

## Part 3 | Appendixes

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## Appendix 1 | Staffing overview

The following tables provide details of Australian Public Service (APS) employees (ongoing and non-ongoing) employed under the *Public Service Act 1999* in 2003–04. The tables include aggregated information on salary, performance pay and non-salary benefits to which staff were entitled under the certified agreements and Australian workplace agreements of the Department of Family and Community Services (FaCS), the Child Support Agency (CSA) and the Social Security Appeals Tribunal (SSAT).

Staff numbers in Table 75 reflect the number of people employed under the Public Service Act on 30 June 2004.

The financial and staffing resources summary tables that appear against each outcome and output group provide details of staffing years in terms of full-time equivalent numbers. Due to the impact of part-time employees and employees on leave without pay during the reporting period, the ‘staffing years (numbers)’ are less than the staff numbers in the tables below.

### Classification streams—FaCS, CSA and SSAT

Table 74 Staffing overview—explanation of different classification streams		
APS class (applies to CSA)	FaCS (excluding CSA and SSAT)	SSAT
Senior Executive Service (SES)	Senior Executive Service	–
Executive Officer Level 2	FaCS Executive Level 2	SSAT 5
Executive Officer Level 2	FaCS Executive level 2	SSAT 5
Executive Officer Level 1	FaCS Executive Level 1	SSAT 4
Australian Public Service Level 5–6	FaCS Broadband Level 3	SSAT 3
Australian Public Service Level 3–4	FaCS Broadband Level 2	SSAT 2
Australian Public Service Level 1–2	FaCS Broadband Level 1	SSAT 1
Australian Public Service Level 4 to Executive Officer Level 1	Public Affairs Officer	–
Executive Officer Level 2	Senior Public Affairs Officer	–
Australian Public Service Level 3 to Executive Officer Level 2	Legal Officer 1	–
Executive Officer Level 2	Legal Officer 2	–

## Staff by gender – FaCS, CSA and SSAT

**Table 75** Staffing overview—actual ongoing and non-ongoing full and part-time staff by gender at 30 June 2004

### Total staff

	Ongoing full-time	Ongoing part-time	Non-ongoing full-time	Non-ongoing part-time	Total
Men	1343	68	48	5	1464
Women	2764	629	114	29	3536
					<b>5000</b>

### FaCS (excluding CSA and SSAT)

	Ongoing full-time	Ongoing part-time	Non-ongoing full-time	Non-ongoing part-time	Total
Men	560	38	29	4	631
Women	943	239	50	22	1254
					<b>1885</b>

### CSA

	Ongoing full-time	Ongoing part-time	Non-ongoing full-time	Non-ongoing part-time	Total
Men	783	30	9	0	822
Women	1820	388	26	5	2239
					<b>3061</b>

### SSAT

	Ongoing full-time	Ongoing part-time	Non-ongoing full-time	Non-ongoing part-time	Total
Men	0	0	10	1	11
Women	1	2	38	2	43
					<b>54</b>

## Staff by classification

**Table 76** Staffing overview—actual staff by classification in the relative levels of the larger classification groups and by state and territory at 30 June 2004

### Total FaCS staff (including CSA, excluding SSAT)

Classification	ACT	QLD	NSW	VIC	SA	WA	NT	TAS	Total
Graduates/Cadets/Research Officers	20	2		2	1	1			26
Australian Public Service Level 1–2	24	26	34	19	9	12	2	4	130
Australian Public Service Level 3–4	241	457	711	393	188	195	10	123	2318
Australian Public Service Level 5–6	550	210	239	186	87	107	20	40	1439
Legal Officer 1	6								6
Legal Officer 2	9								9
Public Affairs Officer	22								22
Executive Officer Level 1 and equivalents	522	38	43	29	14	17	8	7	678
Executive Officer Level 2 and equivalents	203	13	16	11	3	3	7	1	257
Senior Executive Service Band 1	38	2	4	2			2	1	49
Senior Executive Service Band 2	9								9
Senior Executive Service Band 3	2								2
Secretary	1								1
<b>Total staff</b>	<b>1647</b>	<b>748</b>	<b>1047</b>	<b>642</b>	<b>302</b>	<b>335</b>	<b>49</b>	<b>176</b>	<b>4946</b>

### FaCS (excluding CSA and SSAT)

Classification	ACT	QLD	NSW	VIC	SA	WA	NT	TAS	Total
Graduates/Cadets/Research Officers	18								18
FaCS Broadband Level 1	24	5	6	2		1	2	1	41
FaCS Broadband Level 2	146	21	27	23	7	8	7	8	247
FaCS Broadband Level 3	456	58	82	67	37	34	20	12	766
FaCS Executive Level 1	469	12	14	8	6	6	8	3	526
FaCS Executive Level 2	176	4	5	4	2	2	7		200
Legal Officer 1	6								6
Legal Officer 2	9								9
Public Affairs Officer	22								22
Senior Executive Service Band 1	32	1	2	1			2	1	39
Senior Executive Service Band 2	8								8
Senior Executive Service Band 3	2								2
Secretary	1								1
<b>Total</b>	<b>1369</b>	<b>101</b>	<b>136</b>	<b>105</b>	<b>52</b>	<b>51</b>	<b>46</b>	<b>25</b>	<b>1885</b>

*continued*

Table 76

**Staffing overview — actual staff by classification in the relative levels of the larger classification groups and by state and territory at 30 June 2004** *continued*

**CSA**

Classification	ACT	QLD	NSW	VIC	SA	WA	NT	TAS	Total
Graduates	2	2	0	2	1	1	0	0	8
Australian Public Service Level 1	0	1	7	2	2	2	0	0	14
Australian Public Service Level 2	0	20	21	15	7	9	0	3	75
Australian Public Service Level 3	47	258	418	210	134	110	2	85	1264
Australian Public Service Level 4	48	178	266	160	47	77	1	30	807
Australian Public Service Level 5	44	82	75	62	26	44	0	14	347
Australian Public Service Level 6	50	70	82	57	24	29	0	14	326
Executive Officer Level 1	53	26	29	21	8	11	0	4	152
Executive Officer Level 2	27	9	11	7	1	1	0	1	57
Senior Executive Service Band 1	6	1	2	1	0	0	0	0	10
Senior Executive Service Band 2	1	0	0	0	0	0	0	0	1
<b>Total</b>	<b>278</b>	<b>647</b>	<b>911</b>	<b>537</b>	<b>250</b>	<b>284</b>	<b>3</b>	<b>151</b>	<b>3061</b>

**SSAT**

	National Office	ACT	QLD	NSW	VIC	SA	WA	NT	TAS	Total
SSAT 1			1	2	3		1		1	8
SSAT 2	2	1	4	6	6	4	2		1	26
SSAT 3	6		1	1	1	1	2			12
SSAT 4	2		1	1	1					5
SSAT 5	3									3
<b>Total</b>	<b>13</b>	<b>1</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>54</b>

## Salary ranges by classification – FaCS, CSA and SSAT

**Table 77** Salary ranges by classification at 30 June 2004

### FaCS (excluding CSA and SSAT)

	Low (\$)	High (\$)
SES Band 3	166 073	171 334
SES Band 2	130 222	134 345
SES Band 1	103 968	107 261
FaCS Executive Level 2A	91 118	91 118
FaCS Executive Level 2B	77 404	88 168
FaCS Executive Level 1	66 441	74 014
FaCS Broadband 3	50 471	60 420
FaCS Broadband 2	39 605	48 118
FaCS Broadband 1	29 946	38 141
Graduate APS	29 946	38 141

### CSA

	Low (\$)	High (\$)
SES Band 2	Covered by FaCS remuneration policy	Covered by FaCS remuneration policy
SES Band 1	Covered by FaCS remuneration policy	Covered by FaCS remuneration policy
Executive Officer Level 2	82 640	101 446
Executive Officer Level 1	66 575	71 891
APS Level 6	53 225	59 657
APS Level 5	48 083	51 507
APS Level 4	43 111	47 328
APS Level 3	38 679	41 747
APS Level 2	34 893	37 659
APS Level 1	31 015	33 306
Graduate APS	38 679	38 679

