact.gov.au](http://www.nationalcompact.gov.au)>. There are also some 18 Compact Champions registered on the website, including the department's Secretary, Lisa Paul.

The department has contributed to the work of the Senior Officials Group, which is developing a Commonwealth Action Plan to guide implementation of the compact, focusing on its eight priority action areas, including reducing red tape, streamlining reporting and acting to improve paid and unpaid workforce issues and to improve funding and procurement processes.

## Third sector reform

The not-for-profit (NFP) sector is large and diverse, with around 600 000 organisations. The Australian Bureau of Statistics has identified 59 000 economically significant NFPs, which contributed \$43 billion to Australia's GDP and 8 per cent of employment in 2006–07. Some 4.6 million volunteers work with NFPs, with a wage equivalent value of \$15 billion.

The Productivity Commission reviewed the contribution of the NFP sector, and the department contributed to the work of the review. The commission's report, released in February 2010, found that the current regulatory framework for the sector is complex, lacks coherence and sufficient transparency, and is costly to the NFPs. It made 39 recommendations.

### Parents on income support

The department, in cooperation with Centrelink, implemented the More Flexible Participation Requirements for Parents measure. The measure was announced by the government in the 2009–10 Budget and will help parents balance their income support payment participation activities more effectively with their family responsibilities.

### Income support analysis

The department undertakes analyses and simulation modelling of the design of income support programs to better understand financial incentives to work and save and interactions between income support and the rest of the tax and welfare system.

This supports the department in progressing broader goals in social and economic policy, including wage-setting policy; prevention of social exclusion and mitigation of financial poverty; labour supply and labour force participation; and human capital development, including incentives to raise skills.

### Disadvantaged groups

Policy development continued during the year with the aim of ensuring that the most vulnerable in society are provided with support to increase their economic participation. In 2009–10, the department made substantial progress in cross-portfolio collaboration and policy development to improve participation by socially excluded groups, including disadvantaged young people, people from culturally and linguistically diverse backgrounds, people in the justice system, ex-offenders, refugees, jobless families and people with disability, including mental illness.

### Learning from demonstration projects

New initiatives are developed and trialled to provide opportunities for individuals who are experiencing disadvantage to participate socially and economically.

One example is the Family-centred Employment Project, which is a demonstration project over three years across three sites: Goodna, Queensland; Broadmeadows, Victoria; and Mansfield Park and Angle Park, South Australia. The project addresses the education and employment needs of participants by taking a family-wide view of their needs and the existing services within the community. In practice, this means that case managers work with individual families to deliver wraparound servicing for all family members so that the parents are in a position to participate in jobs and training. For example, child care might be arranged and transport problems solved so a parent can accept a job that has been specifically designed to suit the parent's available working hours. An early childhood expert officer will work with parents and children aged up to five years to link them into appropriate early education and child care services. Lessons from the Family-centred Employment Project will be important to informing future policy initiatives.

Another example is the Improving School Enrolment and Attendance through Welfare Reform measure, which encourages parents to enrol their children at school and to ensure that the children attend regularly by threatening to suspend income support payments if they do not. SEAM is a trial currently operating across six Northern Territory communities, in the Logan area in southern Brisbane and in the remote Queensland communities of Mornington Island and Doomadgee.

## Women and families

The department is responsible for analysis and policy development in relation to participation by women and families. During the year, there was further development of a strong focus on women, work and family across the portfolio, including work with other agencies, such as FaHCSIA. Issues of focus included barriers and incentives to work, such as family and caring responsibilities, and improving the economic security of women.

Women's economic security is closely tied to broader government goals such as reducing reliance on welfare payments and providing families with the means to support themselves financially. In addition, women are a relatively underutilised pool of labour, and therefore have a potential role to play in improving workforce participation and productivity.

## Research and evaluation

The department undertakes or commissions in-house and external research, data analysis and program and policy evaluations.

Evidence-based research and analysis support policy development across the portfolio. There is a particular focus on the dynamics of income support receipt, workforce participation patterns and the impact of education and training in the light of Australian labour market conditions. In 2009–10, evaluation and research work continued to support policy development and program delivery relating to disadvantaged groups, contributing towards the portfolio goal of creating a productive and inclusive Australia.

The department's research and evaluation capability is supported by the ongoing development of primary data collections, including longitudinal surveys and administrative datasets, particularly of income support recipients and job seekers.

The department's strategic information and research capability is also supported by a program of commissioned research, including work by the Melbourne Institute of Applied Economic and Social Research and the National Centre for Vocational Education Research.

The department works in collaboration with other research institutions, including the Melbourne Institute of Applied Economic and Social Research, the Social Policy Research Centre at the University of New South Wales, Social Policy Evaluation Analysis and Research at the Australian National University and the Harris School of Public Policy at the University of Chicago. The department also maintains a panel of selected research organisations to facilitate the commissioning of research and evaluation work.

## Geospatial data development

The department aims to support community development through the creation, analysis and dissemination of spatial information and evidence. During the year, significant progress was made on the expansion of the department's spatial analysis platform, SOLAR, to support place-based policy development in areas such as homelessness, unemployment, provision of employment and education services. Specialised geospatial advice, spatial data management and mapping services for line areas, and external collaborations, are also provided.

## Engagement with international organisations

The department maintained its high level of engagement with the OECD and other international organisations during 2009–10 to ensure that an effective evidence base is available to support and drive the policy agenda in Australia. The department also participated in multinational meetings to share and learn from international best practice, such as the Windsor Conference of employment and social welfare ministries from the major English-speaking countries and a regional meeting of the World Association of Public Employment Services.

The department works closely with the OECD to shape and drive the OECD research and analytical agenda, based on domestic policy evidence and requirements, international developments and

international comparability. This includes actively participating in key committees that govern the work of the OECD, including the Education Policy Committee, the Centre for Educational Research and Innovation, the Employment, Labour and Social Affairs Committee and the Co-operative Action Programme on Local Economic and Employment Development. To facilitate this work, the department is represented by a Minister–Counsellor (Education and Employment) on Australia’s permanent delegation to the OECD, based in Paris.

The department also manages Australia’s participation in a range of other OECD projects, including the Programme for the International Assessment of Adult Competencies, the Programme for International Student Assessment, the Teacher and Learning International Survey and the International Indicators of Education Systems, the OECD’s education statistics area.

## Audit processes

### Internal Audit

Internal Audit provides objective and independent assurance to the Secretary, the Executive and the DEEWR Audit Committee that the department’s key controls are operating efficiently, effectively and ethically.

Through the Annual Audit Work Plan, Internal Audit assists the department to achieve its objectives by providing a systematic, disciplined approach to evaluating and improving the effectiveness and efficiency of risk and financial management, control and governance processes.

The work plan is designed to promote better practice and identify potential risks that could impede the department’s achievement of successful outcomes and portfolio responsibilities.

Internal Audit monitored the implementation of its recommendations and reported progress to the Audit Committee. In addition, Internal Audit monitored the progress of implementation of Australian National Audit Office (ANAO) report recommendations.

### Audit Committee

Established in accordance with the *Financial Management and Accountability Act 1997* (FMA Act), the Audit Committee met seven times during the reporting year. The committee provided the Secretary with independent assurance of the appropriateness of the department’s accountability and control framework. During the year, the committee focused on the effective and efficient use of Commonwealth resources, management of risks, financial management and compliance and program management. The committee fulfilled its role in a number of ways, including by:

- » monitoring the department’s compliance with legislative and other obligations relating to financial management—including the FMA Act and the *Auditor-General Act 1997*
- » advising the Secretary on whether the annual financial statements represent a true and fair view of the department’s financial management
- » approving, monitoring and reporting on the Annual Audit Work Plan
- » reviewing all ANAO activity undertaken in or associated with the portfolio, incorporating Indigenous programs under the former Office of Evaluation and Audit which transferred to the ANAO on 17 December 2009
- » monitoring the department’s compliance with legislation, regulations and government policy
- » monitoring the department’s fraud and risk control policy and frameworks
- » improving the effectiveness of the internal audit function.

The members of the Audit Committee include two deputy secretaries (chair and deputy chair), two group managers and two independent external members.

## Fraud control

As required by the *Commonwealth Fraud Control Guidelines 2002* and the FMA Act, the department has in place a Fraud Control Plan.

Management of fraud risk is part of the department's business planning cycle. The business planning cycle underpins the development of fraud control initiatives, as do fraud risks identified in the course of audits and program-specific compliance activity.

In 2009–10, the department also promoted fraud awareness, prevention and procedures by:

- » providing ethics and fraud awareness training to employees
- » developing a suite of fraud control guidance documents for all employees
- » providing advice to program and policy areas on fraud risk analysis and management.

## External scrutiny

### Parliamentary committee inquiries

The department appeared before the Senate Standing Committee on Education, Employment and Workplace Relations during the reporting period for Supplementary Budget Estimates—21 and 22 October 2009; Additional Budget Estimates—10 and 11 February 2010; and Budget Estimates—31 May to 3 June 2010.

In addition, the department appeared or made submissions to a number of parliamentary committee inquiries, as shown in Table P3.10.

Table P3.10

## Appearances before, and submissions to, parliamentary committee inquiries

Committee	Inquiries, submissions and appearances
<i>House of Representatives Standing Committee on Aboriginal and Torres Strait Islander Affairs</i>	Inquiry into the high levels of involvement of Indigenous juveniles and young adults in the criminal justice system
<i>House of Representatives Standing Committee on Economics</i>	Inquiry into raising the level of productivity growth in the Australian Economy
<i>House of Representatives Standing Committee on Education and Training</i>	Inquiry into school libraries and teacher librarians in Australian schools Inquiry into combining school and work 'Adolescent Overload?'
<i>House of Representatives Standing Committee on Employment and Workplace Relations</i>	Inquiry into Regional Skills Relocation
<i>House of Representatives Standing Committee on Infrastructure, Transport, Regional Development and Local Government</i>	Inquiry into the impact of the global financial crisis on regional Australia
<i>House of Representatives Standing Committee on Innovation, Science and Industry</i>	Inquiry into Australia's international research collaborations
<i>House of Representatives Standing Committee on Petitions</i>	Petition on changes to Youth Allowance
<i>House of Representatives Standing Committee on Family, Community, Housing and Youth</i>	Inquiry into Homelessness Legislation, Housing the Homeless
<i>Joint Standing Committee on Foreign Affairs, Defence and Trade</i>	Inquiry into Australia's relationships with the countries of Africa
<i>Parliamentary Joint Standing Committee on Migration</i>	Inquiry into migration treatment of disability
<i>Parliament of New South Wales Legislative Council</i>	Inquiry into the provision of education to students with a disability or special needs
<i>Senate Standing Committee on Community Affairs</i>	Paid Parental Leave Bill 2010
<i>Senate Standing Committee on Environment, Communications and the Arts</i>	Inquiry into the Energy Efficient Homes Package
<i>Senate Standing Committee on Rural and Regional Affairs and Transport</i>	Inquiry into the Social Security and Other Legislation Amendment (Income Support for Students) Bill 2009 Inquiry into Rural and Regional Access to Secondary and Tertiary Education Opportunities
<i>Senate Standing Committee on Education, Employment and Workplace Relations</i>	Higher Education Support Amendment (2009 Budget Measures) Bill 2009 Building and Construction Industry Improvement Amendment (Transition to Fair Work) Bill 2009 Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Bill 2009 Education Services for Overseas Students Legislation Amendment Bill 2010 Fair Work Amendment (State Referrals and Other Measures) Bill 2009 Occupational Health and Safety and Other Legislation Amendment Bill 2009 Family Assistance Legislation Amendment (Child Care Budget Measures) Bill 2010 Primary Schools for the 21st Century program Inquiry into the provision of child care Inquiry into pay equity and associated issues related to increasing female participation in the workforce Inquiry into the Welfare of International Students

On 5 May 2010, the Joint Committee of Public Accounts and Audit (JCPAA) tabled the Auditor-General's Audit Report No. 33, *Building the Education Revolution: Primary Schools for the 21st Century*. The department appeared before the JCPAA on 21 June 2010.

In 2009–10, the JCPAA tabled one report that made recommendations relevant to the department's operations: Report No. 415: *Review of Auditor-General's Reports tabled between September 2008 and January 2009*. The committee's report considered the following ANAO reports:

- » Audit Report No.4 2008–09, *The Business Partnership Agreement between DEEWR and Centrelink*
- » Audit Report No.7 2008–09, *Centrelink's Tip-off System*
- » Audit Report No.11 2008–09, *Disability Employment Services*
- » Audit Report No.12 2008–09, *Active After-school Communities Program*
- » Audit Report No.17 2008–09, *Administration of Job Network Outcome Payments*.

In 2009–10, the department appeared before the JCPAA on two occasions in relation to:

- » role of the Auditor-General in scrutinising government advertising campaigns
- » ANAO Audit Report No.33 2009–10, *Building the Education Revolution—Primary Schools for the 21st Century*.

### Significant judicial decisions

There is nothing to report for 2009–10.

### Significant Administrative Tribunal decisions

There is nothing to report for 2009–10.

### Reports on the operations of the department by the Commonwealth Ombudsman

There is nothing to report for 2009–10.

### Reports by the Auditor-General

During the reporting period, the ANAO published two reports related to the department's operations:

- » Audit Report No.12 2009–10, *Administration of Youth Allowance*
- » Audit Report No.33 2009–10, *Building the Education Revolution—Primary Schools for the 21st Century*.

The department was also involved in the following four cross-portfolio performance reviews conducted by the ANAO:

- » Audit Report No.2 2009–10, *Campaign Advertising Review 2008–09*
- » Audit Report No.6 2009–10, *Confidentiality in Government Contracts – Senate Order for Departmental and Agency Contracts (Calendar Year 2008 Compliance)*
- » Audit Report No.40 2009–10, *Application of the Core APS Values and Codes of Conduct to Australian Government Service Providers*
- » Audit Report No.41 2009–10, *Effective Cross-Agency Agreements*.

Details of these reports can be found on the Australian National Audit Office website <[www.anao.gov.au](http://www.anao.gov.au)>.

### Grant programs

Information on grants awarded by the department during the period 1 July 2009 to 30 June 2010 is available on its website <[www.deewr.gov.au/Department/Pages/Grants.aspx](http://www.deewr.gov.au/Department/Pages/Grants.aspx)>.

## Financial management

### Financial performance

The department reported an operating deficit for 2009–10 of \$34.1 million. The deficit was higher than the break-even operating result forecast in the 2010–11 Portfolio Budget Statements. The operating result reflects the impact of several factors including:

- » the absorption of costs associated with several initiatives including the implementation of Disability Employment Services, overseas student engagement and support and the Building the Education Revolution Taskforce
- » higher costs for insolvency practitioners under the General Employee Entitlements and Redundancy Scheme, demand for which increased dramatically following the global recession
- » an increase in the number of legislated Federal Safety audits
- » expenses associated with the actuarial revaluation of employee entitlements.

The department's full departmental and administered results are shown in the audited financial statements at Part 5 of this report.

### Purchasing

The department's procurement policies and practices are consistent with all relevant Commonwealth laws, the Commonwealth Financial Framework (including the *Commonwealth Procurement Guidelines*) and other relevant policies. The Legal, Investigation and Procurement Group provide specialist legal and probity advice to all areas of the department engaged in procurement. The department uses AusTender to publish its procurement activities and plans. As a result, the department's procurement activities are readily communicated and accessible to all business enterprises.

### Consultancies

During 2009–10, 153 new consultancies were entered into, involving total actual expenditure of \$16 964 476. In addition, 67 ongoing consultancy contracts were active during 2009–10, involving total actual expenditure of \$10 628 469.

Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website <[www.tenders.gov.au](http://www.tenders.gov.au)>.

### Advertising

During 2009–10, the department conducted the Job Services Australia campaign. Further information on this advertising campaign is available in the reports on Australian Government advertising that are prepared by the Department of Finance and Deregulation. Those reports are available at <[www.finance.gov.au/advertising/index.html](http://www.finance.gov.au/advertising/index.html)>.

### Exempt contracts

No contracts in excess of \$10 000 (inclusive of GST) or standing offers were exempted by the Secretary from being published on AusTender during the reporting year.

### Asset management

The department's asset management policies and procedures emphasise whole-of-life asset management. The department undertook a number of processes in the reporting year providing assurance as to the validity and valuation of the assets held, these included:

- » a stocktake to confirm the location of its assets
- » an assessment of impairment in accordance with AASB 136 Impairment of Assets ensuring that the department only carries assets at a value above the recoverable amount
- » a fair value assessment to ensure that the assets are recorded at their appropriate value in accordance with Accounting Standards.





**Clockwise from top left:**

**1.** In August 2009, the Hon Kate Ellis MP, Minister for Early Childhood Education, Child Care and Youth, announced an expansion to the Home Interaction Program for Parents and Youngsters (HIPPY), providing an additional 14 support centres for the delivery of home-based parenting and early childhood enrichment programs.

**2.** In December 2009 the Hon Jason Clare MP, Parliamentary Secretary for Employment met with the new National Green Jobs Corps providers at their inaugural forum. Minister Clare highlighted the need to provide training and employment opportunities to young people and emphasised the importance of linking with other DEEWR initiatives such as the Local Employment Coordinators.

**3.** Former Deputy Prime Minister the Hon Julia Gillard MP and Secretary Lisa Paul met the Australian Education International India team in August 2009. The India trip aimed to help strengthen the Australian Government's relationship with India and promote Australia's high-quality education system.

**4.** DEEWR's Queensland state office was recognised in October 2009 at the Australian Government Leadership Network Queensland Excellence Awards for their work on 'Closing the Gap' in Indigenous Communities in Queensland.

**5.** The Hon Julia Gillard MP, former Minister for Education, with Secretary Lisa Paul, attended the National Conversation with Principals in November 2009.

**6.** The Leadership Program for State Network staff held a workshop in Canberra in March 2010. DEEWR Secretary Lisa Paul is pictured here with facilitators Trish Bergin and John Robinson. Lisa spoke about her leadership approach, the challenges she faced as Secretary and her strong commitment to the Leadership Program.

**7.** The Hon Julia Gillard MP, former Deputy Prime Minister, visited DEEWR's national office in August 2009. Minister Gillard praised the entire DEEWR team, saying that on her visits across the country she had received strong feedback from the community about the positive and long-lasting contribution of the department's work.



**Clockwise from top:**

1. In October 2009, former Prime Minister the Hon Kevin Rudd MP and the Hon Kate Ellis MP, Minister for Early Childhood Education, Child Care and Youth, launched a nationwide consultation process to talk with young people about the National Strategy for Young Australians. Minister Ellis is pictured here with students at Lyneham High School in Canberra.

2. In October 2009, Senator the Hon Ursula Stephens, Parliamentary Secretary for Social Inclusion and the Voluntary Sector met with a parliamentary delegation from the Kingdom of Bhutan to discuss the Australian system of vocational education and training and expanding opportunities for Australian volunteers in Bhutan.

3. In August 2009 the Hon Julia Gillard MP, former Minister for Education, officially launched National Literacy and Numeracy Week at Wiley Park Public School in Sydney.

4. Implementation of the DEEWR-led Child Care Management System project was scrutinised through a Department of Finance and Deregulation Gateway Review, and was the first in the Commonwealth to successfully complete the final review stage. In December 2009, Deputy Secretary and former Director of the Office of Early Childhood Education and Child Care Michael Manthorpe received the final review report from John McDonald, Gateway Review team leader.

5. The DEEWR Dragons paddled their way into fourth place in the finals of the Dragons Abreast Corporate Dragon Boat Challenge on Lake Burley Griffin in October 2009. The regatta raised more than \$30 000 for breast cancer research and support services.

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## APPENDIX 1

### Commonwealth Disability Strategy

The Commonwealth Disability Strategy requires government departments to provide performance data against four core performance roles: policy adviser, regulator, purchaser and provider. As an employer, the department provides statistical reports through the Australian Public Service Commission's *State of the Service report survey*.

DEEWR is responsible for key aspects of the government's social inclusion agenda, and the department's Disability Employment Plan sets out its commitment to be a leader in the employment of people with disability in the APS. The plan can be found on the department's website at <[www.deewr.gov.au/Department/DEEWRJobs/Pages/PeopleWDisability.aspx](http://www.deewr.gov.au/Department/DEEWRJobs/Pages/PeopleWDisability.aspx)>.

DEEWR's Secretary, Lisa Paul launched the department's Disability Employment Plan and established the Disability Employment Committee in November 2009. The committee is guided by the following priorities:

- » improved delivery of, and ongoing support for, assistive technology
- » establishment of an employee network
- » identification and remedy of any recruitment barriers to people with disability
- » identification of strategies to improve disability confidence across DEEWR.

A number of practical initiatives have been put in place to progress these priorities, including:

- » promotion of International Day of People with Disability across DEEWR, including an event hosted by the Disability Champion
- » establishment of a working group, comprising committee members, interested employees and representatives from key areas across the department, to focus on practical solutions to improving the delivery of assistive technology and support for its users
- » participation in the Stepping Into program—an ongoing Australian Network on Disability program that aims to assist tertiary students and recent graduates with disability enter their chosen profession
- » targeted recruitment efforts to attract people with disability as part of the 2011 Graduate Program, including advertising through the Australian Network on Disability and Vision Australia.