### SSAT

	Low (\$)	High (\$)
SSAT 5	77 564	90 876
SSAT 4	63 166	72 619
SSAT 3	50 357	60 260
SSAT 2	40 357	48 216
SSAT 1	30 311	38 039

## Performance pay

**Table 78** Staffing overview — performance pay at 30 June 2004

### FaCS (excluding CSA and SSAT)

Level	Number	Aggregated amount \$	Average \$	Minimum \$	Maximum \$
SES 3 & SES 2 <sup>a</sup>	12	81 576	6798	0	9 885
SES 1	36	197 784	5494	0	8 785
FaCS Executive Level 2A	7	36 738	5248	0	11 117
FaCS Executive Level 2B	40	240 411	6010	0	10 987
FaCS Executive Level 1	21	103 380	4923	372	6 650
<b>Total</b>	<b>116</b>	<b>659 889</b>			

### CSA

Level	Number	Aggregated amount \$	Average \$	Minimum \$	Maximum \$
SES 2 and SES 1 <sup>a</sup>	7	47 747	6821	6188	9119
Executive Officer Level 2 and Executive Officer Level 1 <sup>a</sup>	20	116 790	5840	4314	7265
<b>Total</b>	<b>27</b>	<b>164 537</b>			

a Figures have been aggregated to protect employees' privacy.

## Australian workplace agreements and certified agreements

**Table 79** Staffing overview — staff under Australian workplace agreements and certified agreements at 30 June 2004

	FaCS (excluding CSA and SSAT)		CSA		SSAT	
	SES	Non-SES	SES	Non-SES	SES	Non-SES
Staff covered by certified agreements	1758		2990		53	
Staff covered by Australian workplace agreements	56	71	10	61	—	1

## Non-salary benefits – FaCS, CSA and SSAT

**Table 8o** Staffing overview – non-salary benefits at 30 June 2004

FaCS (excluding CSA and SSAT)

### Non-SES staff – certified agreement

- ▶ access to employee assistance program
- ▶ mobile phone for official and incidental personal use
- ▶ airline lounge membership
- ▶ child and elder care information and referral service
- ▶ school holiday child care subsidy
- ▶ family care rooms
- ▶ reimbursement of extra costs for family care
- ▶ study assistance
- ▶ time off for long business travel
- ▶ business class travel for long-haul flights
- ▶ flexible remuneration packaging
- ▶ assistance with public transport and parking costs
- ▶ influenza vaccination
- ▶ contributions towards promoting good health
- ▶ 4WD driver training for staff required to service remote localities

### Non SES staff – Australian workplace agreements

- ▶ all of the above benefits except flextime cash-out
- ▶ recreation leave cash-out
- ▶ home office equipment
- ▶ support for professional and personal development

### SES staff – Australian workplace agreements

- ▶ all of the above benefits except flextime cash-out
- ▶ motor vehicle for official and private use; fuel and parking

*continued*

**Table 8o** Staffing overview – non-salary benefits at 30 June 2004 *continued*

**Child Support Agency**

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**Staff up to Executive Level 1 – certified agreement**

- ▶ Christmas shut-down
- ▶ FlexTime, FlexBank and Flexcount
- ▶ leave cash-out and leave purchase entitlements
- ▶ carer and parental leave
- ▶ access to flexible working arrangements

**Executive Level 2 staff – Australian workplace agreements**

- ▶ mobile phone for work-related use
- ▶ \$250 per year reimbursement for health-related activities or purchases
- ▶ airline lounge membership
- ▶ Visa travel card

**SES staff – Australian workplace agreements**

- ▶ SES private-plated vehicle
  - ▶ mobile phone for work-related use
  - ▶ home office
  - ▶ Visa card for business expenses
  - ▶ airline lounge membership
  - ▶ support for personal and professional development
- 

**SSAT**

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- ▶ access to child care information and referral and school holiday subsidies
  - ▶ Flextime
  - ▶ leave purchase provisions
  - ▶ carer leave, parental leave and adoption leave
  - ▶ study assistance scheme
  - ▶ influenza vaccinations
  - ▶ healthy lifestyle program
-

## Appendix 2 | Commonwealth Disability Strategy performance report

FaCS reports in this appendix its performance against the policy, purchaser and employer roles set out in the Commonwealth Disability Strategy. The Social Security Appeals Tribunal reports in its own annual report.

### FaCS

Most branches in FaCS collected data for this report over a sample period from April to June 2004. Three branches achieved better practice through collecting the data as part of their regular ongoing management information gathering.

### Disability action

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FaCS' core business of policy advising and program management includes improving outcomes for people with disabilities. FaCS has continued to work to improve access to its policies, programs and facilities for people with disabilities. The FaCS Disability Action Plan 2001–04 sets out the actions and responsibilities agreed by the department to make accessibility part of normal business processes. The Plan is consistent with the Commonwealth Disability Strategy.

Some highlights in 2003–04:

- ▶ FaCS appointed a Disability Access Coordinator whose role is to ensure that equity principles are incorporated into all people management issues, policies and services within FaCS
- ▶ the FaCS Disability Stakeholder Group met in May 2004 to help plan for a recruitment and retention strategy for staff with disabilities. The strategy will be incorporated into the new FaCS Diversity Plan and will encompass a reasonable adjustment policy
- ▶ procedures for requests for policy costing now include a reminder for staff to consider accessibility issues when developing new policy or revising existing policy.
- ▶ FaCS continued to make incremental improvements in the accessibility of its information and in embedding accessibility issues in its mainstream processes
- ▶ FaCS' 2002–03 annual report received a Silver Award from the Institute of Public Administration of Australia for the ease with which the online version of the report can be accessed.

## Room for improvement

FaCS is evaluating the effectiveness and ongoing role of its Disability Action Plan in integrating disability access and opportunities into all areas of FaCS business. The review is being undertaken in consultation with the disability sector and is expected to be completed by the end of 2004.

FaCS staff generally have a high level of awareness of disability issues. The rigour of data collection against the Commonwealth Disability Strategy (CDS) performance indicators, however, continues to be problematic despite FaCS' efforts to improve the consistency of reporting. The underlying cause appears to be the disconnect between CDS performance monitoring and FaCS' core business work flow management and information. This issue is within the scope of the current review of FaCS' action plan.

**Table 81** FaCS—performance report against the Commonwealth Disability Strategy reporting framework for the sample period April to June 2004

### POLICY ADVISER ROLE

Performance indicator	Performance measure	Current level of performance
New or revised program/policies assess impact on the lives of people with disabilities prior to decision	Percentage of new or revised policy/program proposals that document that the impact of the proposal was considered prior to the decision-making stage	90 per cent (up from 85 per cent)
People with disabilities are included in consultations about new or revised policy/program proposals	Percentage of consultations about new or revised policy/program proposals that are developed in consultation with people with disabilities	92 per cent (up from 85 per cent)
Public announcements of new, revised or proposed policy/program initiatives are available in accessible formats for people with disabilities in a timely manner	Percentage of new, revised or proposed policy/program announcements available in a range of accessible formats Time taken in providing announcements in accessible formats	94 per cent (up from 90 per cent)  FaCS has a service standard for provision of these documents

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**Table 81** FaCS—performance report against the Commonwealth Disability Strategy reporting framework for the sample period April to June 2004 *continued*

**PURCHASER ROLE**

Performance indicator	Performance measure	Current level of performance
Publicly available information on agreed purchasing specifications is available in accessible formats for people with disabilities	Percentage of publicly available purchasing specifications requested and provided in: <ul style="list-style-type: none"> <li>▶ accessible electronic formats</li> <li>▶ accessible formats other than electronic</li> </ul>	100 per cent (no change)
	Average time taken to provide accessible material in: <ul style="list-style-type: none"> <li>▶ electronic formats</li> <li>▶ formats other than electronic</li> </ul>	Branches reported that they met FaCS' accessible information standard
Processes for purchasing goods or services with a direct impact on the lives of people with disabilities are developed in consultation with people with disabilities	Percentage of processes for purchasing goods or services that directly impact on the lives of people with disabilities that are developed in consultation with people with disabilities	98 per cent (up from 85 per cent)
Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the <i>Disability Discrimination Act 1992</i>	Percentage of purchasing specifications for goods and services that specify that tender organisations must comply with the <i>Disability Discrimination Act 1992</i>	99 per cent (up from 98 per cent, reflecting a gradual decrease in the number of older non-standard contracts still active)
	Percentage of contracts for the purchase of goods and services that require the contractor to comply with the <i>Disability Discrimination Act 1992</i>	FaCS standard contracts include a specific reference to <i>Disability Discrimination Act 1992</i> from July 2002
Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disabilities is provided	Percentage of publicly available purchasing specifications requested and provided in: <ul style="list-style-type: none"> <li>▶ accessible electronic formats</li> <li>▶ accessible formats other than electronic</li> </ul>	100 per cent of performance reports released are publicly available in accessible electronic formats, html or text files (up from 95 per cent)
	Average time taken to provide accessible material in: <ul style="list-style-type: none"> <li>▶ electronic formats</li> <li>▶ formats other than electronic</li> </ul>	The time taken to provide these documents was not routinely recorded
Complaints/grievance mechanisms, including access to external mechanisms, in place to address concerns raised about provider's performance	Established complaints/grievance mechanisms, including access to external mechanisms, in operation	Complaints are handled under the FaCS service charter. This includes access to external complaints mechanisms. Under funded service agreements, providers are required to have a grievance mechanism in place and access to another level of resolution if this fails.

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**Table 81** FaCS—performance report against the Commonwealth Disability Strategy reporting framework for the sample period April to June 2004 *continued*

**EMPLOYER ROLE**

Performance indicator	Performance measure	Current level of performance
Employment policies, procedures and practices comply with the requirements of the <i>Disability Discrimination Act 1992</i>	Number of employment policies, procedures and practices that meet the requirements of the <i>Disability Discrimination Act 1992</i>	100 per cent
Recruitment information for potential job applicants is available in accessible formats on request	<p>Percentage of recruitment information requested and provided in:</p> <ul style="list-style-type: none"> <li>▶ accessible electronic formats (html or text files)</li> <li>▶ accessible formats other than electronic</li> </ul> <p>Average time taken to provide accessible information in:</p> <ul style="list-style-type: none"> <li>▶ electronic formats</li> <li>▶ formats other than electronic</li> </ul>	<p>100 per cent of all standard recruitment materials are in accessible formats. Advice and support is provided to all recruitment panels and agencies on handling requests for accessible information. A log of all requests for accessible information is maintained.</p> <p>There were no requests for recruitment information in other formats</p>
Agency recruiters and managers apply the principle of reasonable adjustment	Percentage of recruiters and managers provided with information on reasonable adjustment	100 per cent
Training and development programs consider the needs of staff with disabilities	Percentage of training and development programs that consider the needs of staff with disabilities	<p>100 per cent</p> <p>All FaCS core skills learning and development programs include information to enable staff to cater for the needs of people with disabilities</p>
Training and development programs include information on disability issues as they relate to the content of the program	Percentage of training and development programs that include information on disability issues as they relate to the program	<p>100 per cent</p> <p>FaCS' priority skills learning and development programs include information on disability issues relating to the program</p> <p>One office reported that 60 staff received extensive training on disability issues</p>
Complaint/grievance mechanism, including access to external mechanisms, in place to address issues and concerns raised by staff	Established complaints/grievance mechanisms, including access to external mechanisms in operation	<p>The FaCS certified agreement has an established process for handling complaints and resolving disputes that includes access to external mechanisms</p> <p>All staff are provided with information on the complaints and grievance mechanisms</p>

# Child Support Agency

**Table 82** Child Support Agency—performance report against the Commonwealth Disability Strategy reporting framework for the period 2003–04

## PURCHASER ROLE

Performance indicator	Performance measure	Current level of performance
Publicly available information on agreed purchasing specifications is available in accessible formats for people with disabilities	<p>Percentage of publicly available purchasing specifications requested and provided in:</p> <ul style="list-style-type: none"> <li>▶ accessible electronic formats</li> <li>▶ accessible formats other than electronic</li> </ul> <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> <li>▶ electronic formats</li> <li>▶ formats other than electronic</li> </ul>	<p>100 per cent for electronic formats 100 per cent for formats other than electronic</p> <p>The time taken to provide these documents has not been routinely recorded. There were no requests for documentation in other formats.</p>
Processes for purchasing goods or services with a direct impact on the lives of people with disabilities are developed in consultation with people with disabilities	Percentage of processes for purchasing goods or services that directly impact on the lives of people with disabilities that are developed in consultation with people with disabilities	No tenders placed had a direct impact on people with disabilities
Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the <i>Disability Discrimination Act 1992</i>	<p>Percentage of purchasing specifications for goods and services that specify that tender organisations must comply with the <i>Disability Discrimination Act 1992</i></p> <p>Percentage of contracts for the purchase of goods and services that require the contractor to comply with the <i>Disability Discrimination Act 1992</i></p>	<p>All tender documents made reference to compliance with relevant Commonwealth legislation, including the <i>Disability Discrimination Act 1992</i></p> <p>All contracts offered required the contractor to comply with all relevant Commonwealth legislation</p>
Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disabilities is available	<p>Percentage of publicly available purchasing specifications requested and provided in:</p> <ul style="list-style-type: none"> <li>▶ accessible electronic formats</li> <li>▶ accessible formats other than electronic</li> </ul> <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> <li>▶ accessible electronic formats</li> <li>▶ accessible formats other than electronic</li> </ul>	<p>CSA did not release any performance measurements or reports against contract purchasing specifications</p> <p>The time taken to provide these documents has not been routinely recorded</p>

*continued*

**Table 82** **Child Support Agency—performance report against the Commonwealth Disability Strategy reporting framework for the period 2003–04** *continued*

**PURCHASER ROLE** *continued*

<b>Performance indicator</b>	<b>Performance measure</b>	<b>Current level of performance</b>
Complaints/grievance mechanisms, including access to external mechanisms, in place to address concerns raised about the provider's performance	Established complaints/grievance mechanisms, including access to external mechanisms, in operation	100 per cent All tender documents contain specific clauses on complaint-handling procedures

**PROVIDER ROLE**

<b>Performance indicator</b>	<b>Performance measure</b>	<b>Current level of performance</b>
Providers have established mechanisms for quality improvement and assurance	Evidence of quality improvement and assurance systems in operation	CSA has developed and implemented a comprehensive integrated business management system that includes frameworks for managing quality improvement and assurance
Providers have an established service charter that specifies the roles of the provider and consumer and service standards which address accessibility for people with disabilities	Established service charter that adequately reflects the needs of people with disabilities in operation	CSA has a client service charter that specifies the roles of the provider and the consumer. This document is available on the CSA web site.
Complaints/grievance mechanism, including access to external mechanisms, in place to address issues and concerns raised about performance	Established complaints/grievance mechanism, including access to external mechanisms in operation	100 per cent CSA has a well-established complaints service that includes access to external mechanisms such as the Commonwealth Ombudsman and the Federal Privacy Commissioner

**EMPLOYER ROLE**

<b>Performance indicator</b>	<b>Performance measure</b>	<b>Current level of performance</b>
Employment policies, procedures and practices comply with the requirements of the <i>Disability Discrimination Act 1992</i>	Number of employment policies, procedures and practices that meet the requirements of the <i>Disability Discrimination Act 1992</i>	CSA (General Employees) Agreement 2002 adheres to relevant Commonwealth legislation, including the <i>Disability Discrimination Act 1992</i> CSA Deaf Network continued to be supported during 2003–04 CSA continues to review the following policies or programs in keeping with the <i>Disability Discrimination Act 1992</i> : <ul style="list-style-type: none"> <li>▶ orientation program</li> <li>▶ entry-level training program</li> <li>▶ graduate program</li> <li>▶ team leader development program</li> <li>▶ human resources management procedures and corporate guidelines</li> <li>▶ recruitment management procedures</li> </ul>

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**Table 82** **Child Support Agency—performance report against the Commonwealth Disability Strategy reporting framework for the period 2003–04** *continued*