#### Policy adviser role

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**Performance indicator 1** New or revised programs/policies assess impact on the lives of people with disability prior to decision.

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The department administers a range of programs that impact on people with disability and undertakes assessments and stakeholder consultations to ensure that positive outcomes are achieved. Examples of this include:

*Inclusion and Professional Support Program*—the program provides support to child care services to promote and maintain high-quality care for all children, including children with disability, in eligible child care services. This goal is achieved by helping educators to develop their skills and increasing the capacity of child care services through the provision of professional development, advice and inclusion support.

After significant consultation with the sector, revised program guidelines were released in July 2009. Those guidelines amended the accessibility provisions for the Inclusion Support Subsidy so that allied health providers in rural and remote areas with reduced numbers of medical

practitioners could verify the status of people seeking the subsidy, and so that the Centrelink Health Care Card with the 'child with disability' code would be allowable in some circumstances.

*National Disability Strategy*—Australian and state governments have agreed to work together on the establishment of the strategy, which will provide a whole of government, whole of life approach that will address both the performance of the disability service system and, importantly, mainstream systems for people with disability, their families and carers. DEEWR is assisting FaHCSIA, which has the lead in the development of the strategy.

A formal public consultation process, and the National People with Disabilities and Carer Council, when it is established, will continue to provide expert advice to government on the strategy's development and implementation.

*Review of Disability Standards for Education 2005*—formulated under the *Disability Discrimination Act 1992*, the standards set out the obligations of all education providers under the Act in five key areas: enrolment; participation; curriculum development, accreditation and delivery; student support services; and harassment and victimisation.

The standards, accessible at the DEEWR website, are reviewed every five years. In 2009–10, DEEWR began planning for the next review in consultation with the Attorney-General's Department and the Australian Human Rights Commission. The review, which will include consultation with stakeholders and the Australian public, will cover the efficiency and effectiveness of the standards in achieving their objectives.

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**Performance indicator 2** People with disability are included in consultations about new or revised policy/program proposals.

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Consultation with stakeholders and people with disability occurs when DEEWR is developing or revising policy or program proposals. Examples of this include:

*National Mental Health and Disability Employment Strategy*—the department worked with FaHCSIA to develop the National Mental Health and Disability Employment Strategy. The strategy, developed and released in September 2009 after an extended consultation process, sets out a number of priority actions to assist people with disability, including mental illness, into work. It recognises the importance of education and training as a pathway to sustainable employment, and the role of employers in increasing employment opportunities for people with disability.

*National Quality Agenda for Early Childhood Education and Care*—a Consultation Regulation Impact Statement was released in July 2009 as part of the consultation process for the COAG's National Quality Agenda for Early Childhood Education and Care. The statement sought public and industry comment on improved staff-to-child ratios and qualification requirements, a new integrated approach to regulation, and a quality ratings system to give parents information about the services available for their children.

Feedback from the public consultations, held between 3 July and 31 August 2009, was taken into account in developing the final proposals considered by COAG. The focus group discussions involved mainstream families and services, Aboriginal and Torres Strait Islander families and services, and immigrant and refugee families. At least four of these families had children with special needs.

Further consultation with the sector and families is planned during development of the National Quality Agenda, leading up to its implementation in January 2012.

*Australian Curriculum from Kindergarten to Year 12*—the curriculum is being developed by the Australian Curriculum Assessment and Reporting Authority (ACARA) to meet the needs of all students and provide flexibility for teachers to take into account the different rates at which students develop so that they can cater for differences in students' abilities.

Advisory panels with a focus on equity and diversity, including students with special needs and stages of schooling, are providing input on how ACARA can best meet the needs of students with disability. There will be further discussion on achievement standards and assessment for students with disability throughout 2010.

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**Performance indicator 3** Public announcements of new, revised or proposed policy/program initiatives are available in accessible formats for people with disability in a timely manner.

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Departmental information is presented online in HTML, which is fully accessible using a screen reader. Publications are available in PDF and RTF—the RTF being screen reader friendly.

The DEEWR website conforms to an 'A' level rating against the Web Content Accessibility Guidelines 2.0. This is the current minimum standard rating for Australian Government websites.

Where possible, workshops and associated materials are provided in formats that are accessible to all. This includes the provision of sign interpreters at workshops, captions for video presentations and website material that is compatible with alternative format technology.

The JobAccess service offers a telephone hotline that also has a telephone typewriter (TTY) facility. The JobAccess website publishes information on new or revised policy or program initiatives relating to the employment of people with disability and adheres to accessibility guidelines to ensure all documents and media files on the site are available in accessible formats.

## Regulator role

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**Performance indicator 1** Publicly available information on regulations and quasi-regulations is available in accessible formats for people with disability.

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Information on the department's programs and associated regulations is available in accessible formats on the department's website. This includes the Disability Employment Services program and the Employment Services Code of Practice.

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**Performance indicator 2** Publicly available regulatory compliance reporting is available in accessible formats for people with disability.

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Publicly available information on the department's compliance with regulatory requirements and quality assurance systems, including the Disability Employment Services Performance Framework, is provided in accessible formats on the department's website.

Information on the relative performance of Disability Employment Services providers is made available through the Disability Employment Services Star Ratings, published six-monthly on the DEEWR and Australian JobSearch <[www.jobsearch.gov.au](http://www.jobsearch.gov.au)> websites.

## Purchaser role

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**Performance indicator 1** Publicly available information on agreed purchasing specifications is available in accessible formats for people with disability.

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The department's tenders are advertised in various media, including AusTender, newspapers and the DEEWR website. Although the tender documents are usually PDFs, they can be made available in other formats on request through the contact officer for each tender.

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**Performance indicator 2** Processes for purchasing goods or services with a direct impact on the lives of people with disability are developed in consultation with people with disability.

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The department's procurement procedures require the department to comply with the Commonwealth Procurement Guidelines and related legislation, which includes the *Disability Discrimination Act 1992*. The department consults with appropriate stakeholders if it considers the procurement may impact on people with disability.

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**Performance indicator 3** Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the *Disability Discrimination Act 1992*.

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Disability Employment Services providers are contracted by the department to help people with disability obtain and retain employment. These providers are required to meet the provisions of the *Disability Discrimination Act 1992*. Providers are also required to achieve and maintain quality assurance certification under the Disability Services Standards and are independently audited against the 12 standards.

The department's template contracts for the purchase of goods and services require compliance with Commonwealth laws, including the *Disability Discrimination Act 1992*. The request for tender template states that successful tenderers will be subject to the same requirement.

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**Performance indicator 4** Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disability is provided.

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In 2009–10, the department provided publicly available reports on performance against the contract purchasing specification in accessible formats in response to all requests.

Job seekers are informed of the relative performance of Disability Employment Services providers through the publication of the Disability Employment Services Star Ratings. These ratings will continue to be published six-monthly on the DEEWR and Australian JobSearch websites. All publicly available information is provided in accessible formats, including online formats.

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**Performance indicator 5** Complaints/grievance mechanisms, including access to external mechanisms, are in place to address concerns raised about provider's performance.

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Complaints and grievances are handled in accordance with the department's policy, and advice is available from external complaint-handling agencies such as the Commonwealth Ombudsman. Specific examples of departmental programs that include grievance or complaint mechanisms are:

*Employment Services Code of Practice*—providers are contractually bound to provide services according to the standards set out in the Employment Services Code of Practice. The code, which has been designed to apply to all employment services, focusing attention on the way services are provided to achieve the best outcomes for clients, details a series of principles and commitments to high-quality service delivery.

Job seekers can expect to receive the range of services that are set out in the relevant service guarantee, available on the department's website in accessible formats.

*Disability Employment Services complaints process*—Disability Employment Services providers are affected by the provisions of the Disability Services Standards, against which they must be certified.

Standard 7 requires that providers have an accessible, effective internal complaint-handling mechanism for clients.

The Employment Services Complaints, Compliments and Suggestions fact sheet is available on the department's website <[www.deewr.gov.au/Employment/Programs/DES/Pages/Resources.aspx](http://www.deewr.gov.au/Employment/Programs/DES/Pages/Resources.aspx)> and explains the complaints process.

Clients can make use of the Complaints Resolution and Referral Service, an independent service funded by the government, to help clients using specialist disability services to raise and seek resolution of complaints. Clients of Disability Employment Services can contact the Customer Service Line on freecall 1800 805 260 or directly on freecall 1800 880 052. The service is also able to advise providers on developing or improving their internal complaint-handling procedures.

## Provider role

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**Performance indicator 1** Providers have established mechanisms for quality improvement and assurance.

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The *Child Care Services Handbook* provides information on the Inclusion and Professional Support Program, which supports services to assist children with additional needs, including those with disability. The handbook is provided to all child care service providers and is also available in accessible formats on the department's website.

The National Quality Strategy for Disability Employment and Rehabilitation Services Providers requires Disability Employment Services providers to be certified against the Disability Services Standards of the *Disability Services Act 1986*.

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**Performance indicator 2** Providers have an established service charter that specifies the roles of the provider and consumer and service standards that address accessibility for people with disability.

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The DEEWR Service Charter makes clear the commitment and ways in which DEEWR assists people with disability to access services and information.

From 1 July 2006, the Employment and Related Services Code of Practice and the relevant service guarantee bound all employment services providers holding contracts with the department. The code of practice describes how providers must deliver services to clients.

The Disability Employment Services service guarantee specifies the types of services that clients can expect to receive.

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**Performance indicator 3** Complaints/grievance mechanisms, including access to external mechanisms, are in place to address concerns raised about performance.

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DEEWR's Service Charter requests feedback and provides information on mechanisms through which feedback can be submitted. This includes information on how people with disability can provide feedback and on external avenues for providing feedback.

Job seekers registered with Disability Employment Services can contact the Complaints Resolution and Referral Service, an independent service funded by the government to help job seekers using specialist disability services to raise and seek resolution of complaints.



## APPENDIX 2

### Ecologically sustainable development and environmental performance reporting

Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* requires Commonwealth organisations to report on their environmental performance and their contribution to ecologically sustainable development.

#### Program activities incorporating ecologically sustainable development principles

##### Early childhood education and child care

In December 2009, the Council of Australian Governments signed a landmark agreement to drive higher quality early childhood education and care. The department is working with state and territory governments to implement the new National Quality Standard for Early Childhood Education and Care and School Age Care, which includes a requirement that each service 'takes an active role in caring for its environment and contributes to a sustainable future'.

##### School education

The Australian Curriculum, Assessment and Reporting Authority (ACARA) was established as an independent statutory authority by the *Australian Curriculum, Assessment and Reporting Authority Act 2008*.

ACARA's work in developing the Australian curriculum is guided by the *2008 Melbourne Declaration on Educational Goals for Young Australians*. The declaration includes a commitment to support young Australians to work for the common good, in particular by sustaining and improving natural environments.

ACARA is integrating a focus on environmental sustainability across the Australian curriculum by making 'a commitment to sustainable patterns of living' a cross-curriculum priority, represented in ways appropriate to individual learning areas. For example, the curriculum in science aims to increase students' awareness of contemporary environmental issues such as water management and climate change. The science curriculum also aims to enable students to make responsible, ethical and informed decisions concerning the environment through the application of scientific understanding.

The department administers the Building the Education Revolution (BER) program, part of the Nation Building—Economic Stimulus Plan developed by the Australian Government in response to the global financial crisis.

Construction or refurbishment projects funded under the Primary Schools for the 21st Century and Science and Language Centres for 21st Century Secondary Schools elements of BER must reflect sustainability principles in their building design and construction. This might include, for example, use of insulation, energy-efficient lighting, solar hot water, glazing, heating and cooling, or water tanks.

Education authorities identified sustainability measures in the BER project application phase and all applications incorporated sustainable building principles. A report on the implementation of the sustainability measures is part of the acquittal process undertaken once an approved project has been completed.

Table A2.1 shows how widely particular sustainability measures were included in projects approved under BER.

Table A2.1 Sustainability measures included in building design and construction by projects funded under the Building the Education Revolution program				
Sustainability measure	Primary Schools for the 21st Century		Science and Language Centres	
	Number of projects	Proportion of total projects	Number of projects	Proportion of total projects
Building insulation	9786	93%	493	92%
Energy-efficient glazing	5199	49%	323	60%
Energy-efficient lighting	8701	82%	522	97%
Other	2848	27%	144	27%
Recycled/grey water	697	7%	63	12%
Shading	6310	60%	273	51%
Solar panel	2359	22%	148	28%
Water tanks	6067	57%	346	64%

Note: The above figures are based on approved projects. A project may include more than one sustainability measure.

### Higher education

The Education Investment Fund (EIF) supports significant infrastructure projects in higher education, research and vocational education and training (VET) institutions, to build a modern, productive Australian economy prepared to meet the challenges of the future.

The EIF funding rounds undertaken in 2009–10 included a special Sustainability Round focused on transforming tertiary campuses and research institutions into twenty-first century environments and advancing teaching and research in the areas of climate change and sustainability. EIF projects may also act as testing and demonstration sites for new and emerging design and technology strategies.

The five successful projects in the Sustainability Round included one university project and one VET project:

- » *Sir Samuel Griffith Centre at Griffith University, Brisbane, \$21.05 million*—the centre will be an innovative teaching and research building, with a 6 Green Star rating. Integrating business, engineering and environmental science disciplines around a sustainability theme, the centre will build critical capacity in climate change adaptation research. The infrastructure will include a solar power-hydrogen storage energy management system at demonstration scale.
- » *Central Tech Green Skills Training Centre at Central TAFE, Perth, \$12 million*—the training centre will boost capacity in the VET sector in Western Australia by providing high-level green skills training for engineers, builders, plumbers, painters and environmental, water and renewable energy technicians and bio-technicians. The facility itself will achieve significant environmental savings through reduced carbon emissions and water use during its operation.

In addition, \$400 million in EIF funding was allocated to providing research infrastructure for the Clean Energy Initiative, which complements the Carbon Pollution Reduction Scheme and Renewable Energy Target by supporting the research, development and demonstration of low-emission energy technologies, including industrial scale carbon capture and storage and solar energy.

### Vocational education and training

The department contributes to whole of government forums such as the National Education for Sustainability Network and the Energy Efficiency Skills Committee chaired by the Department of Resources, Energy and Tourism; is a member of the National Quality Council; and represents the Australian Government on the Water Industry Skills Taskforce. These groups share an interest in building the capacity of Australia's education and training sector to deliver green skills: the knowledge, skills and training required by the workforce to meet the demands of a sustainable, low-carbon economy.

In December 2009 COAG endorsed the Green Skills Agreement, which was developed by the Australian Government and state and territory governments with input from business, industry, the training sector and universities. The primary objectives of the agreement are to:

- » develop national standards in skills for sustainability, within the requirements of the national regulatory framework
- » equip VET practitioners to provide effective training and facilitation in skills for sustainability
- » review and revise training packages to incorporate skills for sustainability
- » implement strategies to re-skill vulnerable workers in the transition to a low-carbon economy.

The Green Skills Agreement Implementation Group was convened in early 2010. The department chairs the group, which includes representatives from each state and territory government, universities, private and public VET providers, community education providers, unions and employer groups. In June 2010, the group presented a Green Skills Agreement Implementation Plan to the Ministerial Council on Tertiary Education and Employment.

The group is also working to upgrade the skills of the VET workforce. The Innovation and Business Skills Australia Industry Skills Council revised the Certificate IV in Training and Assessment, to assist the Australian VET sector to deliver and assess training for sustainability. In addition, a new unit of competency, 'Analyse and apply sustainability skills into learning programs', was added to the elective pool for the Diploma of Training and Assessment. This unit was funded by the department and forms the Sustainable Practice Skill Set in the Training and Assessment Training Package, which is the basis of skill development for VET practitioners.

The department is building an evidence base that will inform the implementation of the Green Skills Agreement. Six projects were undertaken in the first phase of research, including the Skills for a Sustainable Future employer survey that was conducted in December 2009. The survey collected responses from 1932 businesses across eight industries deemed to be vulnerable to the transition to a sustainable, low-carbon economy. Responses indicated that, although businesses are concerned about rising energy and water costs, many are keen to become more sustainable by saving water, energy, paper, and fuel; by recycling; and by implementing better waste disposal and site management practices.

The second phase of research, which began in June 2010, includes the Murdi Paaki Green Skills Research project. This project will identify current and future investments in the emerging green economy in the Murdi Paaki region of New South Wales, and assess the capacity of local Indigenous communities to take advantage of employment and training opportunities that arise as a result.

Training providers who applied for funding in 2009–10 through the Training Infrastructure Investment for Tomorrow element of the Teaching and Learning Capital Fund for Vocational Education and Training were required to demonstrate the extent to which their proposed projects would address emerging green skills requirements. Applicants were asked to consider:

- » what benefit their project would deliver to the national training system
- » whether their project would help to re-orient existing skills to meet the challenges of businesses focused on sustainable development, including demand for new green skills
- » offering green skills training to prepare workers for
  - new jobs, such as manufacturing of pollution control devices added to existing production equipment
  - job substitution, for example shifting from fossil fuels to renewable energies
  - transformation or 'greening' of existing jobs.

The Skills for the Carbon Challenge initiative supports the Skills for Sustainability—Educational Institution Award, part of the Australian Training Awards. The Northern Sydney Institute became the inaugural Skills for Sustainability Award winner in November 2009. The institute was recognised for its work in developing effective partnerships to build sustainable work skills that will support Australia's transition to a low-carbon economy.

The department is providing a number of grants to universities to fund projects on the provision of skills for sustainability in the higher education sector. These include:

- » work by the Australian Learning and Teaching Council and the University of Western Sydney to develop a comprehensive web-based resource detailing higher education courses that include sustainability content, examples of effective professional development, models of effective practice in the delivery of sustainability programs and linkages to international initiatives and resources
- » work by the Australian Research Institute in Education for Sustainability to develop teaching units in energy efficiency and renewable energy, and in the application of Indigenous concepts of 'country' to sustainability.

### The department's environmental performance

The department's Environment Subcommittee, which reports directly to the Accommodation Committee, ensures that all environmental activities are integrated into DEEWR's long-term accommodation strategy and departmental objectives. By managing targets and action plans, the committee aims to reduce the department's environmental impact. The committee provides quarterly reports to DEEWR Executive on the performance of the department's property portfolio, with a particular focus on energy use and waste management.

The committee oversees the development and maintenance of an AS/NZS ISO 14001-compliant Environmental Management System (EMS), advocates environmental policies within the department and works with other committees to ensure that environmental impacts are considered in decision-making processes. The committee manages applications within the department for non-standard ICT equipment, to ensure that the energy-saving potential of new equipment is fully realised.

The department's EMS is currently being certified to AS/NZS ISO 14001 at one site in Canberra. Once completed, the certification will be extended to other Canberra sites.

### Buildings

The department continued to rationalise its property portfolio into fewer, more efficient buildings, reducing the number of tenancies from 61 in 2008–09 to 54 in 2009–10.

The department achieved practical completion of its new headquarters building at 50 Marcus Clarke Street, Canberra. The building will be occupied from July 2010, housing about 45 per cent of the department's Canberra-based staff.

The base design of the new building achieved a 6 Green Star rating from the Green Building Council of Australia; the department has commenced work on a submission seeking Green Star ratings for the completed building and fit-out. Occupation of the new, energy-efficient building will improve the department's overall energy performance, and allow for further rationalisation of the department's property portfolio as leases on older buildings expire.

The department's tenancy at 17 Moore Street, Canberra, completed its first year of operations under the department's first Green Lease Schedule and is on track to achieve the necessary 4.5 star NABERS rating. The department is in discussion with the managers of the older buildings it leases in Canberra to consider the feasibility of energy-saving initiatives under existing leases.

The department uses the whole of government energy contract in the Australian Capital Territory, which sources 10 per cent accredited GreenPower. Arrangements are being put in place to purchase 10 per cent accredited GreenPower for all tenancies outside the Australian Capital Territory.

The department's new Northern Territory headquarters at 39–41 Woods Street, Darwin, is managed under a Green Lease Schedule. The department has submitted an application to the Green Building Council of Australia seeking a Green Star rating of the tenancy.

#### If these walls could breathe ...

The department's new Canberra headquarters at 50 Marcus Clarke Street feature a number of bio-filtration walls, or 'living walls', covered with specially selected plants that act as a natural filter for indoor air.

The plants' roots are placed in a layer of matting held between two layers of a synthetic porous structure that contains perforated ducts through which contaminated office air is drawn. Micro-organisms living in the plants' root systems and leaves clean the air of volatile organic compounds—chemicals that are a major contributor to poor indoor air quality. Bio-filtration walls are designed to remove a large number of such compounds, improving air quality and staff comfort.



#### Information and communications technology

The 2008 *Review of the Australian Government's Use of Information and Communications Technology* requires all government departments to significantly reduce their ICT running costs and greenhouse gas emissions.

An interdepartmental committee produced the whole of government ICT Sustainability Plan, mandating recommendations, actions, reporting obligations and targets for the environmental performance of government agencies' ICT operations. The targets involve energy consumption, resource consumption, sustainable procurement and e-waste.

The ICT Sustainability Plan required each government agency to produce an ICT Energy Plan. The department's plan contains targets for ICT equipment and energy reduction and initiatives from the Australian Government Information Management Office, which aligns the department's plan

with the whole of government plan. In terms of energy savings, the following measures are being implemented:

- » The department's Desktop 2010 project is rolling out more efficient personal computers that are rated to the Electronic Product Environmental Assessment Tool gold standard. The new computers are automatically put into 'sleep' mode overnight and after more than 30 minutes of inactivity during the day. A significant reduction in the department's ratio of personal computers to staff members is being achieved, and laptop numbers are being reduced.
- » The department is moving to energy-efficient 24 inch monitors that can reduce energy use by 60 per cent in comparison with current monitors.
- » New multifunction devices (MFDs) are being deployed to greatly reduce the numbers of printers, fax machines and scanners in use in the department. The MFDs are set to print on demand and use duplex printing by default to substantially reduce paper use.
- » The department's mid-range servers are being virtualised. This means that software is used to divide one physical server into multiple isolated virtual server instances. Around 700 virtual servers have been created, greatly reducing the need for physical server hardware and saving at least 20 per cent of previous energy use.
- » The department's data centres will undergo independent energy assessments every year. A project is underway to relocate the data centre in Lyneham, Canberra, to more energy-efficient premises at Dickson, Canberra.

### Water

The department has achieved the maximum possible implementation of water-saving systems in existing national office buildings, with an overall 80 per cent implementation of available water-saving technologies.

The new building at 50 Marcus Clarke Street incorporates the best available water-saving systems, including low-flow sensor taps, grey water recycling for flushing toilets, waterless urinals and rainwater retention for use in cooling towers.

The department's tenancies at 17 Moore Street and 50 Marcus Clarke Street allow floor-by-floor metering of water use. Use patterns will be mapped in 2010–11 to enable identification of opportunities for water savings and early detection and repair of water leaks.

### Vehicle fleet

The department operates a fleet of 119 pool vehicles, including 13 four-wheel drive vehicles which are required for safety in departmental operations in remote areas. The number of four-wheel drive vehicles has been reduced through careful fleet rationalisation. The department's target of 60 per cent of pool vehicles being rated in the top half of the Green Vehicle Guide has been exceeded, with 69 per cent of vehicles meeting this standard in 2009–10.

### Air travel

Collectively, the department's staff travelled approximately 28.9 million kilometres in 2009, generating 10 061 tonnes of carbon dioxide equivalent emissions. This was a 20 per cent reduction in air travel compared to 2008, which exceeded the department's target of a 10 per cent reduction.

### Paper use

Paper use data is monitored to track progress towards targets of a 30 per cent reduction in total departmental paper use and standardised department-wide use of 100 per cent recycled A4 paper stock.

Total paper use was reduced by approximately 25 per cent in 2009–10; this was 5 per cent short of the target (a 30 per cent reduction compared to the previous year). However, the proportion of recycled paper within that total was higher, by approximately 20 per cent, than in the previous year.

Standardised use of 80 per cent recycled Australian-made A4 paper and 10 per cent recycled Australian-made A3 paper is being established throughout the department. The department continues to monitor the commercial availability of Australian-made paper with a higher recycled content and will change to a higher percentage recycled paper if it becomes available.

Recycled paper is used for departmental publications whenever possible.

### **Waste management**

The department is establishing a standardised waste management system, beginning at 50 Marcus Clarke Street and being progressively adapted for other tenancies. The system is the result of research, professional advice and staff consultation and is designed to minimise the amount of waste going to landfill and help the department to achieve its target of 80 per cent effective recycling.

Regular waste auditing is conducted at selected sites and, in 2009–10, indicated an average effective recycling rate of 67 per cent—an acceptable rate in comparison with other Australian organisations, but still short of the department’s target of 80 per cent.

Organic recycling has been successfully trialled at two major Canberra tenancies. Waste auditing indicates the potential for organic recycling to reduce departmental waste going to landfill by as much as 25 per cent. The new waste management system includes organic recycling as a standard component, along with full recycling of paper, cardboard, mobile phones and components, co-mingled materials (bottles, cans, plastic), toner cartridges and, where possible, domestic batteries.

## APPENDIX 3

### Freedom of information

This appendix has been prepared in accordance with section 8(1) of the *Freedom of Information Act 1982*, which requires that each agency publish information about the following:

- » the organisation and functions of the agency, including the decision-making and other powers affecting members of the public that are involved in those functions
- » arrangements that exist for outside participation in policy formation or administration of any enactment or scheme by the agency
- » categories of documents the agency possesses
- » how members of the public can gain access to documents held by the agency.

A reference to the Minister, unless otherwise stated, means the Hon Julia Gillard MP, former Minister for Education, former Minister for Employment and Workplace Relations and former Minister for Social Inclusion. A reference to the Secretary, unless otherwise stated, means the Secretary of the Department of Education, Employment and Workplace Relations.

### Organisations and functions

Part 1 of this report provides information about the organisation and functions of the department.

### Decision-making powers that affect members of the public

The department makes decisions under the following legislation:

- » *A New Tax System (Family Assistance) Act 1999*—in relation to child care benefit, child care rebate, child care services and registered carers
- » *A New Tax System (Family Assistance) (Administration) Act 1999*—in relation to child care benefit, child care rebate, child care services and registered carers
- » *A New Tax System (Family Assistance and Related Measures) Act 2000*—in relation to child care benefit, child care tax rebate, child care services and registered carers
- » *Air Passenger Ticket Levy (Collection) Act 2001*—in relation to the special entitlements scheme for eligible employees of the Ansett group of companies
- » *Australian Curriculum Assessment and Reporting Authority Act 2008*—an Act to establish the Australian Curriculum, Assessment and Reporting Authority, and for related purposes
- » *Australian Technical Colleges (Flexibility in Achieving Australia's Skills Needs) Act 2005*—which grants financial assistance for establishing and operating Australian Technical Colleges and for related purposes
- » *Building and Construction Industry Improvement Act 2005*—in relation to accreditation under the Australian Government's Occupational Health and Safety Building and Construction Accreditation Scheme
- » *Child Care Act 1972*—in relation to historical capital funding for child care
- » Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000—which sets out rules relating to the eligibility of child care services to become, and remain, approved child care services for the purposes of child care benefit
- » *Child Care Support Legislation Amendment (Reform of the Child Support Scheme—New Formula and Other Measures) Act 2006*—in relation to child care benefit
- » *Disability Services Act 1986*—in relation to the provision of Disability Employment Network, vocational rehabilitation services and Disability Employment Services
- » *Education Services for Overseas Students Act 2000* and *Education Services for Overseas Students Regulations 2001*—the Minister (or delegate) can make decisions, in relation to



- registration of approved providers of courses for overseas students on the Commonwealth Register of Institutions and Courses for Overseas Students
- suspension and cancellation of providers from the Commonwealth Register of Institutions and Courses for Overseas Students
- imposition of conditions on a registered provider’s registration for one or more courses in one or more states
- establishment of the Education Services for Overseas Students Assurance Fund and approved tuition assurance schemes
- » *Family Assistance Legislation Amendment (Child Care Budget and Other Measures) Act 2008*—in relation to child care benefit, child care rebate, approved child care services and debt recovery
- » *Family Assistance Legislation Amendment (Child Care Management System and Other Measures) Act 2007*—in relation to the Child Care Management System
- » *Freedom of Information Act 1982*—to grant or refuse access to documents, to amend or annotate documents, and in relation to fees and charges
- » *Higher Education Funding Act 1988*—the Minister has decision-making powers under this Act, which makes provisions for grants of transitional financial assistance to higher education institutions and other bodies for higher education purposes until the end of 2007. The Secretary (or delegate) has powers to make decisions in accordance with this Act in relation to remission of the whole or part of a debt incurred under the Higher Education Contribution Scheme, Postgraduate Education Loans Scheme, Bridging for Overseas Trained Professionals Loan Scheme and Open Learning Deferred Payment Scheme. The Commissioner of Taxation has powers to make decisions in accordance with this Act in relation to tax file numbers, repayment of money lent by the Commonwealth to students and deferral of a compulsory repayment of a Higher Education Loan Programme (HELP) debt
- » *Higher Education Support Act 2003*—in relation to the funding of higher education, and related purposes and the administration of the VET FEE-HELP Assistance Scheme. This Act primarily provides for the Commonwealth to give financial support for higher education and VET through grants and other payments made largely to higher education and VET providers, and through financial assistance to students (usually in the form of loans). The Minister has decision-making powers to reduce or require repayment of grants (including in relation to conditions under the *Maritime Legislation Amendment Act 2007*). The Secretary (or delegate) has powers to make decisions in accordance with this Act in relation to the rollover of funding grants, advances of funding grants and HELP payments, the review of providers’ original decisions on the re-crediting of Student Learning Entitlement and FEE-HELP balances and payments, and the protection of personal information under the Act. The Commissioner of Taxation has powers to make decisions in accordance with this Act in relation to tax file numbers, repayment of moneys lent by the Commonwealth to students and deferral of a compulsory repayment of a HELP debt
- » *Migration Act 1958*—under this Act, the Migration Regulations 1994 specify Trades Recognition Australia (TRA), a business unit of the department, as a skills assessing authority for tradespeople wishing to migrate to Australia under the Australian Government’s migration program
- » *Nation-building Funds Act 2008*—relates to the Building Australia Fund, the Education Investment Fund, the Health and Hospitals Fund and other purposes
- » *National Workplace Relations Consultative Council Act 2002*—provides, in the public interest, a regular and organised means by which representatives of the government of the Commonwealth, of employers and of employees, and, when the Minister considers it appropriate, representatives of other persons, bodies and organisations may consult together on workplace relations matters of national concern
- » *Safety, Rehabilitation and Compensation Act 1988*—the Minister has the discretion under this Act to grant corporations eligibility to apply to the Safety, Rehabilitation and Compensation Commission for a licence to self-insure under the Comcare workers compensation scheme. The Minister also has the power to declare persons to be employees of the Commonwealth for the purposes of this Act whilst engaging in activities or performing acts at the request or direction

of the Commonwealth, for the benefit of the Commonwealth, or under a requirement made by or under a law of the Commonwealth

- » *Schools Assistance Act 2008*—grants financial assistance to the states for 2009–2012 for primary and secondary education and related purposes for nongovernment schools. Funding for non-government schools under the Act includes: the Recurrent Assistance program; the Capital Grants program; the Literacy, Numeracy and Special Learning Needs Program; the Country Areas Program; the English as a Second Language—New Arrivals Program; the Languages Program; Short Term Emergency Assistance; and Establishment Assistance. The Minister and Secretary have powers to make decisions under this Act, and may delegate these powers to departmental officers
- » *Schools Assistance (Learning Together—Achievement Through Choice and Opportunity) Act 2004*—which grants financial assistance to the states for 2005–2008 for primary and secondary education and related purposes for both government and non-government schools
- » *Social Security Act 1991* and *Social Security (Administration) Act 1999*—in relation to income support payments as well as participation requirements for Newstart Allowance, Youth Allowance and Parenting Payment. The Minister and Secretary have powers to make decisions under these Acts regarding Austudy, Youth Allowance, and any other payment, allowance or supplement, including rent assistance, insofar as it relates to students. The Secretary may delegate these powers to departmental officers and to the CEO of Centrelink
- » *Tradesmen's Rights Regulation Act 1946*—facilitates the recognition of tradespeople in 49 metal and electrical trades

The department also makes decisions under the following administrative schemes:

- » Administrative Scheme for the Payment of Special Compensation for Injury in Exceptional Circumstances—the Minister has the power to compensate certain judges, Commonwealth employees, a person contracted to perform tasks for the Commonwealth, and/or their spouses/close relatives, who are injured as a result of their connection with the Commonwealth
- » Administrative Scheme for the Purposes of Compensating Persons Present at British Nuclear Test sites in Australia—the Minister has the power to compensate non-Commonwealth employees, pastoralists and Aboriginal persons affected by these tests
- » Building the Education Revolution (BER) Program—the Minister for Education has the power to approve funding for individual schools under the three elements of the BER
  - National School Pride
  - Primary Schools for the 21st Century
  - Science and Language Centres for 21st Century Secondary Schools
- » Community Support—delivers improved access to child care through support for the establishment of new services and maintenance of services, especially in areas where the market would otherwise fail to provide child care services
- » Compensation for Detriment caused by Defective Administration Scheme—in connection with compensation that might be payable to a claimant who has suffered detriment as a result of defective administration by an Australian Government agency
- » Early Learning and Care Centres—increases the availability of early learning and child care options for families. The centres are, where possible, located on school, TAFE, university grounds or other community land
- » Endeavour Awards—in relation to individuals who have applied for a scholarship. Independent selection panels consider applicants based on merit and make recommendations to the department for a final decision
- » General Employee Entitlements and Redundancy Scheme—provides assistance to employees who have lost their job as a result of the bankruptcy or liquidation of their employer and are owed certain entitlements
- » Inclusion and Professional Support—promotes and maintains high quality care and inclusion for all children in eligible child care services, by increasing the capacity of the service and the skill level of carers and staff through the provision of professional development and inclusion support

- » Indigenous Employment Program—aims to increase Indigenous Australians’ employment outcomes and participation in economic activities, contributing to the government’s commitment to halve the gap between Indigenous and non-Indigenous employment outcomes within a decade. Access to the program is available through the assistance available through
  - pre-designed, ‘off-the-shelf’ products (Indigenous Wage Subsidy, Indigenous Cadetship Scheme and CDEP Work Experience Subsidy and Indigenous Capital Assistance Scheme)
  - directly negotiated tailored assistance, generally with employers or Indigenous businesses
  - services provided to employers and Indigenous individuals, communities and enterprises by organisations on the Employment Panel and the Economic Development and Business Support Panel
- » International Student Exchange programs—in relation to funding applied for by higher education providers for student exchange
- » Youth Engagement—the department administers programs and initiatives under the Youth Engagement appropriation to support young Australians to transition to independence and also to provide assistance to vulnerable young people. These programs include the Australian Youth Forum, Transition to Independent Living Allowance and Youth Development Support Program.

## Arrangements for outside participation

### Office of Early Childhood Education and Child Care

Under the National Partnership Agreement on Early Childhood Education, the bilateral agreements between the Commonwealth and state and territory governments include governance arrangements in which the department and other stakeholders are invited to participate.

The Indigenous Early Childhood Development Steering Committee comprises representatives from the states and territories and is chaired by the Commonwealth. The committee has oversight of the implementation of the National Partnership on Indigenous Early Childhood Development. This includes specific responsibility for making recommendations to the senior officials meeting representing Australian Government central agencies and state and territory government agencies, in relation to the national partnership’s three elements:

- » Element One: Integration of Early Childhood Services through Children and Family Centres
- » Element Two: Increased Access to Antenatal Care, Pre-Pregnancy and Teenage Sexual and Reproductive Health
- » Element Three: Increased Access to, and use of, Maternal and Child Health Services by Indigenous Families.

The Early Childhood Development Steering Committee, comprising representatives from relevant Australian Government and state and territory government departments, has responsibility for developing further advice related to the National Early Childhood Development (ECD) Strategy as directed by the Council of Australian Governments (COAG). This includes responsibility for making recommendations to the senior officials meeting, representing Australian Government central agencies and state and territory government agencies, in relation to:

- » initiatives related to reform areas identified in the strategy
- » a national outcomes reporting framework and progress measures for the ECD strategy
- » development of a National Early Years Workforce Strategy which will improve the recruitment and retention of qualified teachers and early childhood workers, particularly in the child care sector and areas of high need.

The Inclusion and Professional Support Program service providers are located throughout Australia. They deliver a broad range of inclusion and professional support services to eligible mainstream and non-mainstream child care services.

## Schools

- » Block Grant Authorities in each state and territory received and assessed the applications and administered non-government grants for schools participating in National Secondary School Computer Fund projects. Block Grant Authorities
  - continue to administer funds to schools through the Digital Education Revolution funding agreements
  - support secondary schools through the application process for funding under the Trade Training Centres in Schools Program and administered funding to schools successful for funding under the program.
- » The department collaborated with state and territory governments and nongovernment school authorities on policy development and program matters. It supports the Ministerial Council for Education, Early Childhood Development and Youth Affairs and its task forces, which coordinate strategic policy at the national level and negotiate and develop national agreements on shared objectives and interests.
- » The Australian Information and Communications Technology in Education Committee is a cross-sectoral national committee advising Australian ministers of education and training on the effective utilisation of ICT in Australian education and training. The committee's terms of reference include providing strategic cross-jurisdictional and cross-sectoral policy advice on the implementation of the Digital Education Revolution and facilitating national consultation, collaboration and coordination in this context.
- » The National School Chaplaincy Program consultation process commenced in February 2010 to develop options for government consideration of the future of the program for 2012 and beyond. The process involves consultation with stakeholders, including state education authorities, representatives of the independent and Catholic school sectors, chaplaincy service providers, unions, parent and community organisations and peak bodies. Members of the public may also participate by making submissions, and information on the consultation process, including how to register an interest to participate in consultation meetings and/or to lodge a submission, is available through <[www.deewr.gov.au/schooling/NationalSchoolChaplaincyProgram](http://www.deewr.gov.au/schooling/NationalSchoolChaplaincyProgram)>.
- » A National Partnership Literacy and Numeracy expert group has been established to advise on the development of an evidence base of effective practice in literacy and numeracy as part of the Smarter Schools—National Partnership Agreement on Literacy and Numeracy. The group includes representatives nominated by each jurisdiction, the Australian Government, the National Catholic Education Commission, and the Independent Schools Council of Australia, as well as Indigenous and special education representatives with literacy or numeracy expertise.
- » The Teach for Australia National Coordinating Group was established in September 2009. The group, which is chaired by the department, was set up to oversee the implementation of the Teach for Australia initiative. The group brings together key stakeholders to consult and support nationally consistent implementation, including representatives of state and territory education authorities, the Australasian Teacher Regulatory Authorities, the Teach For Australia organisation and the University of Melbourne.
- » Indigenous Education Consultative Bodies provide independent advice to the state, territory and Australian governments, facilitate the involvement of Indigenous Australians in the education system and encourage the incorporation of Indigenous culture and perspectives in the curriculum. An Indigenous Education Consultative Body currently exists in each state and territory under various names and structures.
- » Two advisory mechanisms have supported the implementation and establishment of the Indigenous Youth Leadership Program (IYLP) from 2006. The IYLP Indigenous Advisory Group supported the original program administrator—the Foundation for Young Australians—to implement the program over 2006–2009 by providing advice on cultural integrity. The IYLP National Reference Group has brought stakeholders from the education sector together to

advise the department, and to provide information to schools within their sectors. These groups have also advised the department as it developed policies to expand the program from 2008 and they continue to offer important guidance and advice.

- » The department conducted regular consultations with stakeholders, principally through project steering and advisory committees but also through information sessions and forums for various projects.

### Building the Education Revolution

The department conducted regular consultations with stakeholders delivering under the Building the Education Revolution program, through teleconferences, face-to-face meetings and working groups convened for specific policy matters relating to the program.

### Tertiary, youth and international

The department had regular contact with government and non-government stakeholders and clients about youth policy and program administration, including the Transition to Independent Living Allowance program and the Youth Development and Support Program. Non-government policy stakeholders include the Australian Youth Affairs Coalition and the National Advisory Group on Body Image.

The National Advisory Group on Body Image was established and appointed by the Hon Kate Ellis MP, Minister for Youth, to provide advice on a national approach to this issue. The group consisted of representatives from the health sector, the media and fashion industries, academia, relevant non-government organisations and a young member.

The Australian Government consults with young people and youth stakeholders through Australian Youth Forum events and public discussion forums hosted on the Australian Youth Forum website <[www.youth.gov.au/ayf](http://www.youth.gov.au/ayf)>.

The department receives advice on the ongoing development of the youth engagement activities of the Australian Youth Forum through the Youth Engagement Steering Committee. The committee consists of 14 young Australians aged 15–24 years at the time of selection.

The Office for Youth supported the participation of young members on the National Planning Group, which guides the delivery of National Youth Week each year.

The Industry Skills Council Workplace English Language and Literacy (WELL) Network is funded through the WELL Program to promote cross-industry sharing and collaboration on issues relating to essential skills, including language, literacy and numeracy in workplace training and development.

Information on projects funded under the Teaching and Learning Capital Fund for Vocational Education and Training is available online at <[www.deewr.gov.au/tlcfvet](http://www.deewr.gov.au/tlcfvet)> and at the Nation Building website <[www.economicstimulusplan.gov.au](http://www.economicstimulusplan.gov.au)>.

The Australian Government, through a national network of Australian Apprenticeships Centres, provides support services to employers and individuals to access quality Australian Apprenticeships. Extensive consultation has been and will continue to be undertaken with state and territory governments, current providers and other industry stakeholders in the development of future service delivery improvements.

The Australian Government, in consultation with representatives from each state and territory training authority and peak industry bodies such as Group Training Australia, provides information for the development of policy relating to group training and for the support of Australian Apprenticeships through group training.