**EMPLOYER ROLE** *continued*

<b>Performance indicator</b>	<b>Performance measure</b>	<b>Current level of performance</b>
Recruitment information for potential job applicants is available in accessible formats on request	<p>Percentage of recruitment information requested and provided in:</p> <ul style="list-style-type: none"> <li>▶ accessible electronic formats</li> <li>▶ accessible formats other than electronic</li> </ul> <p>Average time taken to provide accessible information in:</p> <ul style="list-style-type: none"> <li>▶ electronic formats</li> <li>▶ formats other than electronic</li> </ul>	<p>100 per cent for electronic formats</p> <p>Average time for electronic formats: 24 hours</p> <p>All recruitment information is available in accessible formats on CSA's web site and the recruitment contractor's web site. The recruitment team did not receive any requests for information in non-electronic accessible formats.</p>
Agency recruiters and managers apply the principle of reasonable adjustment	Percentage of recruiters and managers provided with information on reasonable adjustment	<p>100 per cent for recruiters</p> <p>100 per cent for managers</p> <p>All recruitment contracts specify that reasonable adjustments are to be made during the recruitment and selection process. All internal recruiters and managers are provided with information and advice on reasonable adjustment.</p>
Training and development programs consider the needs of staff with disabilities	Percentage of training and development programs that consider the needs of staff with disabilities	<p>100 per cent</p> <p>CSA training database enables employees to identify specific needs at the time of nomination. Training programs are developed taking into account individual learning styles and preferences for accessing information. All training evaluations seek to identify needs not met during the training.</p>
Training and development programs include information on disability issues as they relate to the content of the program	Percentage of training and development programs that include information on disability issues as they relate to the program	100 per cent
Complaint/grievance mechanism, including access to external mechanisms, in place to address issues and concerns raised by staff	Established complaints/grievance mechanisms, including access to external mechanisms in operation	<p>100 per cent</p> <p>CSA (General Employee) Agreement 2002 has an established process for handling complaints that includes access to external mechanisms. All staff are provided with advice on the complaints/grievance process during orientation.</p>



## Appendix 3 | Advertising and market research

The information provided in this appendix is required by section 311A of the *Commonwealth Electoral Act 1918*. A detailed list is provided below.

### FaCS—expenditure

**Table 83 FaCS—expenditure on advertising agencies, 2003–04**

Name of organisation	Service provided	Total cost (\$)
Avant Card	National distribution of 80 000 promotional post cards for National Youth Week 2004	11 276
Drake Advertising	National (excluding Northern Territory and South Australia) production, installation and rental of bus advertising space for National Youth Week 2004	32 748
Fusebox Design	Design of kit products for the Prime Minister's Community Business Partnership's corporate social responsibility essay competition	6 902
Grid	Design of the Community Business newsletter, editions one and two	9 565
M&C Saatchi	Fee for the development of tender proposal for More Help for Families communication campaign	5 500
Vinten Browning	Conduct research into welfare reform messages and terminology in order to develop new and accessible language to increase economic and social participation	14 316
Whybin\TBWA	Development and production of TV, radio and press for More Help for Families communication campaign	1 650 000

**Table 84 FaCS—expenditure on direct mail organisations, 2003–04**

Name of organisation	Service provided	Total cost (\$)
Complete Mail and Warehousing	National distribution to schools of information for National Youth Week 2004	4 209
Go Print ACT	National distribution for National Youth Week 2003	2 420
iContact Australia Pty Ltd	Mailing of publications on request and from mailing lists	96 383

**Table 85 FaCS—expenditure on market research organisations, 2003–04**

<b>Name of organisation</b>	<b>Service provided</b>	<b>Total cost (\$)</b>
Centre for Community Child Health	Research into the information needs of Australian parents	195 327
Eureka Strategic Research Pty Ltd	Developmental research for national campaign to encourage philanthropic giving	67 550
Open Mind Research Group	Marketing research with youth focus groups on 'The source' web site (youth portal)	9 875
Open Mind Research Group	Provision of consultancy services for the More Help for Families communication campaign (benchmarking research, tracking research, advertising concept testing)	120 427
ORIMA Research	Focus groups with parents as part of consultations on the National Agenda for Early Childhood	92 280

**Table 86 FaCS—expenditure on media advertising organisations, 2003–04**

<b>Name of organisation</b>	<b>Service provided</b>	<b>Total cost (\$)</b>
Eryl Morgan Publications Pty Ltd trading as Local Government Focus	Advertising for National Community Business Partnerships Brokerage Service	2 500
HMA Blaze Pty Ltd	Radio advertisements for More Help for Families communication campaign	1 684 375
HMA Blaze Pty Ltd	Advertising for More Help for Families communication campaign	1 252 499
HMA Blaze Pty Ltd	Newspaper announcements on commencement of various international social security arrangements	94 415
HMA Blaze Pty Ltd	Advertising—family tax benefit/child care benefit lump sum payments	72 690
HMA Blaze Pty Ltd	Advertisement of tender for Indigenous financial literacy research	7 970
HMA Blaze Pty Ltd	Advertising in seniors publications for public information program and planning for retirement	7 068
HMA Blaze Pty Ltd	Call for submissions to apply for funding from the Local Answers initiative under the Stronger Families and Communities Strategy	67 768
HMA Blaze Pty Ltd	Advertising National Disability Conference funding 2003–04	5 432
HMA Blaze Pty Ltd	Advertising National Disability Conference funding 2004–05	21 260
HMA Blaze Pty Ltd	Call for submissions to apply for funding from the Communities for Children initiative under the Stronger Families and Communities Strategy	42 463
HMA Blaze Pty Ltd	Advertising for applications for National Disability Advisory Council vacancies	4 446

*continued*

**Table 86 FaCS—expenditure on media advertising organisations, 2003–04 continued**

<b>Name of organisation</b>	<b>Service provided</b>	<b>Total cost (\$)</b>
HMA Blaze Pty Ltd	Advertising for applications for the 2003 National Indigenous Youth Leadership Group	4 348
HMA Blaze Pty Ltd	Advertising for the Prime Minister's Community Business Partnership's corporate social responsibility essay competition	3 995
HMA Blaze Pty Ltd	Advertising for nominations for the Prime Minister's Employer of the Year Awards	3 630
HMA Blaze Pty Ltd	Advertising for the Prime Minister's Community Business Partnership National Brokerage Service	3 093
HMA Blaze Pty Ltd	Advertising for tender for National Disability Recruitment Coordinator Service	3 060
HMA Blaze Pty Ltd	Advertising to promote consultations on business services safety net	26 593
HMA Blaze Pty Ltd	Advertising to support the release of the Security, Quality Services and Choice for People with Disabilities package	21 205
HMA Blaze Pty Ltd	Advertisement seeking public ideas to encourage philanthropy	20 090
HMA Blaze Pty Ltd	Advertising for tenders and expressions of interest for the Social Policy Research Services	16 333
HMA Blaze Pty Ltd	Advertising for National Disability Advisory Council community consultation in Geraldton, WA	2 110
HMA Blaze Pty Ltd	Recruitment advertising	167 222
HMA Blaze Pty Ltd	Media advertising for various campaigns relating to child care places and child care funding	166 590
HMA Blaze Pty Ltd	Advertising for applications for the 2003 National Youth Roundtable	16 344
HMA Blaze Pty Ltd	Advertising national information sessions for Stronger Families and Communities Strategy	15 829
HMA Blaze Pty Ltd	Advertising for submissions to the review of the Carer Allowance (child) Lists of Recognised Disabilities	14 461
HMA Blaze Pty Ltd	Advertising for the Prime Minister's Awards for Excellence in Community Business Partnerships	131 081
HMA Blaze Pty Ltd	Advertisement calling for submissions for funding from the Early Childhood—Invest To Grow initiative under the Stronger Families and Communities Strategy	11 940
HMA Blaze Pty Ltd	Advertising for additional disability employment assistance places—request for submissions	11 070
HMA Blaze Pty Ltd	Advertorial promoting winners of the Prime Minister's Employer of the Year Awards	11 000
HMA Blaze Pty Ltd	Corporate philanthropy feature in <i>The Australian</i>	10 035
HMA Blaze Pty Ltd	Advertising for National Disability Advisory Council community consultation in Mt Gambier, SA	1 805