COAG endorsed the Green Skills Agreement on 7 December 2009. The objectives of the agreement are to:

- » embed skills for sustainability practice and teaching in vocational education and training within the requirements of the national regulatory framework
- » upskill VET instructors and teachers to deliver skills for sustainability
- » undertake the strategic review of training packages to embed sustainability knowledge, skills and principles
- » implement a transition strategy to reskill vulnerable workers.

The Green Skills Agreement Implementation Group was established by the Ministerial Council for Tertiary Education and Employment in early 2010. This followed work undertaken throughout 2009 to develop a national response to Australia's future skills needs in the transition to a low-carbon economy. Membership is drawn from the Australian Government; state and territory training authorities; Adult Learning Australia; the Australian Chamber of Commerce and Industry; the Australian Council for Private Education and Training; the Australian Council of Trade Unions; the Australian Industry Group; TAFE Directors Australia; and Universities Australia. The agreement will support national strategic policy objectives to promote productivity and economic opportunities in mitigating and adapting to climate change. The secretariat for the implementation group is provided by the department.

In the administration of the VET FEE-HELP Assistance Scheme, the Minister has legislative powers under the *Higher Education Support Act 2003* to make legislative instruments and determinations. These legislative instruments and determinations set out the requirements that applicants for VET provider approval must satisfy in order to obtain approval as VET providers under the Act and maintain ongoing approval thereafter. They are publicly available to all external stakeholders outside the Australian Government, giving transparency in the administration of the scheme.

Over the duration of the scheme, legislative instruments relating to its administration have been released for VET sector comment. If VET sector submissions are consistent with the legislative framework and the Australian Government's policy intent for the scheme, the government gives consideration to making appropriate changes to the legislative instrument. This process allows for bodies or persons outside the Australian Government administration to participate in policy formulation, decision-making processes and the overall administration of the scheme.

### Higher education

The department used a number of mechanisms to consult widely with the higher education sector on the implementation of the government's higher education reform agenda, announced in its 2008–09 Budget response to the Bradley report *Review of Australian Higher Education*.

It also provided the sector with regular reform updates through the department's website and the *Higher Education 2020* newsletter.

In July 2009 a discussion paper, *Mission-based Compacts for Universities: A Framework for Discussion*, was released for sector comment. Consultations with universities and other key stakeholders were held in major capital cities in July and August 2009.

In addition, the department and the Department of Innovation, Industry, Science and Research (DIISR) held interim agreement discussions with each university in late 2009 in the lead-up to the introduction of mission-based compacts in 2010 for 2011. These discussions considered institutions' current activities and forward strategic planning. Agreements between the government and each university are available on the websites of the department <[www.deewr.gov.au](http://www.deewr.gov.au)> and DIISR <[www.innovation.gov.au](http://www.innovation.gov.au)>.

As part of the compacts process, bilateral meetings with senior state and territory government officials were held in all jurisdictions over 2009–10.

As part of the government's commitment to review regional loading, the department sought input from key stakeholders through a state-based consultation process and invited submissions in

response to a discussion paper, *Review of Regional Loading—Issues for Regional Provision*. These submissions are available on the department's website.

In establishing the government's \$400 million Structural Adjustment Fund, the department released draft program guidelines to the higher education sector and TAFE Directors Australia for comment. Stakeholder feedback has been taken into account in the development of the final program guidelines.

Each provider that receives funding under the Commonwealth Grant Scheme enters into a funding agreement with the Australian Government, specifying the number of places and the discipline mix that will be supported and any conditions attached to the funding. The funding agreements are settled in consultation with each provider in the context of its mission and strategic direction for providing courses.

A number of independent bodies and committees have assisted the department in the implementation of the government's higher education reforms. In addition to ministerially-appointed bodies such as the Education Investment Fund Advisory Board and the third Indigenous Higher Education Advisory Council, the department has established a range of reference groups and working groups to participate in the implementation of reforms. These bodies include the Regional Provision Reference Group.

The Higher Education Data Reference Group has been formed to provide a consultative forum to support ongoing review of higher education data collections. The group membership includes nominees from the higher education sector, the National Centre for Vocational Education Research, the Australian Bureau of Statistics, Universities Australia, the Australian Council for Private Education and Training, DIISR and DEEWR. Meetings are held biannually.

In 2009 the government established the Indicator Development Group. This is an expert group that assists in the development of indicators that could be used to negotiate targets with universities for the purposes of performance funding for teaching and learning. In December 2009, the department released a discussion paper *An Indicator Framework for Higher Education Performance Funding*, based on discussion with and advice from the group, who also provided advice on the development of measures of low socioeconomic status among higher education students.

Since its inauguration in 2005, the Indigenous Higher Education Advisory Council (IHEAC) has provided the government with policy advice on enhancing participation and outcomes for Indigenous students and staff in study, research training, research and employment in higher education.

The council, now in its third term, is appointed by the Minister for Education and the Minister for Innovation, Industry, Science and Research.

Council members are appointed based on their relevant knowledge of Indigenous higher education issues and involvement in relevant networks. Members serve on the council in an individual capacity rather than representing the interests of their organisation. The third IHEAC includes senior Indigenous academics, researchers and administrators from a range of Australian higher education and research providers. The term of council membership is three years, and no member may be appointed for more than two terms.

The IHEAC meets at least twice a year and members form regular, out-of-session working groups to provide policy advice through the development of reports and submission papers. In 2009–10, the IHEAC had an administered budget of \$296 000.

In July 2009 the government contracted Universities Australia to provide a stocktake of existing Indigenous cultural competency initiatives in Australian universities and to fund up to five Indigenous cultural competency pilot projects in universities, based on applications.

Under the funding agreement, the Indigenous Cultural Competency in Australian Universities Project Steering Committee was established, consisting of representatives from Universities Australia, the department and the IHEAC.

The project steering committee will exist for the duration of the funding agreement (12 June 2009 to 31 May 2011). Members can participate in decision making for the purposes of the agreement, including around the selection, contract management and evaluation of the successful Indigenous cultural competency pilot projects.

### International

The department convenes independent selection panels to consider applications under the Endeavour Awards.

### Strategy

#### Indigenous employment

The Indigenous Economic Strategies Group consults on various components of the Indigenous Employment Program. During 2009–10 the group consulted on the draft guidelines to support implementation of the Indigenous Opportunities Policy. The policy is expected to be fully implemented by 1 January 2011.

#### Business Leaders Forum and Indigenous Employment and Enterprise Action Group

On 23 February 2010, Senator the Hon Mark Arbib, Minister for Employment Participation, convened a Business Leaders Forum titled Indigenous Employment: Everyone's Business. The forum enabled participants to share experiences of what is working and identify challenges which need to be resolved to ensure increased and sustainable Indigenous employment opportunities.

Following the forum, an Indigenous employment and enterprise road map is being developed to establish a framework for the corporate, government and other sectors to lead new initiatives to increase employment and enterprise opportunities for Indigenous Australians.

To underpin the role of the corporate sector in driving forward these commitments, the Indigenous Employment and Enterprise Action Group has been formed. It includes members who represent the corporate, Indigenous business, service provider and training sectors.

#### Indigenous Economic Development Strategy

In May 2009, the government released its draft Indigenous Economic Development Strategy for consultation. Feedback is being sought on the draft strategy, with a national consultation process underway until 1 November 2010. Individuals, communities, employers, organisations and other stakeholders are able to contribute via written submission, email or at one of the face-to-face sessions scheduled to be held with Indigenous stakeholders and other interested parties in over 20 locations around the country. Details of public consultations will be advised on the <[www.indigenous.gov.au](http://www.indigenous.gov.au)> website as they become available.

#### Local Employment Coordinators

As part of the Australian Government's Compact with Local Communities, the department has engaged Local Employment Coordinators (LEC) in priority employment areas. LECs help match local businesses and workers with job opportunities created by the Nation Building—Economic Stimulus Plan, create job opportunities for local people and work with key local stakeholders to develop and implement a regional employment plan.

In developing a regional employment plan, LECs established and consulted with a Keep Australia Working Advisory Committee in each priority employment area. The advisory committees comprise key local stakeholders, including business, community and government representatives, and meet regularly as determined by the LEC.



### Keep Australia Working

The interim *Keep Australia Working* report recommended that Keep Australia Working job forums be held in all priority employment areas. The forums brought all levels of government, local employers, business leaders and community organisations together to discuss and develop ontheground solutions to local employment issues. The Prime Minister, the Minister for Employment Participation and the Parliamentary Secretary for Employment attended a number of forums. From 14 July 2009 to 13 November 2009, 22 forums were conducted in 20 priority employment areas. Following the forums, the LECs in each priority employment area formed Keep Australia Working advisory committees and developed regional employment plans.

The final *Keep Australia Working* report recommended that Keep Australia Working job expos and financial information seminars be held in all priority employment areas. The job expos provide a jobs marketplace for local job seekers and employers with job opportunities and training information. The Prime Minister, the Minister for Employment Participation and the Parliamentary Secretary for Employment attended a number of job expos. From 14 October 2009 to 29 June 2010, 22 job expos were conducted in 19 priority employment areas.

#### *Building the Recovery information sessions*

As part of the Keep Australia Working initiative, the department held Building the Recovery information sessions in a number of priority employment areas. The sessions helped connect local construction businesses, and those that supply the construction industry, to opportunities created by the Nation Building—Economic Stimulus Plan and other major Australian Government and private sector projects in the region. They were run in conjunction with state and local government, industry associations and private enterprise. The sessions also outlined how local businesses and tradespeople can tender for government business and what services and programs exist to support and assist local business.

#### *Better connections*

The department is working with state and territory governments to develop strategies to improve the delivery of services and employment outcomes for job seekers through better connections between the employment services and training sectors. This work commenced in May 2010 and has involved consultation sessions with Job Services Australia providers in capital cities. Consultations with a range of stakeholders will continue, best practices will be identified and disseminated to providers and demonstration projects will trial new ways of working with the wide range of existing state and Commonwealth resources.

#### *Insulation Workers Adjustment Package*

The Insulation Workers' Adjustment Package was designed to provide assistance to workers and firms in the insulation industry and includes employer incentives to train staff, access to training places and employment services and support for businesses to diversify. The package included the funding of Insulation Employment Coordinators who brokered and facilitated the development of assistance packages for eligible businesses. Workers and employers can seek further information on the package by contacting the Keep Australia Working hotline (13 17 64).

#### *Mature age participation and Golden Gurus*

In February 2010, the Consultative Forum on Mature Age Participation was established to provide advice on practical solutions to address barriers to employment for mature age people. The forum includes representatives of seniors groups, the Australian Council of Trade Unions, employers and industry groups, the National Employment Services Association and other key stakeholders. The Commissioner responsible for Age Discrimination is also a member of the forum. The forum's work is supported by consultation with academics and other experts.

Consultation with volunteering bodies and small business mentoring services continued throughout 2010 to support the implementation of the national Golden Gurus program, which commenced on 1 January 2010.

### *Research and evaluation*

Research projects and evaluations are designed, conducted and reported on in close collaboration with a range of internal and external stakeholders. Formal and informal arrangements exist for consultation about research and evaluation data issues with relevant government departments and peak bodies. Other key stakeholders include school staff, parents, apprentices, trainees, early childhood agencies, job seekers, employment agencies, employers, state and local levels of government, and LECs.

The Economic Strategy Group conducts research projects in close collaboration with a range of internal and external stakeholders. There are formal and informal arrangements for consultation about research, data issues and survey design and implementation with relevant government departments and peak bodies.

The department invited organisations interested in employing Pacific seasonal workers to submit an expression of interest to participate in the Pacific Seasonal Worker Pilot Scheme as an approved employer. The department published expression of interest documentation on its website and emailed interested organisations.

The Economic Strategy Group provides chairperson and secretariat services to the National Stakeholder Consultative Panel and local advisory bodies. The consultative panel was established to provide a national forum for discussion about the implementation and evaluation of the pilot. It comprises representatives from the Uniting Church in Australia, the Recruitment and Consulting Services Association, the Australian Workers' Union, the National Farmers' Federation, and the Horticulture Australia Council. Local advisory bodies were established to advise on the local implementation of the Pacific Seasonal Worker Pilot Scheme in Griffith, New South Wales, and Swan Hill–Robinvale, Victoria. These bodies comprise representatives of growers and of local government, union and community organisations.

The Social Policy Group works across the portfolio to develop evidence-based policies to promote the social and economic engagement of people in activities that increase their chances of being financially independent and of leading fulfilling and useful lives. The group works with key stakeholders on matters relating to changes to social security legislation and on the implementation of the government's social policies as they relate to the portfolio.

The group has responsibility for the development and implementation of the Family-centred Employment Project, a demonstration project to assist jobless families with children into employment, education and social participation. The project, which was announced in the 2009–10 Budget, is a place-based initiative and will be delivered in three areas across Australia: Goodna, Queensland; Mansfield Park and Angle Park, South Australia; and Broadmeadows, Victoria. In developing a local response in each of these areas, the group engaged with key stakeholders from each community, including residents and local, state and federal governments.

The group continued to work closely with state and territory education departments, Centrelink and the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) to progress implementation and monitor performance of the Improving School Enrolment and Attendance Measure in selected trial locations in the Northern Territory. It trials the effectiveness of attaching conditions to income support payments and encourages parents to ensure that their children of compulsory school age are enrolled in and attending school regularly. In 2009–10, the measure was implemented in additional trial locations in Queensland.

The group carries out evidence-based research, analysis and evaluation. Research projects and evaluations are designed, conducted and reported on in close collaboration with a range of internal and external stakeholders. Formal and informal arrangements exist for consultation about research projects and evaluations with relevant government departments and peak bodies. Other key stakeholders include school staff, parents, apprentices, trainees, early childhood agencies, employment agencies, employers and job seekers.

## Employment

The Income Support Group consults with the National Employment Services Association, Centrelink, the National Welfare Rights Network and the Australian Council of Social Service on matters relating to the delivery of employment services and income support.

The Employment Systems Group implemented an extensive consultation process with current and prospective employment service provider organisations as well as major peak body industry representatives during the delivery of the Employment Services Systems for Job Services Australia and Disability Employment Services contracts.

The group established the Employment Services IT Advisory Group—comprising peak industry body representatives (the National Employment Services Association (NESA), the ACE National and Jobs Australia) and an independent IT representative—to review and advise on the consultation approach and system developments from an industry-wide perspective. Advisory group membership was extended to include additional representation from disability employment service peak bodies (the Australian Rehabilitation Providers Association and National Disability Services) during the implementation of the system changes.

The department consults with Disability Employment Services providers, former Disability Employment Network members, Vocational Rehabilitation Services providers and peak organisations. Among peak bodies consulted are NESA, ACE National, National Disability Services and Australian Federation of Disability Organisations.

The two former disability employment programs, Disability Employment Network and Vocational Rehabilitation Services, operated until 1 March 2010, when they were replaced by Disability Employment Services. These programs help people with disability, injury or a health condition to obtain and retain open employment under conditions that meet the requirements of the *Disability Services Act 1986*. The Disability Services Standards require that disability employment services have an internal complaint handling mechanism that is accessible and effective. Consumers also have access to the national Complaints Resolution and Referral Service—an independent service funded by the Australian Government to investigate and assist in the resolution of complaints from consumers of specialist disability services.

The Specialist Employment Services Group has consulted with Job Capacity Assessment (JCA) providers and industry peak bodies on improved arrangements to assessments for Disability Support Pension claims announced as part of FaHCSIA's Better and Fairer Assessments measure announced in the 2009–10 Budget. Regular teleconferences and face-to-face meetings were conducted with JCA provider organisations and NESA to discuss the strengthening of qualification requirements for assessors conducting JCAs for Disability Support Pension claims.

### General Employment Services

The General Employment Services Group and the government consult widely with employment service providers and peak organisations on the development, implementation and delivery of employment services across Australia. During 2008–09 this included extensive consultation on the transition and implementation of Job Services Australia. Employment service providers have continued to be consulted during 2009–10, through ongoing reference groups and peak bodies such as NESA.

The General Employment Services Group consults on program performance and the delivery of policy objectives with National Green Jobs Corps providers; Job Services Australia providers; and Centrelink.

### Workplace relations

#### *Office of the Federal Safety Commissioner*

The role of the Office of the Federal Safety Commissioner (OFSC) is to promote and improve occupational health and safety (OHS) performance in the building and construction industry.

A key function is the operation of the Australian Government Building and Construction OHS Accreditation Scheme. Under the scheme, Australian Government agencies can fund building work only if it is carried out by accredited companies, subject to certain financial thresholds. The OFSC consults widely with Australian Government agencies, relevant state and territory agencies, key industry and employee representatives and companies.

The OFSC has established industry and government reference groups to advise the Federal Safety Commissioner on matters affecting the building and construction industry's OHS performance and to share key information. These reference groups meet quarterly.

The National Workplace Relations Consultative Council is a tripartite peak consultative body established by the *National Workplace Relations Consultative Council Act 2002*. The purpose of the council is to provide, in the public interest, a regular and organised means of allowing representatives of government, employers and employees—and, when the Minister considers it appropriate, representatives of other bodies and organisations—to consult on workplace relations matters of national concern. The Act also sets out procedures for appointment to the council and specifies that the council must meet once every six months.

The International Labour Affairs Committee is a subcommittee of the council that discusses international labour issues, including the adoption of, and reporting on, International Labour Organization (ILO) standards. The committee was established as part of Australia's obligations under the Tripartite Consultation (International Labour Standards) Convention 1976—ILO Convention 144—to consult regularly with the most representative organisations of employers and workers. It normally meets twice a year.

The ILO Technical Officers Meeting is an annual meeting of Australian Government, state and territory officials responsible for ILO matters. The meeting serves to fulfil Australia's obligation under Article 19.7 of the ILO Constitution, which requires federal states such as Australia to consult with their constituent states in relation to unratified ILO conventions (including compliance matters and attitudes to ratification). The department convenes the meeting, which is hosted by one of the participants. The meeting also provides a forum to share information on the ILO's standard-setting activities, inform states and territories of important developments in the ILO that relate to standard setting and discuss any reports the ILO requires on Australia's compliance with international labour standards.

The Workplace Relations Ministers' Council comprises Commonwealth, state and territory ministers for workplace relations and OHS. The council is a forum for discussion about workplace relations, workers compensation and OHS issues and a place to make recommendations to Commonwealth, state and territory governments.

In 2009–10, the council met several times to discuss the formation of a national workplace relations system for the private sector, the development of the *Fair Work Amendment (State Referrals and Other Measures) Act 2009* and the *Fair Work Legislation Amendment Regulations 2009 (No. 3)*. Several meetings between Commonwealth, state and territory officials also took place during the development of the referral legislation, which enables states to support the national system by referring workplace relations matters to the Commonwealth.

On 1 January 2010, the Intergovernmental Agreement for a National Workplace Relations System for the Private Sector came into effect. The agreement requires the Commonwealth to consult with referring states and territories about proposed amendments to the Fair Work legislation and regulations. In 2009–10 referring states and territories were consulted on the development of the Fair Work (Transitional Provisions and Consequential Amendments) Amendment Regulations 2010 (No.1) and the Fair Work Legislation Amendment Regulations 2010 (No.3).

The Committee of Industrial Legislation is a subcommittee of the National Workplace Relations Consultative Council and provides a mechanism for the department to consult with peak employer and union organisations on workplace and related legislative matters. Meetings are arranged as required and may include additional outside participants invited by the Minister. In 2009–10

the committee met once to consider the Fair Work (Transitional Provisions and Consequential Amendments) Amendment Regulations 2009 (No. 1).

### Categories of documents held by the department

The department maintains the following documents for which access can be requested under the *Freedom of Information Act 1982*. Certain documents may, however, be exempt under the Act. Some categories of documents are held throughout the department, including the following:

- » Cabinet documents
- » documents relating to internal administration—financial, staffing, office procedures, governance, and so on
- » documents relating to audits, investigations and Ombudsman inquiries
- » documents relating to policy advice and portfolio administration—including reports, briefings, secretariat papers, correspondence, minutes and submissions
- » documents relating to program administration—including applications and approvals, progress reports, payments, research and evaluation reports, program evaluation and audit reports, and relevant correspondence
- » electronic records maintained on departmental databases
- » grant applications, supporting documentation, assessments, decisions, and consequential accounting documents
- » legal advice and related documentation
- » ministerial briefings
- » records of correspondence to the Minister and the department
- » reference material used by staff and contract providers—including guidelines, manuals and operational advice
- » request for tender documentation, exposure drafts, tender proposals, evaluations, contracts and funding agreements
- » research papers
- » submissions to and reports on public inquiries.

Other holdings include information about the Job Seeker Classification Instrument.

### Facilities for access to documents available free of charge or for purchase

The following facilities were made available to people by the department to give them access to documents, either free of charge or for a fee.

#### Office of Early Childhood Education and Child Care

Information regarding early childhood education and child care, including publications, forms and fact sheets, are publicly available online at <[www.deewr.gov.au/earlychildhood/resources](http://www.deewr.gov.au/earlychildhood/resources)> and <[www.mychild.gov.au](http://www.mychild.gov.au)>. From 1 July 2009 the website has displayed vacancy information as well as maps showing the location of most child care services. From 1 January 2010 the child care estimator became available.