*continued*

**Table 86** FaCS—expenditure on media advertising organisations, 2003–04 *continued*

Name of organisation	Service provided	Total cost (\$)
HMA Blaze Pty Ltd	Advertising the availability of personal counselling for people in drought-affected rural areas	6 995
Horizon PR	Public relations and sponsorship for National Youth Week 2003 and 2004	234 850
Horizon PR	Distribution of media releases for National Youth Week 2004	1 955
Media Monitors	Media monitoring service for National Youth Week 2004	6 070
News Limited	Feature on the 2003 Prime Minister's Awards for Excellence in Community Business Partnerships	444 098
Radiowise Media Networks	Production of advertising material for radio communications aimed at seniors	19 200
SENSIS	Placement of the Child Care Access Hotline in the yellow and white pages, including online	129 387

## Child Support Agency—expenditure

**Table 87** Child Support Agency—expenditure on direct mail organisations, 2003–04

Name of organisation	Service provided	Total cost (\$)
Canprint Communications	Mail-out of CSA <i>Update</i> magazine to subscribers	11 196
Electronic Delivery Service Pty Ltd	Management of document distribution (undertaken by Salmat Document Management Solutions Pty Ltd)	79 224
Rothfield	Mail-out of CSA publications to clients from Internet orders	12 128

**Table 88** Child Support Agency—expenditure on market research organisations, 2003–04

Name of organisation	Service provided	Total cost (\$)
Blue Moon Research and Planning Pty Ltd	Market research on newly separated unemployed parents	47 520
Blue Moon Research and Planning Pty Ltd	Customer testing of <i>Getting Started</i> publications	24 200
Blue Moon Research and Planning Pty Ltd	Market research on new product ( <i>Me and My Money</i> booklet)	23 100
Chant link & Associates	Customer research—professionalism survey	39 820
Client Wise	Customer satisfaction research	93 468
Colmar Brunton	Electronic service delivery research	31 300
Colmar Brunton	Evaluation of Direct Telephone Support Service	20 000
Colmar Brunton	Social and market research on CSA products and services	111 086
Corporate Diagnostics Pty Ltd	Market research with CSA customers (Qld)	2 933
MRA Market Research Associates	Customer research for <i>Me and My Kids</i> booklet	33 550

**Table 89** Child Support Agency—expenditure on media advertising organisations, 2003–04

Name of organisation	Service provided	Total cost (\$)
HMA Blaze Pty Ltd	Recruitment advertising	89 486
Manpower Services (Aust) Pty Ltd	Recruitment advertising	8 045
Southern Cross Radio	Radio advertising to promote community information sessions	28 840



## Appendix 4 | Competitive tendering and contracting

### Competitive tendering and contracting

Competitive tendering and contracting (CTC) is the process by which the responsibility for delivery of services previously performed in-house is transferred to an external organisation.

FaCS has had in place for a number of years a range of CTC contracts that have had a significant impact on its administrative work. Several of these have been reviewed, renewed or replaced during the financial year in accordance with existing contractual provisions, changes in the department's business needs or amended service-level requirements.

The Child Support Agency (CSA) has undertaken a strategy of sourcing services that achieves value for money in service delivery. The sourcing strategy considers both internal and external service providers. CSA is considering alternative service options for its information technology and corporate service requirements, which have previously been provided under service level agreements with the Tax Office.

FaCS, including the CSA, did not have any contracts exempt from the gazettal requirement during 2003–04.

### CTC contracts—additional information

The following list reports on CTC contracts of \$100 000 and above that were entered into, or remained current, during 2003–04. Details of all contracts above \$100 000 are available on the department's web site in accordance with Senate Order No. 192.

Payments under these contracts are on a GST-inclusive basis.

#### **Acme Consulting**

The arrangement in place is the result of an open tender process to select a panel of providers to undertake professional writing and editing services for FaCS. The panel allows relevant expertise to be drawn on as required. The current contract commenced on 1 April 2003 and will expire on 1 April 2006. Expenditure for financial year 2003–04 was \$137 957.

#### **Acumen Alliance (ACT) Pty Ltd**

In December 2001 the CSA executed a contract with Acumen Alliance (ACT) Pty Ltd as a result of an open tender process for the provision of national occupational health and safety services. The contract has been varied and now expires in June 2005. Expenditure for the financial year 2003–04 was \$609 540.

## **CITEC**

The arrangement in place with CITEC results from FaCS' decision to establish its own corporate enterprise resource planning systems using the SAP R/3 application. An open tender process was conducted and CITEC was engaged under the Commonwealth Government Information Technology and Communications' terms and conditions dated 1 October 1998 under the whole-of-government head agreement. This contract provides SAP R/3 bureau services and related network services. A change order was executed in November 2002 and the contract now expires in November 2005. Expenditure for financial year 2003–04 was \$1 360 368.

## **Corrs Chambers Westgarth**

Following a restricted tender to firms listed on the Office of Asset Sales and Commercial Support's panel of contractors, a standing offer arrangement was entered into with Corrs Chambers Westgarth. Corrs Chambers Westgarth provides specialist legal and probity advice in support of FaCS' market testing of corporate services. Expenditure for financial year 2003–04 was \$60 208.

## **DBM Australia**

As a result of an open tender process, DBM Australia was contracted to provide career support services for staff of FaCS affected by the market testing of corporate services. Expenditure for financial year 2003–04 was \$92 566.

## **DGJ Projects Pty Limited**

Following an open tender process DGJ Projects Pty Limited (now known as Deacons Projects) was engaged to manage FaCS' Legal Services Branch. The original contract was for a 12-month period but was extended to 14 March 2004 to enable FaCS to undertake market testing of its legal services. Following a decision not to award a contract from the market-testing process, the contract was extended for further three more months to 30 June 2004. This enabled FaCS to review its legal service requirements, choose the best model for provision of services, and undertake a procurement process. Expenditure for the financial year 2003–04 was \$560 392 for management, \$542 010 for special projects and \$613 134 for supplementary advice.

## **Ernst & Young**

Ernst & Young were engaged, following an open tender process, to provide internal audit, risk management, fraud control and investigation and business continuity planning services. The nature of the contract provides FaCS with an opportunity to establish a partnering arrangement with a focus on business improvement. Expenditure for financial year 2003–04 was as follows:

- ▶ delivery of audit services: \$577 538
- ▶ risk management and business continuity planning: \$47 630
- ▶ fraud control: \$35 895.

## **Forstaff Australia Pty Ltd**

In 2000 the CSA conducted an open tender for the provision of entry-level staff. A standing offer arrangement with Employment National (Administration) Pty Ltd was entered into in February 2001 for a period of two years. This was novated to IMP Group (Australia) Pty Ltd trading as Ozjobs on

20 December 2002 on the sale of Employment National. The contract was extended for a further period of two years to February 2005. The contract has since been novated to Forstaff Australia Pty Ltd on 26 February 2004 on the sale of Ozjobs. Expenditure for financial year 2003–04 was \$880 627.

### **iContact**

The arrangement in place was a consequence of FaCS' decision to establish a central warehouse, fulfilment and distribution service to meet the department's needs. An open tender process was conducted and iContact was engaged for a period of three years. The contract was extended for a further year and expires on 23 April 2005. Expenditure for financial year 2003–04 was \$1 960 744.

### **Manpower Services (Australia) Pty Ltd**

In 2000 the CSA conducted an open tender for the provision of entry-level staff. A standing offer arrangement with Manpower was entered into in February 2001 for a period of two years. This was extended for a further period of two years to February 2005. Expenditure for financial year 2003–04 was \$232 804.

### **Media Monitors ACT**

As a result of an open tender process, Media Monitors ACT were selected to provide a daily press clipping service for FaCS. The contract commenced in March 2004 and will expire in June 2005. The total value of the contract is expected to be \$163 000. Expenditure under this contract for the financial year 2003–04 was \$26 737.

### **Media Monitors ACT**

As a result of an open tender process, Media Monitors ACT were selected to provide a broadcast monitoring service for FaCS. The contract commenced in March 2004 and will expire in June 2005. The total value of the contract is expected to be \$75 000. Expenditure under this contract for the financial year 2003–04 was \$14 125.