#### Schools

The Digital Education Revolution documents, available free of charge, can be found at <[www.digitaleducationrevolution.gov.au](http://www.digitaleducationrevolution.gov.au)>.

Application guidelines for the ICT Innovation Fund—part of the Digital Strategy for Teachers and School Leaders—are published on the Digital Education Revolution website and can be accessed at <[www.deewr.gov.au/Schooling/DigitalEducationRevolution/DigitalStrategyforTeachers/Pages/ICTInnovationFund.aspx](http://www.deewr.gov.au/Schooling/DigitalEducationRevolution/DigitalStrategyforTeachers/Pages/ICTInnovationFund.aspx)>.

The Vocational Education Broadband Network documents, available free of charge, can be found at <[www.deewr.gov.au/Schooling/Programs/VEN/Pages/Implementation.aspx](http://www.deewr.gov.au/Schooling/Programs/VEN/Pages/Implementation.aspx)>.

National School Chaplaincy Program documents, available free of charge, can be found at <[www.deewr.gov.au/schooling/NationalSchoolChaplaincyProgram/Pages/home.aspx](http://www.deewr.gov.au/schooling/NationalSchoolChaplaincyProgram/Pages/home.aspx)>.

Profiles for documents and publications from 2002 to the present have been produced by the department. Profiles for pre-2002 documents and publications will be available over time. The profiles are available as web pages and can be accessed from the department's website <[www.dest.gov.au/sectors/school\\_education/publications\\_resources/profiles/default.htm](http://www.dest.gov.au/sectors/school_education/publications_resources/profiles/default.htm)>.

Information on the National Asian Languages and Studies in Schools Program, including the program guidelines and application information for the Strategic Collaboration and Partnership Fund, are available at <[www.deewr.gov.au/schooling/NALSSP](http://www.deewr.gov.au/schooling/NALSSP)>.

The Administrative Guidelines: Commonwealth Programs for Non-Government Schools, 2009–2012 and the Australian Government Programmes for Schools Quadrennial Administrative Guidelines 2005–2008 can be accessed at <[www.deewr.gov.au/Schooling/Programs/Pages/SchoolsAssistanceAct2008.aspx](http://www.deewr.gov.au/Schooling/Programs/Pages/SchoolsAssistanceAct2008.aspx)>.

The *Schools Assistance (Learning Together—Achievement Through Choice and Opportunity) Act 2004* report on financial assistance granted to each state in respect of 2008 can be found at <[www.deewr.gov.au/Schooling/RecurrentGrants/NonGovSchools/Pages/GrantsToStates.aspx](http://www.deewr.gov.au/Schooling/RecurrentGrants/NonGovSchools/Pages/GrantsToStates.aspx)>.

The *Schools Assistance Act 2008* (No. 153) and the *Schools Assistance Regulations 2009* (No. 132) can be accessed on the Commonwealth of Australia Law website <[www.comlaw.gov.au](http://www.comlaw.gov.au)>.

The Trade Training Centres in Schools Program documents, which are available free of charge, can be found at <[www.deewr.gov.au/Schooling/TradeTrainingCentres/Pages/default.aspx](http://www.deewr.gov.au/Schooling/TradeTrainingCentres/Pages/default.aspx)>.

The COAG website <[www.coag.gov.au](http://www.coag.gov.au)> provides information relating to the Smarter Schools National Partnerships. Smarter Schools National Partnerships documents are available free of charge at <[www.deewr.gov.au/Schooling/Programs/SmarterSchools](http://www.deewr.gov.au/Schooling/Programs/SmarterSchools)>.

The *Indigenous Education (Targeted Assistance) Act 2000* provides the legislative basis and appropriates funding for a variety of Indigenous education and training programs. The 2009–2012 guidelines are available from <[www.deewr.gov.au/Indigenous/pages/programs.aspx](http://www.deewr.gov.au/Indigenous/pages/programs.aspx)>.

### Building the Education Revolution

A range of information can be found at <[www.deewr.gov.au/schooling/BuildingTheEducationRevolution](http://www.deewr.gov.au/schooling/BuildingTheEducationRevolution)>. This includes program guidelines and lists of successful schools funded under the National School Pride, Primary Schools for the 21st Century and Science and Language Centres for 21st Century Secondary Schools elements of the program. There are also information and links to the Building the Education Revolution Implementation Taskforce.

### Tertiary, youth and international

The National Strategy for Young Australians is available at <[www.youth.gov.au/nationalstrategy.html](http://www.youth.gov.au/nationalstrategy.html)>.

National Youth Affairs Research Scheme publications are available at <[www.deewr.gov.au/Youth/Programs/NYARS](http://www.deewr.gov.au/Youth/Programs/NYARS)>.

The Youth website <[www.youth.gov.au](http://www.youth.gov.au)> provides a central hub of government information for young people.

Information regarding the Language, Literacy and Numeracy Practitioner Scholarships Program, including guidelines, frequently asked questions and forms for successful applicants, is available at <[www.deewr.gov.au/llnscholarships](http://www.deewr.gov.au/llnscholarships)>.

Information on strategies and resources for the effective delivery of language, literacy and numeracy-based training, as well as information about specific programs including WELL, is available at <[www.deewr.gov.au/literacynet](http://www.deewr.gov.au/literacynet)>.

Detailed information on the Workplace English Language and Literacy Program, including guidelines, requirements and eligibility, and information on training, is available at <[www.deewr.gov.au/well](http://www.deewr.gov.au/well)>.

Information regarding the Adult Learners Week Program, including guidelines and FAQs, is available at <[www.deewr.gov.au/alw](http://www.deewr.gov.au/alw)>.

Information regarding the Foundation Skills Taster Course Program, including guidelines and forms, is available at <[www.deewr.gov.au/fstc](http://www.deewr.gov.au/fstc)>.

Guidelines and selection criteria relating to the Australian Training Awards are available at <[www.australiantrainingawards.gov.au](http://www.australiantrainingawards.gov.au)>.

Guidelines and selection criteria relating to the Minister's Awards for Excellence are available at <[www.australianapprenticeships.gov.au/awards/2010/ministers\\_awards\\_2010.asp](http://www.australianapprenticeships.gov.au/awards/2010/ministers_awards_2010.asp)>.

The Australian Apprenticeships Roundtable Report is available at <[www.australianapprenticeships.gov.au/Roundtable/Round\\_Table\\_new.asp](http://www.australianapprenticeships.gov.au/Roundtable/Round_Table_new.asp)>.

Information on the Green Skills Agreement is available at <[www.deewr.gov.au/Skills/Programs/WorkDevelop/ClimateChangeSustainability](http://www.deewr.gov.au/Skills/Programs/WorkDevelop/ClimateChangeSustainability)>.

Information regarding the VET FEE-HELP Assistance Scheme, including publications, forms and fact sheets, is available at <[www.deewr.gov.au/vetfeehelp](http://www.deewr.gov.au/vetfeehelp)> or by phoning the inquiry line on 13 38 73.

Documents that relate to higher education and that are free of charge can be found at <[www.deewr.gov.au/HigherEducation/Publications](http://www.deewr.gov.au/HigherEducation/Publications)>.

*Review of Australian Higher Education: Final Report* is available at <[www.deewr.gov.au/highereducation/review/pages/reviewofaustralianhighereducationreport.aspx](http://www.deewr.gov.au/highereducation/review/pages/reviewofaustralianhighereducationreport.aspx)>.

The *Transforming Australia's Higher Education System* document is available at <[www.deewr.gov.au/HigherEducation/Pages/TransformingAustraliasHESystem.aspx](http://www.deewr.gov.au/HigherEducation/Pages/TransformingAustraliasHESystem.aspx)>.

Other documents made available free of charge include:

- » guidelines for inclusion on AusLIST—the Australian list of providers and courses around the world, available at <[www.auslist.deewr.gov.au](http://www.auslist.deewr.gov.au)>
- » course and provider information extracted from the Commonwealth Register of Institutions and Courses for Overseas Students, available at <[www.cricos.deewr.gov.au](http://www.cricos.deewr.gov.au)>
- » guidelines for providers of education and training to overseas students (including the National Code 2007 and the Easy Guide to Education Services for Overseas Students), available at <[www.aei.gov.au/AEI/ESOS](http://www.aei.gov.au/AEI/ESOS)>
- » brochures and booklets on Australian education and training for international promotion purposes to international students (including the Easy Guide to ESOS), available at <[www.aei.gov.au/AEI/ESOS/EasyGuide\\_ESOS.htm](http://www.aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm)>
- » additional information regarding the Endeavour Awards and the International Student Exchange Programs are available to the public free of charge at <[www.deewr.gov.au/EndeavourAwards](http://www.deewr.gov.au/EndeavourAwards)> and at the Australian Government's Australia Awards website at <[www.AustraliaAwards.gov.au](http://www.AustraliaAwards.gov.au)>
- » information for Australians considering overseas study is available at <[www.StudyOverseas.gov.au](http://www.StudyOverseas.gov.au)>.

## Strategy

Information on the various elements of the Indigenous Employment Policy is available at <[www.deewr.gov.au/indigenous](http://www.deewr.gov.au/indigenous)>.

Information on the various elements of the Indigenous Opportunities Policy is available at <[www.deewr.gov.au/iop](http://www.deewr.gov.au/iop)>.

Published reports on new grant projects and AusTender requirements for new DEEWR services can be found at <[www.deewr.gov.au/Department/Publications/Pages/CorporatePublications.aspx](http://www.deewr.gov.au/Department/Publications/Pages/CorporatePublications.aspx)>.

Information on the draft Indigenous Economic Development Strategy is publicly available online at <[www.indigenous.gov.au/About/Pages/EconomicParticipation.aspx?tag=economic%20participation#more](http://www.indigenous.gov.au/About/Pages/EconomicParticipation.aspx?tag=economic%20participation#more)> or <[www.resources.fahcsia.gov.au/IEDS/](http://www.resources.fahcsia.gov.au/IEDS/)>.

The department maintains a dedicated telephone contact number (the Indigenous Employment Line), to enable members of the public to gain access to documents relating to Indigenous employment programs. The Indigenous Employment Line contact number 1802 102 is included on all Indigenous employment publications.

The list of Local Employment Coordinators is available at <[www.keepaustraliaworking.gov.au/pages/LocalEmploymentCoordinators.aspx](http://www.keepaustraliaworking.gov.au/pages/LocalEmploymentCoordinators.aspx)>.

The list of Insulation Employment Coordinators is available at <[www.keepaustraliaworking.gov.au/pages/InsulationWorkersAdjustmentPackage.aspx](http://www.keepaustraliaworking.gov.au/pages/InsulationWorkersAdjustmentPackage.aspx)>.

Regional employment plans are available at <[www.keepaustraliaworking.gov.au/pages/RegionalEmploymentPlans.aspx](http://www.keepaustraliaworking.gov.au/pages/RegionalEmploymentPlans.aspx)>.

The interim and final Keep Australia Working reports are available at <[www.keepaustraliaworking.gov.au/pages/Strategy.aspx](http://www.keepaustraliaworking.gov.au/pages/Strategy.aspx)>.

Information about the Consultative Forum on Mature Age Participation, including a membership list and meeting summaries, is available at <[www.deewr.gov.au/experienceplus](http://www.deewr.gov.au/experienceplus)>.

Information about the Golden Gurus program is available at <[www.deewr.gov.au/goldengurus](http://www.deewr.gov.au/goldengurus)>.

Employment service support and evaluation publications are available online from <[www.workplace.gov.au/workplace/Publications/ProgrammeEvaluation/](http://www.workplace.gov.au/workplace/Publications/ProgrammeEvaluation/)>. In 2009–10 the following publications were added and are available as PDF downloads:

- » *A Net Impact Study of Labour Market Assistance—Off Benefit Outcomes Measured in 2008*
- » *Job Services Australia 2009 to 2012 evaluation strategy*
- » *Labour Market Assistance Outcomes*.

Economic Strategy Group publications and resources are available online from the SkillsInfo, Job Outlook, DEEWR and Workplace websites and through the department's national and state offices. These resources include analysis and information on labour market conditions across a range of groups, including priority areas, industry and occupation groups and youth.

The Skillsinfo website <[www.skillsinfo.gov.au](http://www.skillsinfo.gov.au)> contains skills-related information, including on industry employment trends and prospects. The following reports are available for downloading:

- » vacancy and supplementary vacancy reports
- » *New Jobs: Employment Trends and Prospects for Australian Industries*
- » industry employment outlooks
- » regional profiles.

Other reports are published free of charge on the Workplace website <[www.workplace.gov.au/workplace/Publications/LabourMarketAnalysis](http://www.workplace.gov.au/workplace/Publications/LabourMarketAnalysis)>.



Publications, research and data from the Longitudinal Surveys of Australian Youth are available from <[www.lsay.edu.au](http://www.lsay.edu.au)>.

The National Mental Health and Disability Employment Strategy is available on the department's website as PDF and RFT downloads.

*Work and your mental health*, a brochure developed to help general practitioners talk to their patients with mental illness about returning to work, is available on <[www.jobaccess.gov.au](http://www.jobaccess.gov.au)> as PDF and RTF downloads. Copies are also available free of charge from JobAccess Advisers.

## Employment

Labour Market and Related Payments—monthly profiles are available from <[www.workplace.gov.au/lmrp](http://www.workplace.gov.au/lmrp)>.

The ABSTUDY Policy Manual is available from <[www.deewr.gov.au/Indigenous/Schooling/Programs/ABSTUDY/2010/Pages/home.aspx](http://www.deewr.gov.au/Indigenous/Schooling/Programs/ABSTUDY/2010/Pages/home.aspx)>.

Guidelines for the approval of masters courses for student income support payments 2009 is available from <[www.deewr.gov.au/student\\_income\\_support](http://www.deewr.gov.au/student_income_support)>.

The Guide to Social Security Law and the social security legislation are available on the website of the Department of Families, Housing, Community Services and Indigenous Affairs at <[www.facsia.gov.au/guides\\_acts/homeint.html](http://www.facsia.gov.au/guides_acts/homeint.html)>.

The Guide to Australian Government Payments is available on Centrelink's website at <[www.centrelink.gov.au/internet/internet.nsf/filestores/co029\\_1007/\\$file/co029\\_1007en.pdf](http://www.centrelink.gov.au/internet/internet.nsf/filestores/co029_1007/$file/co029_1007en.pdf)>.

Job seeker compliance data is available at <[www.deewr.gov.au/Employment/ResearchStatistics/JobSeekerComplianceData/ComplianceData/Pages/home.aspx](http://www.deewr.gov.au/Employment/ResearchStatistics/JobSeekerComplianceData/ComplianceData/Pages/home.aspx)>.

Web-based resources and publications are available to assist all job seekers in their search for employment. Job seekers can find an employment service provider, create and load their résumé, access vacancies on JobSearch and access labour market information via the Australian JobSearch website <[www.jobsearch.gov.au](http://www.jobsearch.gov.au)> or by calling the department's customer service line on 13 62 68.

Employers can access information on recruitment services, find an employment services provider and lodge an employment vacancy at <[www.deewr.gov.au](http://www.deewr.gov.au)>, <[www.workplace.gov.au](http://www.workplace.gov.au)> and <[www.jobsearch.gov.au](http://www.jobsearch.gov.au)> or by calling the department's employer hotline on 13 17 15.

Publicly available information from the Employment Systems Group includes Australian JobSearch and job seeker promotional brochures and web services and Disability Employment Services IT consultation online documents and resources, available at <[www.deewr.gov.au/Employment/Consultation/desit/Pages/default.aspx](http://www.deewr.gov.au/Employment/Consultation/desit/Pages/default.aspx)>.

Information on disability employment and related services, including Disability Employment Services, the former Disability Employment Network and Vocational Rehabilitation Services, is available on the department's website and the JobAccess website at <[www.jobaccess.gov.au](http://www.jobaccess.gov.au)>.

Information and final reports from COAG-funded research into mental health and employment is available at <[www.deewr.gov.au/Employment/ResearchStatistics/Pages/COAGmentalhealth.aspx](http://www.deewr.gov.au/Employment/ResearchStatistics/Pages/COAGmentalhealth.aspx)>.

Publicly available information on the Job Capacity Assessment program, including program information, fact sheets and the customer service charter, can be found at <[www.deewr.gov.au/Employment/Programs/JCA/Pages/default.aspx](http://www.deewr.gov.au/Employment/Programs/JCA/Pages/default.aspx)>.

Information on employment services, including Job Services Australia, is available online at <[www.deewr.gov.au](http://www.deewr.gov.au)>, <[www.workplace.gov.au](http://www.workplace.gov.au)>, <[www.jobsearch.gov.au](http://www.jobsearch.gov.au)> and <[www.jobsearch.gov.au/harvesttrail](http://www.jobsearch.gov.au/harvesttrail)> or by telephoning the department's customer service line on 13 62 68.

Information on National Green Jobs Corps, including a fact sheet and brochure, is available online at <[www.deewr.gov.au](http://www.deewr.gov.au)> and <[www.jobsearch.gov.au](http://www.jobsearch.gov.au)> or by telephoning the department's customer service line on 13 62 68. The following documents, for which there is no charge, can be obtained by writing to the department:

- » National Green Job Corps 2010–2011 Exposure Draft
- » National Green Jobs Corps 2010–2011 Request for Tender (RFT)—now closed
- » National Green Jobs Corps Funding Agreement 2010–2011
- » Marked Up National Green Jobs Corps Funding Agreement 2010–2011
- » National Green Jobs Corps Guidelines.

A fact sheet on the New Enterprise Incentive Scheme (NEIS) is available on the department's website. Information on NEIS is also available from <[www.jobsearch.gov.au](http://www.jobsearch.gov.au)> or by telephoning the department's customer service line on 13 62 68.

Publicly available information from the Employment Services Management and Procurement Group is contained in documents relating to complaints processes, including the code of practice, service guarantees, forms and guidelines.

### Workplace relations

Industry-specific information is available on the department's website. Other information specifically related to the building and construction industry is available at <[www.deewr.gov.au/building](http://www.deewr.gov.au/building)>. The Building Industry Branch provides free access to documents about the National Code of Practice and Implementation Guidelines through the department's website, by telephoning 1300 731 293 or by emailing <[building@deewr.gov.au](mailto:building@deewr.gov.au)>.

Fact sheets about the *Fair Work Act 2009* are available from the department's website, which also provides government submissions to reviews and inquiries conducted by Fair Work Australia; and workplace relations documents and information about the Workplace Relations Ministers' Council.

Workplace relations legislation, including the *Fair Work Act 2009*, and associated regulations, are available at <[www.workplace.gov.au](http://www.workplace.gov.au)> and the ComLaw website <[www.comlaw.gov.au](http://www.comlaw.gov.au)>, which provides data on developments in federal agreement making (Trends in Federal Enterprise Bargaining) and government submissions to the Australian Fair Pay Commission.

- » The website <[www.workplace.gov.au](http://www.workplace.gov.au)> also provides workplace relations information including government submissions to inquiries conducted by the Australian Industrial Relations Commission and other workplace relations documents and information about the Workplace Relations Ministers' Council.

The Workplace website is currently being decommissioned and will be migrated to the department's website in the coming months.

Free access to documents about the General Employee Entitlements and Redundancy Scheme and the Special Employee Entitlements Scheme for Ansett group employees is available through the department's website, by telephoning 1300 135 040 or by emailing <[GEERS@deewr.gov.au](mailto:GEERS@deewr.gov.au)>.

Information on the current status of model OHS legislation can be found at the Safe Work Australia website <[www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)>.

The first step in the development of model OHS legislation was the National Review into Model OHS Laws. Information on the national OHS review can be found at <[nationalohsreview.gov.au](http://nationalohsreview.gov.au)>.

Information on the Comcare Review can be found at <[www.deewr.gov.au/WorkplaceRelations/Policies/ComcareReview](http://www.deewr.gov.au/WorkplaceRelations/Policies/ComcareReview)>

The website of the Office of the Federal Safety Commissioner (OFSC) <[www.fsc.gov.au](http://www.fsc.gov.au)> provides details of the role and functions of the office and practical guidance on the scheme.

## Access to documents

People who wish to access documents under the *Freedom of Information Act 1982* should make inquiries to:

The FOI Team Leader  
Litigation and External Review Legal Branch  
Department of Education, Employment and Workplace Relations  
GPO Box 9880  
CANBERRA ACT 2601

Or by email to: <foi@deewr.gov.au>.

Applications for access to documents in the department's possession must be made in writing. There is no mandatory form however, the application must include an address to which notices can be sent.

Applicants may wish to discuss the nature and scope of an intended request or the freedom of information process with one of the department's freedom of information coordinators.

## Freedom of information requests in 2009–10

Table A3.1 shows the status of freedom of information applications for access to departmental information in the possession of the Department of Education, Employment and Workplace Relations for the period 1 July 2009 to 30 June 2010.

<b>Applications considered</b>	<b>Number</b>
On hand at 1 July 2009	42
Received	290
Granted in full	156
Granted in part	47
Not granted	14
Withdrawn	68
Transferred	4
On hand at 30 June 2010	43
Internal reviews	8
Appeals to the Administrative Appeals Tribunal	2

## APPENDIX 4

### Tripartite consultation on International Labour Organization matters

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This report on the tripartite consultations on International Labour Organization (ILO) matters has been prepared in accordance with Australia's commitments under the ILO Tripartite Consultation (International Labour Standards) Convention, 1976 (Convention No. 144). Australia ratified the convention in June 1979.