### **Mercer Communications**

The arrangement with Mercer Communications resulted from the decision to separate FaCS telecommunication responsibilities from Centrelink. From a select tender process Mercer Communications were contracted to assist with the separation, and provide the department with voice management services. The contract is currently on a month-by-month arrangement, and is being reviewed. Expenditure for financial year 2003–04 was \$260 578.

### **Stocklands Property Management**

The arrangement with Stocklands Property Management was in place prior to the Administrative Arrangement Orders in October 1998, when two divisions of the former Department of Health and Family Services transferred to the Department of Family and Community Services. FaCS has continued to use the services provided under the arrangement. The contract expired on 30 June 2002 and the arrangement continued until the open tender for property management services was finalised in January 2004. Expenditure for financial year 2003–04 was \$141 416.

### **United KFPW**

Following an open tender process, a three-year contract was entered into from 14 January 2004 with United KFPW to undertake property management services on behalf of the department. Expenditure for the financial year 2003–04 was \$108 945.

### **Wilton Hanford Hanover Pty Ltd**

Wilton Hanford Hanover Pty Ltd was chosen as a result of a select tender process conducted in November 2002 to project manage the production and distribution of a consolidated child care service handbook. This contract was extended from September 2003 to project manage the production and distribution of the second edition of the child care service handbook. This contract expired on 31 July 2004. Expenditure for the financial year 2003–04 was \$354 846.

## **Market testing**

Agencies subject to the *Financial Management and Accountability Act 1997* must market-test relevant activities and services, beginning with corporate services—that is, they must invite external service providers to tender for business.

In 2003–04 FaCS completed its market-testing program, approaching the market for property and legal services. The contract for property was finalised in 2003–04. The contract for legal services is due to commence in 2004–05.

Following the examination of FaCS' ministerial, parliamentary, media and public relations services and the consideration of the risks and experiences of other agencies, FaCS decided not to proceed to market-test these services. Instead, FaCS has commenced a program of continuous business improvement processes that may result in selective outsourcing.

## Appendix 5 | Consultants

FaCS' responsibilities for both policy matters and the delivery of government services often require the use of consultant expertise. Consultants are generally engaged when particular specialist expertise is necessary, sufficiently skilled expertise is not immediately available in-house, or independent advice on an issue is required.

The services provided by consultants include information gathering, research, data analysis, surveys of customers, different types of financial activities and the provision of technical expertise.

The engagement of consultants is carried out in the same manner as the department's other procurement activities—that is, consistent with the Commonwealth Procurement Guidelines and the department's Chief Executive Instructions. The priority is to obtain value for money. Competitive processes are, as far as possible, used for the selection of consultants, and the Chief Executive Instructions contain guidelines for the approval of expenditure.

The department did not have any contracts exempted from the gazettal requirement during 2003–04.

### New consultancies of \$10 000 or more

Table 90 below set out details of new consultancies let to the value of \$10 000 or more during 2003–04.

Table 90		FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04		
Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
3 Dimensional Consulting Pty Ltd	Consultancy service for development of and technical support of AMSWIN (SSAT case management system)	50 000	Biv	A, D
3 Dimensional Consulting Pty Ltd	Consultancy service for conversion of AMSWIN reports to CRYSTAL reports (SSAT case management system)	80 000	Biv	A, D
3 Dimensional Consulting Pty Ltd	Consultancy service for enhancements to AMSWIN (SSAT case management system)	50 000	Biv	A, D
Accenture Australia Holdings Pty Ltd	FaCS Online Funding Management System (FOFMS) implementation plan and scoping plan	35 200	A	A, D

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 *continued***

Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
Access Economics Pty Ltd	Consultancy services in relation to research on state and territory expenditure on homelessness since 1994–95	87 945	Bii	B, E
Acumen Alliance	Probity audit of the Stronger Family and Community Strategy 2004	20 000	Bii	C, D
Adelaide Central Mission	A study on breaching Centrelink guidelines and homelessness	11 000	Bv	E
AIDS Council of NSW	A study on homelessness and same-sex domestic violence in the Supported Accommodation Assistance Program (SAAP)	11 000	Bv	E
Alan Stewart Consulting Services WA	Site visits and stakeholder interviews related to the review of the Buddies—Disability Employment Assistance Program	34 782	Biii	B
Allen Consulting Group	Independent review of FaCS Compliance Framework	290 790	Bi	C, D
ARTD Pty Ltd	Consultancy services to assist with stage 1 of the evaluation of the Disability Employment Assistance Program	30 000	Biv	E
ARTD Pty Ltd	Development of an evaluation framework and plan for the reform package to improve employment assistance for people with disabilities	16 500	Bv	D
ARTD Pty Ltd	Disability Employment Assistance Services Program quality strategy mid-term review	120 000	A	C
ARTD Pty Ltd	Evaluation of the Green Corps Program—Young Australians for the Environment	128 800	Bv	A, C
Ascent Consulting Pty Ltd	Telephony services review for CSA	27 552	Biv	C
AustralAsia Economics Pty Ltd	Provision of contract services in relation to the development of an evaluation framework for Fixing Houses for Better Health projects	13 500	C	E
Australian Bureau of Statistics	Consultancy services for the provision of a confidentialised unit record file from the 1999 child care survey	26 000	C	B
Australian Bureau of Statistics	Consultancy services for the provision of a confidentialised unit record file from the 2002 child care survey	50 000	C	B
Australian Healthcare Associates Pty Ltd	Consultations with Commonwealth-funded advocacy services, and information collection in relation to disability employment reforms	16 650	A	B, C

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 continued**

Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
Australian Healthcare Associates Pty Ltd	Consultations with Commonwealth-funded advocacy services, and information collection in relation to disability employment reforms	57 255	A	B, C
Australian Healthcare Associates Pty Ltd	Consultancy services in relation to analysis of data and preparation of the Commonwealth–State and Territory Disability Agreement (CSTDA) national public report 2002–03	76 423	A	A, D
Australian Housing and Urban Research Institute	A literature review to analyse and compare Australian and international approaches to homelessness	34 721	Bii, Biv	A, C, D
Australian Housing and Urban Research Institute (Curtin University)	Research into impact of SAAP on community capacity and self-reliance	84 948	Bii, Biv	A, C, D
Australian Institute of Criminology	Research into ex-prisoners, SAAP and homelessness	77 129	Bi	A, C, D, E
Australian Institute of Family Studies	Analysis of the impact of activity requirements for Parenting Payment customers on their children aged 13–15 years	87 477	Bii	B, C, D, E
Australian Institute of Family Studies	Evaluation of methodologies for producing cost–benefit analyses of early childhood interventions	71 610	Bv	D
Australian National University	Project researching fairness and deterrence effects in prosecution of social security fraud in Australia	36 590	Bii	E
Australian National University	Research into intergenerational transmission of dependence on income support: patterns, causation and implications for Australian social policy	1 160 060	Bi	B, D
Australian National University	Investigation of the perceived fairness of prosecution action taken against individuals prosecuted for social security or tax fraud	87 272	Bii	E
Australian National University	Analysis and report on findings using the FaCS Longitudinal Data Set (LDS)	20 000	Bii	A, C, D
Australian National University—Centre for Mental Health Research)	Evaluation of the effectiveness of mental health training provided to Personal Advisers and Jobs, Education and Training (JET) Advisers	10 000	Bii	A, D, E
Barkly Region Alcohol and Drug Abuse Advisory Group Inc.	Development of a town camp safety strategy	11 000	Bv	E