Tripartite consultation on ILO matters, including international labour standards, occurs through:

- » regular meetings of the International Labour Affairs Committee (ILAC), a committee of the National Workplace Relations Consultative Council
- » direct consultation between the department and the representative worker and employer organisations (the social partners)—that is, the Australian Council of Trade Unions, the Australian Chamber of Commerce and Industry and the Australian Industry Group.

ILAC was established in 1978 under s. 12(1) of the then *National Labour Consultative Council Act 1977* (replaced by the *National Workplace Relations Consultative Council Act 2002*). Its terms of reference require it to consider matters of substance relating to the ILO and other relevant international bodies.

In 2009–10, ILAC met three times: on 24 July 2009, 23 October 2009 and 1 March 2010.

Article 5 of Convention No. 144 requires consultation on several matters. These matters, and the way in which the Australian Government responded to them in 2009–10, are discussed in the following sections.

#### Government replies to questionnaires

The social partners were invited to contribute to a variety of Australian Government responses to ILO questionnaires and reports throughout 2009–10.

#### Proposed recommendation on HIV/AIDs and the world of work

The social partners were invited to comment on the draft text of the proposed recommendation on HIV/AIDs and the world of work, which was based on the conclusions adopted by the ILO after the first discussion of the instrument at the Ninety-eighth Session of the International Labour Conference (ILC), held on 3–19 June 2009. No comments were received from the social partners by the Australian Government.

#### Proposed instrument on domestic workers

The social partners were invited to contribute to the Australian Government response to the questionnaire on the proposed international instrument on domestic workers, in preparation for the first discussion of the instrument at the Ninety-ninth Session of the ILC, held on 2–18 June 2010. The Australian Chamber of Commerce and Industry provided general remarks on the questionnaire to the Australian Government and the Australian Council of Trade Unions submitted a detailed response to the questionnaire directly to the ILO.

## 2010 International Labour Conference

The social partners were invited to contribute to briefs prepared by the Australian Government for the Ninety-ninth Session of the ILC, held on 2–18 June 2010. The conference covered the following technical items:

- » decent work for domestic workers (standard setting—first discussion)
- » adoption of an autonomous recommendation on HIV/AIDS and the world of work (second discussion)
- » recurrent discussion on the strategic objective of employment.

The technical items covered at the conference were discussed at the ILAC meetings of 23 October 2009 and 1 March 2010. Consultations with social partners on the technical items were also undertaken at the margins of the conference. The social partners did not submit formal comments to the department in the lead-up to the conference.

### Article 19 report on selected unratified conventions

The social partners were invited to contribute to the Australian Government response to a questionnaire on a number of unratified ILO conventions and recommendations, which are requested annually under Article 19 of the ILO Constitution. The conventions and recommendations related to social security, namely:

- » Convention No. 102, Social Security (Minimum Standards) Convention, 1952
- » Convention No. 168, Employment Promotion and Protection against Unemployment Convention, 1988
- » Recommendation No. 67, Income Security Recommendation, 1944
- » Recommendation No. 69, Medical Care Recommendation, 1944.

No comments were received from the social partners.

### Re-examination at appropriate intervals of unratified conventions and of recommendations

At the ILAC meetings of 23 October 2009 and 1 March 2010, ILAC members discussed the following unratified ILO instruments:

- » Maritime Labour Convention, 2006
- » Protocol of 2002 to the Occupational Safety and Health Convention, 1981 (Protocol No. 155)
- » Convention No. 162, Asbestos Convention, 1986
- » Convention No. 175, Part-Time Work Convention, 1994
- » Convention No. 138, Minimum Age Convention, 1973
- » Convention No. 177, Home Work Convention, 1996.

The Maritime Labour Convention was also discussed at the ILAC meeting on 24 July 2009.

ILO Convention No. 183, Maternity Protection Convention, 2000, and the United Nations International Convention on the Protection of the Rights of all Migrant Workers and Their Families were also discussed at the ILAC meeting on 1 March 2010.

During 2009–10 ILAC noted, with respect to the Maritime Labour Convention, Convention No. 162, Protocol No. 155, Convention No. 175, Convention No. 138 and Convention No. 177, that states and territories were continuing to investigate their law and practice for compliance with these instruments. ILAC was advised of the outcome of the eighty-fourth meeting of the Workplace Relations Ministers' Council, where the opportunity to progress ratification of Convention No. 162, Convention No. 175 and Protocol No. 155 in 2010 was noted.

ILAC was advised that Australia was considered non-compliant with some obligations under Convention No. 183. Due to the policy of not ratifying conventions unless there is full compliance, the department advised that it did not consider ratification likely in the foreseeable future.

In relation to the United Nations International Convention on the Protection of the Rights of all Migrant Workers and Their Families, ILAC noted that the Australian Government was in the final stage of its consideration of the convention and had not yet indicated an intention to ratify.

### Questions arising out of reports made to the ILO under Article 22 of the ILO Constitution

In late 2009, in accordance with Article 22 of the ILO Constitution, the Australian Government submitted reports to the ILO on the following ratified ILO conventions. The social partners were invited to contribute to these reports before their preparation and were provided with copies of the final reports.

- » Convention No. 8, Unemployment Indemnity (Shipwreck) Convention, 1920
- » Convention No. 16, Medical Examination of Young Persons (Sea) Convention, 1921
- » Convention No. 22, Seamen's Articles of Agreement Convention, 1926
- » Convention No. 58, Minimum Age (Sea) Convention (Revised), 1936
- » Convention No. 69, Certification of Ships' Cooks Convention, 1946
- » Convention No. 73, Medical Examination (Seafarers) Convention, 1946
- » Convention No. 87, Freedom of Association and Protection of the Right to Organise Convention, 1948
- » Convention No. 92, Accommodation of Crews Convention (Revised), 1949
- » Convention No. 98, Right to Organise and Collective Bargaining Convention, 1949
- » Convention No. 100, Equal Remuneration Convention, 1951
- » Convention No. 111, Discrimination (Employment and Occupation) Convention, 1958
- » Convention No. 122, Employment Policy Convention, 1964
- » Convention No. 133, Accommodation of Crews (Supplementary Provisions) Convention, 1970
- » Convention No. 135, Workers' Representatives Convention, 1971
- » Convention No. 144, Tripartite Consultation (International Labour Standards) Convention, 1976
- » Convention No. 150, Labour Administration Convention, 1978
- » Convention No. 158, Termination of Employment Convention, 1982
- » Convention No. 160, Labour Statistics Convention, 1985
- » Convention No. 166, Repatriation of Seafarers Convention (Revised), 1987.

No comments were received from the social partners in relation to the Article 22 reports.

The social partners were also invited to contribute to similar reports, which are due to be submitted to the ILO in 2010, for the following ratified conventions:

- » Convention No. 29, Forced Labour Convention, 1930
- » Convention No. 42, Workmen's Compensation (Occupational Diseases) Convention (Revised), 1934
- » Convention No. 81, Labour Inspection Convention, 1947
- » Convention No. 88, Employment Service Convention, 1948
- » Convention No. 105, Abolition of Forced Labour Convention, 1957
- » Convention, No. 155, Occupational Safety and Health Convention, 1981
- » Convention No. 159, Vocational Rehabilitation and Employment (Disabled Persons) Convention, 1983
- » Convention No. 182, Worst Forms of Child Labour Convention, 1999.

## APPENDIX 5

### Commonwealth involvement in proceedings before courts and tribunals

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This appendix describes matters dealt with by courts or tribunals in 2009–10 that involved participation by the Minister for Employment and Workplace Relations or funding provided by the department.

#### Fair Work Australia

##### **Woolworths Ltd trading as Produce and Recycling Distribution Centre [2010] FWA FB 1464**

Woolworths Ltd brought an appeal against the decision of a single member of Fair Work Australia (FWA) not to approve the *Woolworths Limited—SDAEA Mulgrave Produce and Recycling Enterprise Agreement 2009–2012*. The Minister made a submission in support of the appeal. The Full Bench of FWA quashed the decision at first instance, finding that s. 186(6) of the *Fair Work Act 2009* does not require persons covered by an enterprise agreement to agree to submit disputes arising under the agreement to arbitration as a prerequisite for the approval of the enterprise agreement.

##### **Australian Industry Group [2010] FWA FB 4337**

The Australian Industry Group sought to appeal the decision of a single member of FWA to approve the *Dunlop Foams (NSW) Collective Agreement 2009* on the basis that it contained a term dealing with right of entry that was an ‘unlawful term’ within the meaning of s. 194(f) of the *Fair Work Act 2009*. The Minister made a submission in support of the appeal. The Full Bench of FWA upheld the appeal, finding that the term was an unlawful term, and quashed the decision approving the agreement. The employer was invited to provide FWA with a written undertaking about the exercise of right of entry under the agreement.

##### **Minister for Employment and Workplace Relations [2010] FWA FB 3552**

The Minister sought a review, under s. 605 of the *Fair Work Act 2009*, of the decision of a single member of FWA to approve the *TriMas Operations Waterview Close Collective Bargaining Agreement 2009* with the inclusion of the model flexibility term. The Minister sought the review on public interest grounds to ensure the correct application of s. 202 and s. 203 of the Act and resolve any uncertainty about the scope of individual flexibility arrangements. The Full Bench of FWA upheld the Minister’s application for the review, concluding that the flexibility term of the agreement was valid and that the model flexibility term did not apply.

##### **Application by the Australian Municipal, Administrative, Clerical and Services Union and Others for an Equal Remuneration Order in the Social and Community Services Industry No. C2010/3131**

On 11 March 2010, the Australian Services Union filed an equal remuneration claim for social and community services (SACS) workers under the *Fair Work Act 2009*. The application seeks significant pay increases for SACS workers. The Minister made a submission on behalf of the Commonwealth. The matter is listed for hearing before the Full Bench of FWA in September and October 2010.

##### **Annual Wage Review 2009–10**

On 19 March 2010, the Australian Government lodged its initial submission to FWA’s Annual Wage Review 2009–10. The government’s submission supported a considered real increase in minimum wages that, at a minimum, reflected cost of living increases since the previous minimum wage rise. On 14 May 2010, the government lodged a post-budget submission, which updated the Minimum Wage Panel on the latest budget economic forecasts as well as relevant budget measures and other data released since the initial submission was lodged. The panel held consultation hearings with key stakeholders over three days, beginning on 17 May 2010. Officials from DEEWR and the

Treasury attended the consultation hearings to outline the government's position. On 3 June 2010, the panel released its decision to set the new National Minimum Wage at \$569.90 per week, or \$15 per hour (rounded to the nearest 10 cents), with effect from the first full pay period on or after 1 July 2010.

### Federal Court

In the case of *Australian Maritime Officers Union v Sydney Ferries Corporation* [2009] FCAFC 145, the Australian Maritime Officers Union brought an appeal against the decision of the Federal Court at first instance in *Australian Maritime Officers Union v Sydney Ferries Corporation* [2009] FCA 231. The Minister intervened in the appeal to make submissions about the meaning of the phrase 'matters pertaining to the employment relationship'. The Full Court of the Federal Court unanimously upheld the appeal. The Full Court found that a term of a workplace agreement that required the employer to obtain income protection insurance for its employees was a matter pertaining to the employment relationship and therefore not 'prohibited content' within the meaning of the Workplace Relations Regulations 2006. As a consequence, the employer had breached the agreement by failing to obtain income protection insurance for its employees.

### Australian Industrial Relations Commission

During 2009–10, the Australian Government made 12 submissions to the Australian Industrial Relations Commission as part of the award modernisation process. The government's submissions related to the creation and refinement of modern awards, prior to the commencement of modern awards on 1 January 2010. These submissions related to both general award modernisation issues, such as transitional provisions, and issues related to individual occupations and industries. The government also made four submissions in relation to applications to vary modern awards. These were in respect to the Nurses Award 2010, the Joinery and Building Trades Award 2010, the Manufacturing and Associated Industries and Occupations Award 2010, the Aged Care Award 2010 and the Electrical, Electronic and Communications Contracting Award 2010.



## APPENDIX 6

### Advertising and market research

Details of payments made to advertising, market research, polling, media advertising and direct mail organisations by the department in 2009–10 are listed in tables A6.1, A6.2, A6.3 and A6.4. Where the total paid is less than \$11 200 (inclusive of GST) details have not been included. This is consistent with section 311A of the *Commonwealth Electoral Act 1918*.

Table A6.1			
Advertising agencies			
Procurement reference no.	Contract no.	Organisation	Service provided
23837	80362	Silversun Pictures Pty Ltd	Production of school kits
23554	80811	Singleton Ogilvy and Mather Sydney	Design and development of Job Services Australia communication services
<b>Total</b>			<b>421 816.81</b>

Table A6.2			
Market research and polling organisations			
Procurement reference no.	Contract no.	Organisation	Service provided
24765	81575	Australian Council for Education Research Limited	Provision of management and business professional and administrative services*
23578	80290	Bloomberg L P	Procurement of reference publications and other such resources
23951	80370	Footprints Market Research Pty Ltd	The provision of program and policy services*
23204	79900	Hobsons Australia Pty Ltd	Understanding and engaging with international students
20829	79370-WO001	Inside Story Knowledge Management	Provision of management and business professional and administrative services*
20829	79317-WO002	Instinct and Reason Pty Ltd	Conduct research and testing for the Young Workers' Toolkit*
23155	79871	Intacam Pty Ltd	Defining elements of vocational education and training
20829	79341	Open Mind Research Group Holdings Pty Ltd	Market research services for new employment services campaign
20829	79319-WO001	Social Compass	Provision of management and business professional and administrative services*
24859	81566	Universities Australia	Provision of management and business professional and administrative services*
25111	81706	Wiyanga Pty Ltd	Provision of management and business professional and administrative services*
25271	81876	Orima Research Pty Ltd	Messages and branding strategies for marketing Child Care Rebate
<b>Total</b>			<b>1 068 835.57</b>

\* Also reported in Appendix 7 Consultants and consultancy services

**Table A6.3**  
**Media advertising organisations**

Procurement reference no.	Contract no.	Organisation	Service provided	Total \$ paid in 2009–10
23461	79960	Adcorp Australia Ltd	Non-campaign advertising	1 028 083.26
24885	81420	Australian Public Service Commission	Advertising of DEEWR vacancies on APS Jobs	68 973.70
24827	81454	Avant Card Pty Ltd	Procurement of reference publications and other such resources	16 610.00
9384	76350	HMA Blaze Pty Ltd	Non-campaign advertising	313 015.34
23250	79901	Lookingglass.com Pty Ltd	Messages and branding strategies for marketing vocational education and training	68 400.00
23539	80390	Lookingglass.com Pty Ltd	Provision of general advertising services*	52 250.00
21102	80964	Telstra Corporation Limited	Provision of information services	912 914.20
23228	80001	Telstra Corporation Ltd	Provision of general advertising services	234 304.40
9451	80302	Universal McCann	Kick Start Apprenticeship campaign	197 036.92
9451	80302	Universal McCann	Advertising placement for the new employment services campaign	2 814 635.00
9451	80302	Universal McCann	National Assessment Program Literacy and Numeracy Testing media campaign	59 712.01
9451	80302	Universal McCann	Brochure to assist GPs in discussions with patients about the benefits of employment to mental health	21 944.95
<b>Total</b>				<b>5 787 879.78</b>

\* Also reported in Appendix 7 Consultants and consultancy services

**Table A6.4**  
**Direct mail organisations**

Procurement reference no.	Contract no.	Organisation	Service provided	Total \$ paid in 2009–10
25341	81911	Avant Card Pty Ltd	Provision of editorial and design and graphic and fine art services	13 123.00
9398	76368	Blue Star Print Group Australia Pty Ltd	Printing and related services	32 234.81
25273	82195	Mai-Wei Limited	Direct mail out of a brochure to assist GPs in discussions with patients about the benefits of employment to mental health	12 052.35
23381	79928	Salmat Holdings Pty Ltd	Print and send mail to respondents of Stepping Stones: Longitudinal Survey of Employment Services and Income Support	20 014.13
23381	79928	Salmat Holdings Pty Ltd	Job seeker and employer direct mail for the new employment services campaign	109 301.63
<b>Total</b>				<b>186 725.92</b>

## APPENDIX 7

### Consultants and consultancy services

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This Appendix provides information on consultancies used by the department in 2009–10. Summary details are shown according to the executive and departmental structure in Part 1.

#### The department's policy on selecting consultants

The department engages individuals and companies to provide professional services under contracts for service, taking account of the skills and resources required for the task, the skills available internally and the cost effectiveness of those options. The decision to engage a consultant is made in accordance with the *Financial Management and Accountability Act 1997* and related regulations.

Consultancy services are one particular type of service delivered under a contract for services. They are distinguished from other contracts for services by the nature of the work performed. A consultant is an entity, whether an individual, a partnership, or a corporation, engaged to provide professional independent and expert advice or services. Consultants are typically engaged to investigate or diagnose a defined issue or problem; carry out defined research reviews or evaluations; or provide independent advice, information or creative solutions to assist the agency in management decision making.

#### Summary of active consultancies

During 2009–10, 153 new consultancies were entered into, involving total actual expenditure of \$16 964 476. In addition, 67 ongoing consultancy contracts were active during 2009–10, involving total actual expenditure of \$10 628 469.

#### Details of consultancies

Table A7.1 provides details of consultancy contracts the department let in 2009–10 and the value of the contract over the life of the contract. In line with annual reporting requirements, contracts with a value of less than \$10 000 have not been included.

## Key to list of consultancies in 2009–10

Selection process	Justification
Open Tender (OT)	A procurement procedure in which a request for tender is published inviting all businesses that satisfy the conditions for participation to submit tenders A Skills currently unavailable within agency
Select Tender (RS)	A procurement procedure in which the procuring agency selects which potential suppliers are invited to submit tenders in accordance with the mandatory procurement procedures B Need for specialised or professional skills
Direct Sourcing (SS)	A procurement process available only under certain defined circumstances in which an agency may contact a single potential supplier or suppliers of its choice and for which conditions for direct sourcing apply under the mandatory procurement procedures C Need for independent research or assessment

### Table A7.1

#### Consultancy contracts let in 2009–10

Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification	
Building the Education Revolution	25544	82547	Allen Jack & Cottier Architects Pty Limited	Provision of management and business professionals and administrative services	59 400.00	SS	B	
	21446	81279-WO1	Deloitte Touche Tomatsu	Provision of management and business professionals and administrative services	70 994.00	OT	B	
	24420	81074	Walter Turnbull	The provision of program and policy services associated with program evaluation and compliance	74 940.00	RS	C	
	21446	81279-WO2	Deloitte Touche Tomatsu	Provision of management and business professionals and administrative services	77 168.00	OT	B	
	25620	79513-WO1	KPMG	Provision of management and business professionals and administrative services	177 705.00	OT	B	
	25547	82546	Altus Group Cost Management Pty Ltd	Provision of management and business professionals and administrative services	350 000.00	SS	B	
	25621	79514-WO1	Ernst and Young	Provision of management and business professionals and administrative services	465 410.00	OT	B	
	<b>Subtotal</b>					<b>1 275 617.00</b>		
	Communication	24561	81094	Cogito Consulting Pty Ltd	Provision of business advice	33 000.00	SS	B
		20829	79341-WO002	Open Mind Research Group Holdings	Provision of management and business professionals and administrative services	35 890.00	OT	C
23544		80354	Ascent Consulting Pty Ltd	Assessment of information management services	66 000.00	RS	B	
25139		81785	Salmon Communications Pty Ltd	Provision of management and business professional and administrative services	80 000.00	RS	B	
24364		81182	Ascent Consulting Pty Ltd	Provision of management and business professionals and administrative services	160 000.00	SS	B	
<b>Subtotal</b>					<b>374 890.00</b>			

Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification
Associate Secretary	25194	82144	The Work Foundation	Provision of management and business professionals and administrative services	50 000.00	SS	B
<b>Subtotal</b>					<b>50 000.00</b>		
Digital Education Youth and Transitions	23977	80575	Sweet Group Pty Ltd	Provision of program and policy related consultancy services	14 300.00	SS	B
	20829	79362-WO002	Dandolo Partners Pty Ltd	Provision of management and business professionals and administrative services	121 996.00	OT	C
	24108	81241	Curriculum Corporation	Provision of management and business professionals and administrative services	160 949.69	SS	B
	24839	81744	Business Aspect	Provision of management and business professionals and administrative services	166 068.00	RS	C
	24407	81256	Curriculum Corporation	The provision of research services	231 243.00	RS	C
<b>Subtotal</b>					<b>694 556.69</b>		
Director of the OECECC	20829	79324-WO012	Australian Council for Education Research Limited	Provision of management and business professionals and administrative services	150 200.00	OT	B
<b>Subtotal</b>					<b>150 200.00</b>		
Early Childhood Development	20829	79415-WO001	Access Economics	Provision of management and business professionals and administrative services	500 000.00	OT	B
	13932	78348-WO001	SMS Management and Technology	Consultancy for National Quality Agenda IT scoping phase	528 885.00	OT	B
<b>Subtotal</b>					<b>1 028 885.00</b>		
Early Childhood Programs	20829	79513-WO005	KPMG	Provision of management and business professionals and administrative services	210 000.00	OT	C
	20829	79339-WO003	Orima Research Pty Ltd	Research on qualitative developmental research on communication for early childhood education and child care	319 629.00	OT	C
<b>Subtotal</b>					<b>529 629.00</b>		
Economic Strategy	25237	81945	Australian National University	Provision of management and business professionals and administrative services	55 000.00	SS	B
	20829	79350-WO001	Anne Markiewicz and Associates Pty Ltd	Provision of management and business professionals and administrative services	153 600.00	OT	C
	20829	79372-WO001	TNS Social Research v/as Taylor Nelson Sofres	Provision of management and business professionals and administrative services	946 000.00	OT	C
<b>Subtotal</b>					<b>1 154 600.00</b>		

Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification
Executive Group	20829	79514-WO001	Ernst and Young	Provision of management and business professionals and administrative services	40 295.19	OT	B
	20829	79511-WO001	Deloitte Touche Tomatsu	Provision of management and business professionals and administrative services	41 260.53	OT	C
	25264	81836	The Nous Group	Provision of management and business professionals and administrative services	52 624.00	OT	A
<b>Subtotal</b>					<b>134 179.72</b>		
General Employment Services	25047	82115	Resolution Consulting Services Pty	Provision of management and administrative services in relation to New Enterprise Incentive Scheme	26 940.00	SS	B
	20829	79374-WO002	Colmar Brunton Social Research	Research Project-Understanding remote and Indigenous Job seeker engagement	175 000.00	OT	B
<b>Subtotal</b>					<b>201 940.00</b>		
Higher Education	24753	81334	University of Melbourne	Provision of management and business professionals and administrative services	16 500.00	SS	B
	20829	79354-WO004	Ithaca Group Pty Ltd	Provision of management and business professionals and administrative services	30 000.00	OT	C
	24429	81181	Phillipskpa Pty Ltd	Provision of research services	69 190.00	RS	B
	24815	81708	The Australian Council for Educational Research Ltd	Provision of management and business professionals and administrative services	196 915.00	RS	B
	24186	80739	Korda Mentha Pty Ltd	Provision of management and business professionals and administrative services	1 518 000.00	SS	B
	20829	79324-WO014	The Australian Council for Educational Research	Provision of research	77 323.00	OT	B
<b>Subtotal</b>	20829	79361-WO006	The Allen Consulting Group	Provision of research	157 591.00	OT	B
<b>Subtotal</b>					<b>2 065 519.00</b>		

Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification
Indigenous Pathways and Early Learning	24610	81258	South Australia Department of Education and Children's Services	Provision of management and business professionals and administrative services	25 500.00	SS	B
	24698	81738	Matthew Ryan	Provision of management and business professionals and administrative services	34 455.00	RS	B
	24424	81251	Australian Council for Education Research	Provision of program and policy related consultancy services	49 500.00	SS	B
	25259	82194	The Royal Children Hospital	Provision of management and business professionals and administrative services	79 618.00	SS	B
	20829	79361-WO005	Allen Consulting Group Pty Ltd	Provision of management and business professionals and administrative services	98 587.00	OT	B
	20829	79324-WO013	Australian Council for Education Research Limited	Provision of management and business professionals and administrative services	200 962.00	OT	B
	20829	79361-WO004	Allen Consulting Group Pty Ltd	Provision of management and business professionals and administrative services	203 015.00	OT	C
	25278	81928	Australian Research Alliance for Children and Youth Ltd	Provision of management and business professionals and administrative services	253 000.00	SS	A
	20829	79320-WO005	Urbis Pty Ltd	Provision of management and business professionals and administrative services	544 483.00	OT	C
	20829	79340-WO003	Ateller Learning Solutions Pty Ltd	Provision of management and business professionals and administrative services	580 100.00	OT	C
24688	81856	Australian Institute of Health and Welfare	Provision of management and business professionals and administrative services	932 378.70	OT	B	
24688	81853	Australian Bureau of Statistics	Provision of management and business professionals and administrative services	1 620 000.00	OT	B	
<b>Subtotal</b>					<b>4 621 598.70</b>		
Infrastructure and Funding	23565	80323	Direction Group Pty Ltd	Expert technical advice on the application of the Socio- Economic Status (SES) methodology	15 000.00	SS	B
	21446	79546-WO001	McGrathnical Corporate Advisory	Analysis of stakeholder feedback, statistical data and amendments to 2009 Financial Health Assessment Framework	43 725.00	OT	B
	22917	80329	SCA Management Consultants Pty Ltd	Provision of business advice	219 661.23	OT	A
<b>Subtotal</b>					<b>278 386.23</b>		

Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification	
International	24461	80993	Ashby Pastoral	The provision of program and policy services	20 000.00	SS	B	
	24950	81645	John Dearn	Provision of market research services	27 949.00	SS	C	
	25059	81815	NCVER Ltd	Provision of management and business professionals and administrative services	61 105.00	SS	C	
	24495	81121	KPMG	Research towards the development of better risk management	84 176.00	RS	A	
	20829	79405-WO001	Taylor Fry Consulting	Provision of management and business professionals and administrative services	98 245.00	OT	C	
	24765	81575	Australian Council for Education Research Limited	Provision of management and business professionals and administrative services	107 718.00	RS	A	
	20829	79325-WO001	Wallis Consulting Group Pty Ltd	Provision of financial advice	116 770.00	OT	A	
	24859	81566	Universities Australia	Provision of management and business professionals and administrative services	170 500.00	SS	A	
	<b>Subtotal</b>				<b>686 463.00</b>			
	<b>IT Services</b>				<b>12 210.00</b>			
IT Services	25133	81721	Object Consulting Pty Ltd	Provision of management and business professionals and administrative services	17 405.00	SS	B	
	25026	81629	Vision Australia	Provision of IT consultancy services	18 150.00	SS	B	
	24972	81633	Datacom Systems (Act) Pty Ltd	Provision of program and policy related consultancy services	19 008.00	RS	C	
	25480	82346	Gibson Quai-AAS Pty Ltd	Provision of IT consultancy services	27 500.00	SS	C	
	25527	82486	Oakton AA Services Pty Ltd	Provision of information technology consultancy services	44 880.00	SS	B	
	13932	78469-WO008	Deloitte	Development of information and communication technology security documentation and security assessment	119 350.00	OT	C	
	<b>Subtotal</b>				<b>258 203.00</b>			
	<b>Job Strategies</b>				<b>40 700.00</b>			
	Job Strategies	20829	79372-WO002	TNS Social Research t/as Taylor Nelson Sofres	Provision of survey related consultancy services	42 790.00	OT	B
		20829	79313-WO001	Enhance Management Pty Ltd	Survey of Employment Service providers 2010	46 125.75	OT	B
20829		79380-WO002	Curtin University of Technology	Provision of research	48 122.00	OT	B	
20829		79364-WO001	Evolution Research Pty Ltd	Cognitive testing of the Disability Employment Services post program monitoring survey questionnaires	187 452.00	OT	B	
20829		79314-WO005	The Social Research Centre	Research for the schools enrolment and attendance measure evaluation	418 685.00	OT	B	
<b>Subtotal</b>				<b>783 874.75</b>				



Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification
Legal and Investigations	23041	80414	Minter Ellison	Provision of legal services	77 471.68	OT	B
	23041	80407	Australian Government Solicitor	Provision of legal services	232 233.00	OT	B
	23041	80409	Blake Dawson	Provision of legal services	675 923.32	OT	B
	23041	80410	Clayton Utz	Provision of legal services	786 106.41	OT	B
<b>Subtotal</b>				<b>1 771 734.41</b>			
Lifting Educational Outcomes	24930	81623	CSE Centre for Strategic Education	Provision of strategic consultation services	23 100.00	SS	B
	20829	79319-WO001	Social Compass	Provision of management and business professionals and administrative services	37 887.00	OT	B
	23489	80697	Croger Associates Pty Ltd	Provision of program and policy related consultancy services	52 800.00	SS	C
	20829	79340-WO001	Atelier Learning Solutions Pty Ltd	Provision of management and business professionals and administrative services	64 658.00	OT	C
	20829	79513-WO004	KPMG	Provision of management and business professionals and administrative services	130 570.00	OT	C
	20829	79513-WO003	KPMG	Provision of management and business professionals and administrative services	154 741.00	OT	C
	24088	80672	Education.Au Limited	Provision of program and policy related consultancy services	170 067.00	SS	C
	20829	79374-WO001	Colmar Brunton Social Research	Provision of management and business professionals and administrative services	400 026.00	OT	C
	20829	79324-WO007	The Australian Council for Educational Research Ltd	Economic or financial evaluation of projects	574 091.00	OT	C
	20829	79324-WO011	Australian Council for Educational Research Ltd	Provision of management and business professionals and administrative services	31 636.00	OT	B
20829	79324-WO010	The Australian Council for Educational Research Ltd	Staff in Australia's Schools Survey 2010	442 712.00	OT	B	
20829	79361-WO001	The Allen Consulting Group Pty Ltd	Provision of management and business professionals and administrative services	259 858.00	OT	C	
<b>Subtotal</b>				<b>2 342 146.00</b>			
National Curriculum, Assessment and Reporting	23400	80333	Quantitative Evaluation & Design Pty Ltd	Provision of program and policy related consultancy services	11 088.00	RS	B
	20829	79380-WO001	Curtin University	Analysis of My School Data	12 251.25	OT	A
	21446	79556-WO001	Walter Turnbull	General accounting and audit services	17 437.50	OT	A
	23540	80300	Data Analysis Australia	The provision of programme and policy services including development, delivery, implementation, promotional materials and maps	101 812.50	SS	B
<b>Subtotal</b>				<b>142 589.25</b>			

Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification
People Group	25187	81773	HBA Consulting	Provision of management and business professionals and administrative services	34 650.00	SS	B
<b>Subtotal</b>					<b>34 650.00</b>		
Safety and Entitlements Group	25373	82231	National Industrial Chemicals Notification and Assessment Scheme	Provision of research	11 000.00	SS	B
<b>Subtotal</b>					<b>11 000.00</b>		
Skills Australia	20829	79354-WO003	Ithaca Group - Rod McDonald	Vocational Education and Training (VET) roadmap project initiation, research, analysis, workshop preparation, workshop and draft and finalise report	18 535.00	OT	B
	24557	81108	Robyn Penman	Provision of management and business professionals and administrative services	18 700.00	RS	B
	20829	79328-WO001	Peter Noonan Consulting	Vocational Education and Training (VET) roadmap project initiation, research, analysis, workshop preparation, workshop and draft and finalise report	86 418.75	OT	B
<b>Subtotal</b>					<b>123 653.75</b>		
Social Innovation	25379	82196	Regina Hill Effective Consulting Pt	Provision of management and business professionals and administrative services	22 708.97	SS	B
<b>Subtotal</b>					<b>22 708.97</b>		
Social Policy	23987	80891	Monash University	Provision of program and policy related consultancy services	61 600.00	SS	A
	24586	81188	Australian Institute of Family Studies	Provision of printing and photographic and audio and visual material	169 950.00	SS	B
	20829	79414-WO001	The Australian National University	Income Support Program substitution	55 000.00	OT	B
<b>Subtotal</b>					<b>286 550.00</b>		
Specialist Employment Services	20829	79415-WO002	Access Economics	Provision of management and business professionals and administrative services	125 000.00	OT	C
<b>Subtotal</b>					<b>125 000.00</b>		
Strategic Policy	24428	80974	Cerberus IT Pty Ltd	Provision of contractors or other recruitment services	54 000.00	SS	C
	20829	79513-WO002	KPMG	Provision of management and business professionals and administrative services	63 800.00	OT	C
	24661	81417	The Young Foundation	Investigation of international best practice to support education and employment transitions	80 000.00	RS	B
<b>Subtotal</b>					<b>197 800.00</b>		

Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification
Tertiary Skills and Productivity Group	25111	81706	Wiyanga Pty Ltd	Provision of management and business professionals and administrative services	16 500.00	SS	B
	24476	81373	Bateman & Giles Pty Ltd	Education and training services	19 075.00	SS	B
	20829	79513-WO007	KPMG	Provision of management and business professionals and administrative services	55 442.00	OT	B
	24942	81507	NCVER Ltd	Provision of management and business professionals and administrative services	60 500.00	SS	C
	24421	81179	Innovation & Business Skills Aust	Provision of management and business professionals and administrative services	75 900.00	SS	B
	20829	79361-WO003	Allens Consulting Group	Provision of management and business professionals and administrative services	102 080.50	OT	C
	20829	79372-WO003	TNS Social Research t/as Taylor Nelson Sofres	Research for workforce development outcomes	102 300.00	OT	B
	20829	79513-WO001	KPMG	Provision of management and business professionals and administrative services	167 530.92	OT	C
	24871	81667	GHD Pty Ltd	Provision of management and business professionals and administrative services	180 235.00	SS	B
	20829	79513-WO006	KPMG	Provision of management and business professionals and administrative services	213 197.00	OT	C
<b>Subtotal</b>				<b>1 284 710.42</b>			
Workplace Relations Implementation	24741	81303	Chamberlains Law Firm Pty Limited	Provision of management and business professionals and administrative services	79 000.00	SS	A
	20829	79317-WO002	Instinct and Reason Pty Ltd	Conduct research and testing for the Young Workers' Toolkit	97 570.00	OT	C
	23937	81350	Mercer (Australia) Pty Ltd	Provision of research	1 435 000.00	OT	C
	<b>Subtotal</b>				<b>1 611 570.00</b>		
Workplace Relations Legal	24215	80738	Piper Alderman Management	Provision of legal services	11 440.00	SS	B
	25377	82209	Malcolm Harding	Provision of legal services	66 000.00	SS	B
		AGS3252	Australian Government Solicitor	Provision of legal services	358 340.99	OT	B
<b>Subtotal</b>				<b>435 780.99</b>			
Workplace Relations Policy	20829	79348-WO001	Society for Knowledge Economics	Provision of management and business professionals and administrative services	66 000.00	OT	B
	20829	79415-WO003	Access Economics	Provision of management and business professionals and administrative services	95 750.00	OT	B
<b>Subtotal</b>				<b>161 750.00</b>			

Group	Procurement reference no.	Contract no.	Consultant name	Description	Total contract \$ value (GST inclusive)	Selection process	Justification
Youth and Industry Skills	20829	79382-WO001	Flinders University	Provision of research	11 818.26	OT	B
	25014	81690	The Nous Group	Education and training services	29 260.00	SS	B
	23931	80343	The Churchill Consultancy	Provision of general advertising services	40 000.00	RS	B
	23951	80370	Footprints Market Research Pty Ltd	The provision of program and policy services	48 180.00	SS	C
	23539	80390	Lookinglass.Com Pty Ltd	Provision of general advertising services	60 350.89	RS	C
	24843	81817	Wignall Consulting Services Pty Ltd	Provision of management and business professionals and administrative services	79 000.00	RS	C
	24640	81302	Wilton Hanford Hanover	Provision of editorial and design and graphic and fine art services	79 086.00	RS	B
	23947	80692	John Ramsay and Associates	The provision of program and policy services	80 000.00	RS	B
	23948	80693	David O'Connor	The provision of program and policy services	80 000.00	RS	C
	23946	80694	P I Research Pty Ltd	The provision of program and policy services	80 000.00	RS	C
	20829	79370-WO001	Inside Story Knowledge Management	Provision of management and business professionals and administrative services	88 000.00	OT	A
	20829	79513-WO009	KPMG	Provision of research	109 700.00	OT	B
	20829	79320-WO004	Urbis Pty Ltd	Provision for research	136 906.00	OT	C
	20829	79354-WO002	Ithaca Group Pty Ltd	Management of business professionals and administrative services	198 000.00	OT	C
	12270	77722-WO001	Stenning and Associates Pty Ltd	Research and consultation for stage two occupations in the Council of Australian Governments (COAG) skills recognition process	350 000.00	OT	B
	21446	81267-WO002	Price Waterhouse Coopers	Provision of general audit services	270 900.76	OT	B
<b>Subtotal</b>					<b>1 741 201.91</b>		
<b>Total</b>					<b>24 581 387.79</b>		

## APPENDIX 8

### Errors in the 2008–09 annual report

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This appendix details and corrects errors found in the department's 2008–09 annual report.

#### Outcome 2—Schools

On page 38, under 'Key achievements' the third dot point should have referred to the 'National Education Agreement' not the 'National Education Association'.

On page 59, under 'School Languages Program' the final sentence of the second-last paragraph should have read 'In 2009, an initial amount of \$12.334 million will be provided to non-government schools.'

#### Outcome 3—Higher education

On page 96, the first sentence of the second-last paragraph should have read '\$402 million will be made available for structural adjustment, of which \$400 million will be provided to support significant structural change across the sector, which could include the creation of new models of higher education institutions, and collaborations between higher education providers and vocational education and training providers, and \$2 million will be departmental funding to support the program.'

#### Outcome 4—Vocational education and training

On page 105, in Table 4.2, under 'Language, Literacy and Numeracy' the actual number of individuals assisted should have been 17 939 not 15 710.

#### Outcome 7—Labour market assistance

On page 149, in Table 7.4, under 'New Enterprise Incentive Scheme' the figure for the proportion of job seekers off benefit 3 and 12 months following participation in Employment Services in New Enterprise Incentive Scheme should have been 77.1% not 71.7%.

On page 153, under 'Widow Allowance' a sentence stating 'In June 2009 there were 36 086 recipients of Widow Allowance, a decrease of 7.8 per cent since June 2008, when there were 39 132 recipients.' should have been included as the third paragraph.

#### Outcome 8—Workforce participation

On page 187, under 'Jobless families' the dollar amount in the last sentence should have been \$7.2 million, not \$7.3 million.

#### Part 3—Management and accountability

On page 262, under 'State Network' the third sentence of the first paragraph should have read 'Through its extensive network of offices across Australia the department has a presence in all capital cities and 41 regional locations, either in DEEWR regional offices (of which there are 22) or in Indigenous Coordination Centres managed by the Department of Families, Housing, Community Services and Indigenous Affairs.'

### Appendix 1—Commonwealth Disability Strategy

On page 274, the final paragraph ('Accessible electronic formats include ASCII (or .txt) files and html for the web. Non-electronic accessible formats include Braille, audio cassette, large print and easy English. The department also makes information accessible through video captioning and Auslan interpreters.') should not have been included.

### Appendix 3—Freedom of information

On page 291, in the dot point beginning '*Schools Assistance Act 2008*', the name 'Languages Program' should have read 'School Languages Program'.