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 *continued***

<b>Name of consultant</b>	<b>Consultancy service contracted</b>	<b>Total value of contract \$</b>	<b>How engaged</b>	<b>Justification</b>
Baycorp Advantage Marketing Solutions Pty Ltd	Consultancy services in relation to landscape profiling of certain income support recipients	16 500	Bv	D
Beyond Consulting Pty Ltd	Community consultation and social needs analysis; provision of recommendations to inform the development of an Indigenous pilot for the Personal Support Programme	33 000	A, Bv	D
Booz Allen & Hamilton (Australia) Ltd	National Youth Affairs Research Scheme research project 'Rural and regional young people and transport'	55 000	A	C
Business Engines Pty Ltd	Project management and delivery of process and governance review of information delivery in the FaCS portfolio	115 000	A	C
Business Engines Pty Ltd	Project management and Refresh Business intelligence project (FaCS component of the Centrelink Refresh project)	130 000	Bv	D
Butlin & Lloyd Pty Ltd, trading as Amity Management Consulting Group	Review of the crisis accommodation program	54 120	A	C, D
Canberra Fathers and Children Service Inc.	A study on Canberra Fathers and Children Service' model and client group and transferability of the model	11 000	Bv	E
Centre for International Economics	Provision of consultancy services for preliminary cost–benefit research	33 000	Bv	D
Clarity Communications	Prime Minister Employer of the Year Awards publicist	20 000	Bi	A
Clientwise Pty Limited	Client satisfaction research for CSA programs	33 768	A	B, C
Colmar Brunton Social Research Pty Ltd	Consultancy services to conduct action-research on four Indigenous Personal Support Programme pilot projects	94 620	Bii	D
Colmar Brunton Social Research Pty Ltd	Client input consultancy for Family Relationships Services Program	99 297	A	C, D
Colmar Brunton Social Research Pty Ltd	Action-research in relation to Personal Support Programme innovative pilots	88 000	A	B, C, D

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 continued**

Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
Colmar Brunton Social Research Pty Ltd	Consultancy services in relation to conducting the national SAAP satisfaction survey	99 373	A	B, C
Council for Homeless Persons	A study on school-age children in SAAP transitional housing and support services	11 000	Bv	E
Courage Partners Pty Ltd	Consultancy services to develop an evaluation design for Family Tax Benefit and Child Care Benefit evaluation	11 800	Bv	A, D
CPT Global Ltd	Development of a strategy for Tax Office computing structure disengagement	44 700	Bii	C
Dawn House Inc.	Report on accompanied Indigenous children in Supported Accommodation Assistance Program (SAAP) services	11 000	A	E
Deloitte Touche Tohmatsu	Review of the Edge expert system	174 479	Bii	A, C, D
Deloitte Touche Tohmatsu	Consultancy services relating to financial modelling for the Centrelink funding model	15 000	Bi, Biv	E
Deloitte Touche Tohmatsu	Advice and assistance with the Centrelink funding model	61 500	Bi, Biv	E
Dimension Data Australia	Feasibility study to determine security arrangements for external customer access	48 000	Biv	A
Edith Cowan University—School of Indigenous Australian Studies	Laverton and Newman remote area service centre evaluation	43 450	Bii	D
Elizabeth Hoffman House	A study on improving access and sustaining outcomes for young Koories in SAAP	11 000	Bv	E
Empower Group Pty Ltd	Human resource and workforce planning in relation to office-wide job and work analysis using work-level standards to determine accountabilities and improve work flows	69 245	Bv	D, E
Erebus Consulting Partners	National evaluation of the Supported Accommodation Assistance Program (SAAP IV)	312 000	Bii	A, C, D, E
Erebus Consulting Partners	Consultancy services in relation to the component module of the national evaluation of the SAAP (SAAP IV) titled 'Review of SAAP IV Accountability Framework'	31 350	A, Bii	C
Erebus Consulting Partners	Consultancy services in relation to the component module of the national evaluation of the SAAP (SAAP IV) titled 'Review of SAAP IV National Research Program'	25 300	A, Bii	C

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 continued**

Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
Ernst & Young	Research on FaCS programs and provision of a report on FaCS' interaction with the community sector	41 202	A	C
Ernst & Young	Provision of strategic property plan	16 500	A	A
Ernst & Young	Risk assessment of SAP Human Resources system	29 027	Biv	C
Eureka Strategic Research Pty Ltd	Undertake formative research on community awareness attitudes to identify better communication messages and approaches	61 400	Biii	A
Flinders University	Research into identifying good practices and pitfalls in community-based projects	80 000	C	CD
Focus Pty Ltd	Development of an Indigenous financial literacy research report	58 300	A	A, B
Griffith University	National Youth Affairs Research Scheme research project 'Sustainable Consumption: Young Australians as Agents of Change'	54 101	A	C
Health Outcomes International Pty Ltd	Evaluation of the 'Strengthening and Supporting Families Coping with Illicit Drug Use' program	207 742	Bi	B, C, D
Healthabitat Pty Ltd	Housing for health in Indigenous communities, general advice and assistance in relation to 'Fixing Houses for Better Health 3' in 2003–04 and 2004–05	159 120	C	E
ICON Recruitment Pty Ltd	Project management and delivery of documentation and tools reviews to support information delivery across FaCS and Centrelink	25 000	Bv	D
Indigo Titan	Development of a strategy for installation and configuration of human resource IT disengagement for CSA	178 835	Bii	C
Interaction Consulting Group Pty Ltd	Analysis of family assistance ministerial correspondence, discussion with stakeholders, redrafting of standard ministerial paragraphs, and design and delivery of a staff seminar on preparation of ministerial responses	27 000	Bv	A, D
Interaction Consulting Group Pty Ltd	Design of a capability development framework for FaCS	28 215	Bv	D
IT Newcom Pty Ltd	Benchmarking services for CSA programs	64 452	Biv	B, C
Jenny Pearson & Associates Pty Ltd	Case-based funding pricing review in relation to Open Employment Maintenance	11 220	Bv	B, C, D

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 *continued***

Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
Jenny Pearson & Associates Pty Ltd	Research into the application of contemporary technology to the production of alternative format material	56 074	Bii	A, E
Urbis JHD Pty Ltd	Family Relationships Services Program— independent review	247 659	Bv	C, D
John Christian Dahlsen	Development of a constitution for the Non-Profit Council of Australia	34 000	C	D
John Robinson Consulting Services Pty Ltd	Analysis of the provision of legal services in FaCS	60 000	Bi, Bii, Biii	A, C, D
KPMG	Financial viability and corporate governance assessments of applicants' request for submission	11 000	A	D
KPMG	Review of Active Job Services under the Disability Employment Assistance Program	25 859	A	D
KPMG	Business reviews of supported employment services (business services) funded under the Disability Employment Assistant Program and recommendation of tailored assistance to improve their viability	121 000	A	A, C, D
KPMG	Financial viability assessments of organisations seeking funding under the Job Placement, Employment and Training Program	44 000	A	D
KPMG	Business reviews of supported employment services (business services) funded under the Disability Employment Assistant Program and recommendation of tailored assistance to improve their viability	14 370	A	A, B, C, D
KPMG	Financial review under the Disability Employment Assistance Program	13 375	A	D, E
KPMG	Review of case-based funding for business services—Phase 2	150 000	A	A, B, C, D
KPMG	Financial review under the Disability Employment Assistance Program	21 505	A	A
KPMG	Green Corps Program compliance audit	12 155	A	C
The Learning Group Pty Ltd	Building multimedia products	33 165	Bii	D

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 *continued***

Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
LennMac Consulting Pty Ltd	Research into sustaining housing after homelessness	50 000	Bii	A, C, D
Managed Business Applications	Business improvement process to review and enhance the internal structure of the CSA	12 000	Bii	D
Merri Outreach Services	Study on what the m SAAP can do to help people to maintain long-term housing	11 000	Bv	E
Minter Ellison Consulting	Review of the effectiveness of the 'lead states' mechanisms in meeting FaCS' business needs	40 000	Biv	C, D, E
Minter Ellison Consulting	Coordination of a suite of activities relating to the Stronger Families and Communities Strategy, including the review of the program, managing the backlog of project proposals, stakeholder management and advice to the Minister	47 520	Bv	C, D
Mission Australia: Northern NSW Regional Office	Study on tenant databases and their relationship to homelessness	11 000	Bv	E
Morgan Disney & Associates Pty Ltd	Feasibility study to review 'Transition from Care' program—costs and benefits of alternative pathways of young people leaving care	21 945	Bii	D
Morgan Disney & Associates Pty Ltd	Consultancy services in relation to preparation, facilitation and write-up of strategic directions workshops and national forum relating to the Family Relationships Services Program	52 950	Bi	D, E
Murdoch Children's Research Institute	Parenting information project—phase one	637 211	Bv	C, D
Naidu Consulting Services	Advice and assistance in the selection process for a new FaCS program 'Supporting early childhood'	25 000	Bi, Bii	A
Noetic Solutions Pty Ltd	Consultancy services in relation to FaCS Knowledge Committee's strategic direction and terms of reference	24 200	Bi, Bii	A, D, E
NSW Commission for Children and Young People	Conduct of a national consultation process with children and young people on the Australian Action Plan for a World Fit for Children	55 000	Bv	B, C, D
Nucleus Consulting Group Pty Ltd	Analysis of data set for Disability Support Pension—new claims project	22 220	Bii	B
O'Brien Rich Research	Evaluation of the rural and remote pilot projects for Disability Employment Assistance	144 302	A	C, D
Orima Research Pty Ltd	Research into customer awareness of Centrelink notification obligations	74 000	A	A, B, C, D