## APPENDIX 9

### Agency resource statements and resources for Outcomes

Agency Resource Statement—2009–10			
	Actual Available Appropriations for 2009–10	Payments Made 2009–10	Balance Remaining
	\$000	\$000	\$000
<b>Ordinary Annual Services</b>			
<b>Departmental appropriation</b>			
Prior year departmental appropriation	176,256	-	176,256
Departmental appropriation	882,806	876,892	5,914
S.31 Relevant agency receipts	57,851	57,851	-
<b>Total</b>	<b>1,116,913</b>	<b>934,743</b>	<b>182,170</b>
<b>Administered expenses</b>			
Outcome 1	487,111	377,772	
Outcome 2	569,998	438,549	
Outcome 3	2,980,442	2,000,732	
Outcome 4	2,738,745	2,493,660	
Outcome 5	193,552	188,599	
Payments to CAC Act Bodies	5,898	5,898	
<b>Total</b>	<b>6,975,746</b>	<b>5,505,210</b>	
<b>Total ordinary annual services</b>	<b>8,092,659</b>	<b>6,439,953</b>	
<b>Other services</b>			
<b>Administered expenses</b>			
<b>Specific payments to States, ACT, NT and local government</b>			
Outcome 1	8,004	3,723	
Outcome 2	3,752,089	3,091,725	
<b>Total</b>	<b>3,760,093</b>	<b>3,095,448</b>	
<b>Departmental non-operating</b>			
Prior year departmental appropriation	16,084	16,084	-
Equity injections	25,564	25,564	-
Previous years' outputs	-	-	-
<b>Total</b>	<b>41,648</b>	<b>41,648</b>	<b>-</b>
<b>Total other services</b>	<b>3,801,741</b>	<b>3,137,096</b>	
<b>Total available annual appropriations</b>	<b>11,894,400</b>	<b>9,577,049</b>	

<b>Agency Resource Statement—2009–10</b>			
	<b>Actual Available Appropriations for 2009–10</b>	<b>Payments Made 2009–10</b>	<b>Balance Remaining</b>
	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>
<b>Special appropriations</b>			
<b>Special appropriations limited by criteria/entitlement</b>			
<i>A New Tax System (Family Assistance) (Administration) Act 1999</i>		3,310,466	
<i>Flexibility in Achieving Australia's Skills Act 2005</i>		117,961	
<i>Schools Assistance (Learning Together - Achievement Through Choice and Opportunity) Act 2004</i>		3,233	
<i>Schools Assistance Act 2008</i>		6,485,433	
<i>Indigenous Education (Targeted Assistance) Act 2000</i>		161,629	
<i>Higher Education Support Act 2003</i>		8,627,626	
<i>Student Assistance Act 1973</i>		265,522	
<i>Social Security (Administration) Act 1999</i>		16,083,860	
<i>Skilling Australia's Workforce Act 2005</i>		728	
<i>Coal Mining Industry (LSL) Funding Act 1992</i>		-	
<i>Remuneration and Allowances Act 1990</i>		19,474	
<i>Remuneration and Tribunal Act 1973</i>		23,243	
<i>Safety, Rehabilitation and Compensation Act 1988</i>		41,000	
<i>Asbestos-related Claims (Management of Commonwealth Liabilities Act) 2005</i>		23,391	
<b>Total special appropriations</b>		<b>35,163,566</b>	
<b>Special Accounts</b>			
Opening Balance	5,943		
Appropriation receipts	837,323		
Appropriation receipts—other agencies	-		
Non-appropriation receipts to Special Accounts	11,470		
Payments made		848,202	
Closing Balance			6,534



## Outcome 1

Outcome 1	Budget (2009–10) \$'000 A	Actual expenses (2009–10) \$'000 B	Variation (2009–10) \$'000 A–B
<b>Administered expenses</b>			
<b>Program 1.1: Support for the Child Care System</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Child Care Services Support	350,592	332,232	-18,360
Jobs Education and Training (JET) Child Care Fee Assistance	53,158	45,738	-7,420
<b>Total for Program 1.1</b>	<b>403,750</b>	<b>377,970</b>	<b>-25,780</b>
<b>Program 1.2: Child Care Fee Assistance</b>			
<b>Special Appropriations</b>			
<i>A New Tax System (Family Assistance) (Administration) Act 1999</i>			
Child Care Benefit	1,947,756	2,000,062	52,306
Child Care Rebate	1,251,134	1,304,429	53,295
<b>Total for Program 1.2</b>	<b>3,198,890</b>	<b>3,304,491</b>	<b>105,601</b>
<b>Program 1.3: Early Childhood Education</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Early Childhood Education—Universal Access	3,000	2,925	-75
<b>Total for Program 1.3</b>	<b>3,000</b>	<b>2,925</b>	<b>-75</b>
<b>Outcome 1 Totals by appropriation type</b>			
<b>Administered expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	406,750	380,895	-25,855
Other services (Appropriation Bill No. 2)	-	-	-
Special Appropriations	3,198,890	3,304,491	105,601
Special Accounts	-	-	-
<b>Departmental expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	86,427	94,226	7,799
Revenues from independent sources (Section 31)	-	661	661
Special Appropriations	-	-	-
Special Accounts	-	-	-
Expenses not requiring appropriation in the Budget year	292	561	269
Depreciation expense not funded by Appropriation	-	-	-
<b>Total for Outcome 1</b>	<b>3,692,359</b>	<b>3,780,834</b>	<b>88,475</b>
<b>Average staffing level (number)</b>	<b>498</b>	<b>503</b>	<b>5</b>

## Outcome 2

Outcome 2	Budget (2009–10) \$'000	Actual expenses (2009–10) \$'000	Variation (2009–10) \$'000
	A	B	A–B
<b>Administered expenses</b>			
<b>Program 2.1: Government Schools National Support</b>			
Administered expenses	-	-	-
Special Appropriations	-	-	-
<b>Total for Program 2.1</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Program 2.2: Non-government Schools National Support</b>			
<b>Special Appropriations</b>			
<i>Schools Assistance Act 2008</i>	6,473,622	6,463,523	-10,099
<i>Indigenous Education (Targeted Assistance) Act 2000</i>	154,774	165,488	10,714
<b>Total for Program 2.2</b>	<b>6,628,396</b>	<b>6,629,011</b>	<b>615</b>
<b>Program 2.3: Schools Support</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
National Asian Languages and Studies in Schools	20,810	20,801	-9
Grants and Awards	3,925	3,835	-90
Framework for Open Learning	3,170	3,406	236
National Student Aptitude Test for Tertiary Admission	4,623	231	-4,392
Supplementary Funding for School Operations	4,000	4,000	-
Drought Assistance for Schools	20,066	12,906	-7,160
National School Chaplaincy Program	57,784	57,078	-706
Helping Children with Autism	5,171	5,160	-11
Local Schools Working Together	25,000	24,238	-762
Quality Outcomes	72,203	73,354	1,151
Indigenous Education	17,700	12,932	-4,768
CDEP Transitions	-	16,070	16,070
<b>Total for Program 2.3</b>	<b>234,452</b>	<b>234,013</b>	<b>-439</b>
<b>Program 2.4: Trade Training</b>			
<b>Other Services (Appropriation Bill No 2)</b>			
Trade Training Centres (Non-government)	105,880	54,245	-51,635
<b>Special Appropriations:</b>			
<i>Australian Technical Colleges (Flexibility in Achieving Australia's Skills Needs) Act 2005</i>			
Australian Technical Colleges (Non-government)	82,852	55,142	-27,710
Australian Technical Colleges (Government)	52,876	63,136	10,260
<b>Total for Program 2.4</b>	<b>241,608</b>	<b>172,523</b>	<b>-69,085</b>
<b>Program 2.5: Digital Education Revolution</b>			
<b>Other Services (Appropriation Bill No 2)</b>			
Digital Education Revolution (Non-government)	95,070	82,269	-12,801
<b>Total for Program 2.5</b>	<b>95,070</b>	<b>82,269</b>	<b>-12,801</b>
<b>Program 2.6: National Action Plan on Literacy and Numeracy</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
National Action Plan on Literacy and Numeracy (Non-Government)	12,909	11,516	-1,393
<b>Total for Program 2.6</b>	<b>12,909</b>	<b>11,516</b>	<b>-1,393</b>

<b>Outcome 2</b>	<b>Budget (2009–10) \$'000</b>	<b>Actual expenses (2009–10) \$'000</b>	<b>Variation (2009–10) \$'000</b>
	<b>A</b>	<b>B</b>	<b>A–B</b>
<b>Program 2.7: Education Infrastructure (referred to as Building the Education Revolution)</b>			
<b>Other Services (Appropriation Bill No 2)</b>			
Building the Education Revolution (Non-government)	2,837,400	2,944,229	106,829
<b>Total for Program 2.7</b>	<b>2,837,400</b>	<b>2,944,229</b>	<b>106,829</b>
<b>Program 2.8: Smarter Schools- Low SES School Communities National Partnership</b>			
<b>Administered expenses</b>	-	-	-
<b>Special Appropriations</b>	-	-	-
<b>Total for Program 2.8</b>	-	-	-
<b>Program 2.9: Smarter Schools- Improving Teacher Quality National Partnership</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Teacher Quality (Non government—NP)	1,560	1,464	-96
<b>Total for Program 2.9</b>	<b>1,560</b>	<b>1,464</b>	<b>-96</b>
<b>Program 2.10: Youth Support</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Careers, Transitions and Partnerships	69,924	68,489	-1,435
Youth Attainment and Transitions NP	57,909	57,708	-201
Youth Engagement	11,756	12,692	936
<b>Special Account Expenses:</b>			
National Youth Affairs Research Scheme Special Account	240	39	-201
<b>Total for Program 2.10</b>	<b>139,829</b>	<b>138,927</b>	<b>-902</b>
<b>Program 2.11: School Student Assistance</b>			
<b>Special Appropriations</b>			
<i>Student Assistance Act 1973</i>			
ABSTUDY—Secondary	127,796	136,467	8,671
Assistance for Isolated Children	68,417	62,591	-5,826
<b>Special Account Expenses:</b>			
Superannuation Payments for ATAS Tutors	5	1	-4
<b>Total for Program 2.11</b>	<b>196,218</b>	<b>199,059</b>	<b>2,841</b>
<b>Outcome 2 Totals by appropriation type</b>			
<b>Administered expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	388,510	385,880	-2,630
Other services (Appropriation Bill No. 2)	3,038,350	3,080,743	42,393
Special Appropriations	6,960,337	6,946,348	-13,989
Special Accounts	245	41	-204
<b>Departmental expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	182,478	162,303	-20,175
Revenues from independent sources (Section 31)	-	1,888	1,888
Special Appropriations	-	-	-
Special Accounts	-	-	-
Expenses not requiring appropriation in the Budget year	292	963	671
Depreciation expense not funded by Appropriation	-	-	-
<b>Total for Outcome 2</b>	<b>10,570,212</b>	<b>10,578,165</b>	<b>7,953</b>
<b>Average staffing level (number)</b>	<b>1,047</b>	<b>1,036</b>	<b>-11</b>

## Outcome 3

Outcome 3	Budget (2009–10) \$'000	Actual expenses (2009–10) \$'000	Variation (2009–10) \$'000
	A	B	A–B
<b>Administered expenses</b>			
<b>Program 3.1: Higher Education Support</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Tertiary Education Quality and Standards Agency	4,209	3,717	-492
Indigenous Higher Education Advisory Council	296	120	-176
Higher Education Special Projects	5,940	5,948	8
Superannuation Payments for Former Commissioners	84	83	-1
Centre for Finance and International Regulation	-	-	-
<b>Special Appropriations</b>			
<i>Higher Education Support Act 2003</i>			
Commonwealth Grant Scheme	4,563,826	4,550,510	-13,316
Performance Funding	-	-	-
Funding to Support Low SES Participation	28,198	27,758	-440
Equity Programmes	12,017	11,613	-404
Indigenous Support Program	35,141	35,132	-10
Diversity and Structural Adjustment	49,006	45,458	-3,548
Superannuation Program—Higher Education <sup>1</sup>	228,324	905,411	677,087
Quality Initiatives	30,773	30,739	-34
Open Learning Initiative	273	273	-
National Institutes	178,079	178,080	1
Commonwealth Scholarships	130,388	104,158	-26,230
Higher Education Special Projects (Capital Development Pool)	68,208	64,574	-3,634
<b>Special Accounts</b>			
Education Investment Fund	808,599	808,599	-
<b>Total for Program 3.1</b>	<b>6,143,361</b>	<b>6,772,173</b>	<b>628,812</b>
<b>Program 3.2: HELP</b>			
<b>Special Appropriations</b>			
<i>Higher Education Support Act 2003</i>			
Higher Education Loan Programmes (HELP) <sup>1</sup>	1,464,039	672,632	-791,407
<b>Total for Program 3.2</b>	<b>1,464,039</b>	<b>672,632</b>	<b>-791,407</b>
<b>Program 3.3: Tertiary Student Assistance</b>			
<b>Special Appropriations</b>			
<i>Student Assistance Act 1973</i>			
ABSTUDY—Tertiary	63,617	62,682	-935
<i>Social Security Act 1991</i>			
Austudy	339,438	343,385	3,947
Youth Allowance	2,212,287	2,073,383	-138,904
Fares Allowance	1,107	660	-447
<b>Total for Program 3.3</b>	<b>2,616,449</b>	<b>2,480,111</b>	<b>-136,338</b>
<b>Program 3.4: Vocational Education and Training</b>			
<b>Special Appropriations</b>			
<i>Skilling Australia's Workforce Act 2005</i>			
Vocational Education and Training Recurrent Funding	2,875	2,194	-681
<b>Total for Program 3.4</b>	<b>2,875</b>	<b>2,194</b>	<b>-681</b>

<b>Outcome 3</b>	<b>Budget (2009–10) \$'000</b>	<b>Actual expenses (2009–10) \$'000</b>	<b>Variation (2009–10) \$'000</b>
	<b>A</b>	<b>B</b>	<b>A–B</b>
<b>Program 3.5: VET National Support</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
National Centre for Vocational Education Research	641	641	-
Australian Apprenticeship Centres	196,796	194,319	-2,477
Support for New Apprentices	951,211	899,865	-51,346
Australian Apprenticeship Workforce Skills Development	410,239	291,335	-118,904
Australian Apprenticeship Access Program	199,531	197,025	-2,506
My Training	-	-	-
VET Teaching and Learning Capital Fund	271,500	271,519	19
<b>Special Accounts</b>			
Education Investment Fund	28,724	28,724	-
<b>Total for Program 3.5</b>	<b>2,058,642</b>	<b>1,883,429</b>	<b>-175,213</b>
<b>Program 3.6: International Education Support</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
International Education and Training	37,260	32,251	-5,009
Assessment Subsidy for Overseas Trained Professionals	757	759	2
<b>Special Appropriations</b>			
<i>Higher Education Support Act 2003</i>			
Higher Education Contribution to Australian Education International	6,220	6,220	-
<b>Total for Program 3.6</b>	<b>44,237</b>	<b>39,230</b>	<b>-5,007</b>
<b>Outcome 3 Totals by appropriation type</b>			
<b>Administered expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	2,084,684	1,897,583	-180,881
Special Appropriations	9,407,596	9,114,863	-298,953
Special Accounts	837,323	837,323	-
<b>Departmental expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	162,865	176,730	13,865
Revenues from independent sources (Section 31)	10,700	21,296	10,596
Special Appropriations	-	-	-
Special Accounts	11,082	9,412	-1,670
Expenses not requiring appropriation in the Budget year	16,293	21,018	4,725
Depreciation expense not funded by Appropriation	-	-	-
<b>Total for Outcome 3</b>	<b>12,530,543</b>	<b>12,078,224</b>	<b>-452,319</b>
<b>Average staffing level (number)</b>	<b>1,098</b>	<b>1,115</b>	<b>17</b>

- 1 Actual expenses relate to actuarial assessments of the value of assets and liabilities. The outcome is dependent on numerous factors that cannot be reliably forecast.

## Outcome 4

Outcome 4	Budget (2009–10) \$'000 A	Actual expenses (2009–10) \$'000 B	Variation (2009–10) \$'000 A–B
<b>Administered expenses</b>			
<b>Program 4.1: Employment Services</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Job Services Australia	1,310,294	1,353,746	43,452
Job Capacity Assessment	185,748	195,237	9,489
Jobs Fund	108,800	99,059	-9,741
National Green Jobs Corps	18,860	11,974	-6,886
Productive Ageing Package	13	16	3
Insulation Workers Support	7,500	3,921	-3,579
<b>Total for Program 4.1</b>	<b>1,631,215</b>	<b>1,663,953</b>	<b>32,738</b>
<b>Program 4.2: Indigenous Employment</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Indigenous Employment Program	139,460	133,251	-6,209
<b>Total for Program 4.2</b>	<b>139,460</b>	<b>133,251</b>	<b>-6,209</b>
<b>Program 4.3: Disability Employment Services</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Employment Assistance and Other Services	253,703	296,409	42,706
Vocational Rehabilitation Services	158,011	161,613	3,602
Disability Employment Services	299,959	227,718	-72,241
<b>Total for Program 4.3</b>	<b>711,673</b>	<b>685,740</b>	<b>-25,933</b>
<b>Program 4.4: Working Age Payments</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Compensation and Debt Relief	334	16	-318
<b>Special Appropriations</b>			
<i>Social Security (Administration) Act 1999</i>			
Mature Age Allowance	-	-134	-134
Mobility Allowance	122,392	123,983	1,591
Newstart Allowance	6,233,131	6,136,811	-96,320
Parenting Payment (Single)	4,394,628	4,389,343	-5,285
Parenting Payment (Partnered)	1,092,089	1,077,780	-14,309
Partner Allowance (Benefit)	37,426	37,279	-147
Partner Allowance (Pension)	243,440	243,372	-68
Pensioner Education Supplement	75,243	79,350	4,107
Sickness Allowance	84,564	83,662	-902
Utilities Allowance	26,443	28,247	1,804
Widow Allowance	442,845	441,134	-1,711
Youth Allowance (other)	670,316	715,986	45,670
<b>Total for Program 4.4</b>	<b>13,422,851</b>	<b>13,356,829</b>	<b>-66,022</b>
<b>Program 4.5: Compensation Payments</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Comcare	6,805	5,911	-894
<b>Special Appropriations</b>			
<i>Asbestos related claims Act 2005—s8(2)</i>	23,394	23,391	-3
<i>Safety, Rehabilitation &amp; Compensation Act—s90D</i>	47,997	41,000	-6,997
<b>Total for Program 4.5</b>	<b>78,196</b>	<b>70,302</b>	<b>-7,894</b>

<b>Outcome 4</b>	<b>Budget (2009–10) \$'000</b>	<b>Actual expenses (2009–10) \$'000</b>	<b>Variation (2009–10) \$'000</b>
	<b>A</b>	<b>B</b>	<b>A–B</b>
<b>Outcome 4 Totals by appropriation type</b>			
<b>Administered expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	2,489,487	2,488,871	-616
Special Appropriations	13,493,908	13,421,204	-72,704
Special Accounts	-	-	-
<b>Departmental expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	391,319	387,023	-4,296
Revenues from independent sources (Section 31)	-	1,379	1,379
Special Accounts	-	-	-
Expenses not requiring appropriation in the Budget year	293	2,275	1,982
Depreciation expense not funded by Appropriation	-	-	-
<b>Total for Outcome 4</b>	<b>16,375,007</b>	<b>16,300,751</b>	<b>-74,256</b>
<b>Average staffing level (number)</b>	<b>2,374</b>	<b>2,373</b>	<b>-1</b>

## Outcome 5

Outcome 5	Budget (2009–10) \$'000 A	Actual expenses (2009–10) \$'000 B	Variation (2009–10) \$'000 A–B
<b>Administered expenses</b>			
<b>Program 5.1: Employee Assistance</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
General Employee Entitlements and Redundancy Scheme	170,000	154,111	-15,889
Unlawful Termination Assistance Scheme	250	63	-187
<b>Special Appropriations</b>			
Coal Mining Industry (LSL) Funding Act 1992	96,753	99,242	2,489
<b>Total for Program 5.1</b>	<b>267,003</b>	<b>253,416</b>	<b>-13,587</b>
<b>Program 5.2: Workplace Assistance</b>			
<b>Ordinary Annual Services (Appropriation Bill No 1)</b>			
Protected Action Ballots Scheme	1,600	1,137	-463
Small Business Work and Family Grants Program	1,214	846	-368
Home Workers Code of Practice Program	1,000	975	-25
International Labour Organisation—Subscription	8,211	8,219	8
Fair Work Education and Information Campaign	17,344	15,113	-2,231
Ex-gratia payment	-	100	100
<b>Total for Program 5.2</b>	<b>29,369</b>	<b>26,389</b>	<b>-2,980</b>
<b>Program 5.3: Parliamentarians' and Judicial Office Holders' Remuneration and Entitlements</b>			
<b>Special Appropriations</b>			
<i>Remuneration Tribunal Act 1973—s7(13) Remuneration (including salary) or allowances</i>	22,815	23,338	523
<i>Remuneration and Allowances Act 1990</i>	20,294	19,474	-820
<b>Total for Program 5.3</b>	<b>43,109</b>	<b>42,812</b>	<b>-297</b>
<b>Outcome 5 Totals by appropriation type</b>			
<b>Administered expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	199,619	180,563	-19,056
Other services (Appropriation Bill No. 2)	-	-	-
Special Appropriations	139,862	142,054	2,192
<b>Departmental expenses</b>			
Ordinary Annual Services (Appropriation Bill No 1)	26,537	63,499	36,962
Revenues from independent sources (Section 31)	42,536	20,997	-21,539
Special Accounts	-	-	-
Expenses not requiring appropriation in the Budget year	292	1,134	842
Depreciation expense not funded by Appropriation	-	-	-
<b>Total for Outcome 5</b>	<b>408,846</b>	<b>408,247</b>	<b>-599</b>
<b>Average staffing level (number)</b>	<b>483</b>	<b>493</b>	<b>10</b>





**Clockwise from top left:**

**1.** COAG endorsed a new Green Skills Agreement in December 2009 that enables individuals and businesses to contribute to a sustainable, low-carbon economy in their workplaces and communities. The Hon Julia Gillard MP, former Minister for Education, at the Green Skills Forum with Anthony Fernando, DEEWR Workforce Development Branch and Camille Carroll, Climate Change and Green Skills Taskforce.

**2.** Blocky, the wonder horse of the DEEWR national office Christmas party costume competition, took the reins in April 2010 and got together with Higher Education Group to donate \$1100 to the Canberra RSPCA.

**3.** Congratulations to the DEEWR soccer team for winning the 2009 Public Service Football Association competition for the second consecutive year. The grand final saw the DEEWR side battle it out with the Department of the Environment, Water, Heritage and the Arts, which DEEWR went on to win 3-1.

**4.** DEEWR's 2009 Christmas card design competition was won by the Hunter Northern NSW Region. The beautiful winning design was coordinated by Aboriginal artist and DEEWR staff member Jenny Hayes as part of NAIDOC celebrations. Staff members placed their handprints on the canvas as a symbol of regional unity representing the department's role in striving for reconciliation across the vast area represented by the Newcastle, Coffs Harbour, Wyong, Lismore and Kempsey offices.

**5.** NAIDOC Week, from 5 to 12 July 2009, was the annual celebration by all Australians of the history, culture and achievements of Aboriginal and Torres Strait Islander peoples and DEEWR offices Australia-wide organised events to celebrate. Pictured is staff member Betty Doolan raising the flag at National Office.