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 *continued***

<b>Name of consultant</b>	<b>Consultancy service contracted</b>	<b>Total value of contract \$</b>	<b>How engaged</b>	<b>Justification</b>
Orima Research Pty Ltd	Research into study-related debt	37 026	A	A, C, D, E
Orima Research Pty Ltd	Social security fraud deterrence survey	33 000	A	D
Orima Research Pty Ltd	Assessing the effectiveness of the Personal Support Program	293 217	A	D
Orima Research Pty Ltd	Research services regarding perceptions, attitudes and behaviours among family payment customers	129 704	A	A, D
Orima Research Pty Ltd	Research into encouraging voluntary behaviour change among Centrelink customers	43 697	A	A, B, C, D
OVE ARUP Pty Ltd	Comparative study in relation to Fixing Houses for Better Health and Indigenous Housing Management System Maintenance Project	49 400	Bii	C, E
PALM Management Pty Ltd	Phase 1—Business improvement within People Branch, FaCS	17 050	Bv	D
Paxus Australia Pty Ltd	Project management and delivery of documentation and tools reviews to support information delivery across FaCS and Centrelink	130 000	Bv	D
Pejovic Associates Pty Ltd	Assistance with the preparation of expressions of interest and bids for international consultancy work	40 000	Bii	D
Peter Orchard & Associates	Review of action-research within the Reconnect program	19 840	C	D
Practical Management and Development Pty Ltd	Completion of community selection and feasibility studies, budget reviews and contract development for Fixing Houses for Better Health projects in Northern Territory and Western Australia in 2003–04	22 800	C	E
Pricewaterhouse Coopers	Case-based funding financial modelling	55 000	A	D
Pricewaterhouse Coopers	Case-based funding financial modelling tool	160 000	A	D
Pricewaterhouse Coopers	Development of a financial model to predict expenditure for the Personal Support Programme	35 000	A	D, E
Pricewaterhouse Coopers	Statistical analysis of the processes and procedures of the random sample and risk-profiling programs	88 000	A	A, B, C, D

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 *continued***

<b>Name of consultant</b>	<b>Consultancy service contracted</b>	<b>Total value of contract \$</b>	<b>How engaged</b>	<b>Justification</b>
Pricewaterhouse Coopers	Personal Support Programme cash flow modelling tool	38 500	A	D
Pricewaterhouse Coopers	Business reviews of supported employment services (business services) funded under the Disability Employment Assistant Program and recommendation of tailored assistance to improve their viability	1 210 000	Bi, Bii, Biv	A, C, D
Robyn Penman	Longitudinal Study of Indigenous Children (LSIC) literature review	45 500	Bi, Bii	A, D
Queensland University of Technology	Provision of expertise for the Reconnect Action Research Committee	12 000	C	D
University of Newcastle—Research Centre for Gender and Health	National Youth Affairs Research Scheme research project ‘Barriers to Service Delivery for Young Pregnant Women and Mothers’	55 283	A	C
RMIT	Research into debt and compliance motivation	65 000	Bii	A, B, C, D
RPR Consulting Pty Ltd	Research to inform the Family Relationships Services Program Review to strengthen focus on prevention, early intervention and early resolution of conflict covering key relationships and family transitions that best meet the needs of children involved	27 720	A	D, E
RPR Consulting Pty Ltd	Familiarisation of the Family Relationships Services Program subprograms and evaluations and assessment of the implementation of recommendations and identify best-practice models of service delivery (Australia and overseas) including service quality issues and the approval requirements through a literature review	49 220	A	D, E
RPR Consulting Pty Ltd	Evaluation of SAAP IV information management planning	82 060	A	A, C, D
RPR Consulting Pty Ltd	Family Relationships Services Program approval requirements—organisation assessment and validation 2003–04	110 550	A	C, D, E
RPR Consulting Pty Ltd	Development and conduct of the Reconnect good-practice forums 2003	101 860	A	A, D, E
RPR Consulting Pty Ltd	Conduct of good practice forums for the Youth Activities Services and Family Liaison Workers program	56 870	A	D
RPR Consulting Pty Ltd	Development and conduct of the Reconnect good-practice forum for 2003	10 065	A	C, D, E

*continued*

**Table 90 FaCS (including CSA and SSAT) – new consultancies to the value of \$10 000 or more, 2003–04 continued**

Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
Salvation Army (Tasmania) Property Trust	Review of the role of SAAP in providing support and meeting housing needs of ex-offenders	11 000	Bv	E
Social Options Australia	Investigation of the pathways into homelessness associated with problem gambling	90 000	Bv	B
Social Research Centre Pty Ltd	Provision of research services regarding family assistance customers' preference for service delivery channels	129 042	Bv	B
Social Research Centre Pty Ltd	Examination of the impact of Personal Adviser initiatives on income support customers—collection of qualitative and quantitative data, analysis and reporting	434 244	Bii	B
Social Research Centre Pty Ltd	Evaluation of the Commonwealth Disability Strategy, stage one	35 135	A	C
Social Research Centre Pty Ltd	Consultancy services in relation to study of parents on low income, survey component	124 000	Biv	B
Social Research Centre Pty Ltd	Consultancy services in relation to Parenting Payment new claims survey, round 3	293 963	Biv	A, B
Social Research Centre Pty Ltd	Research into children in AAP	31 977	Bi, Bii, Biv	B, C, D
Social Ventures Australia	Advice on possible support tools necessary for the successful running of the Stronger Families and Communities Strategy	60 000	C	C, D
South Australian Centre for Economic Studies—Adelaide and Flinders universities	Development of a high-performance indicator framework for the Personal Support Programme	156 354	Bii	A, B, C, D
South Australian Centre for Economic Studies—Adelaide and Flinders universities	Youth gambling prevalence, literature review	27 500	C	D
Success Works Pty Ltd	SAAP IV national evaluation, component module—Supported Accommodation Assistance Program strategic themes in practice and capacity of SAAP service system	82 280	Bi, Bii	A, C
Suzanne Kenney Consultant	Development of an Indigenous pilot for the Personal Support Programme	33 000	Bv	D

*continued*

**Table 90 FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 *continued***

<b>Name of consultant</b>	<b>Consultancy service contracted</b>	<b>Total value of contract \$</b>	<b>How engaged</b>	<b>Justification</b>
Swinburne University of Technology—Institute for Social Research	Research into costs and pathways to homelessness	58 520	Bii, Biv	A, B, C, D
Team Systems Pty Ltd	Design and facilitation of processes relating to Alliance 2004 and provision of advice on change management activities	78 070	Bii	D
TestRight Computing Pty Ltd	Redevelopment of SSATellite system	30 000	Biv	A, D
TestRight Computing Pty Ltd	Quality assurance and technical review of the AMSWIN application and requirements	43 200	Biv	A, D
Uniting Church in Australia Property Trust (NSW) for Wesley Mission Homeless Persons Services	Improving interagency cooperation and coordination in SAAP	11 000	Bv	E
WalterTurnbull	Compliance audit of a Job Placement, Employment and Training (JPET)-funded recipient	19 925	A	D
WalterTurnbull	Business reviews of supported employment services (business services) funded under the Disability Employment Assistant Program and recommendation of tailored assistance to improve their viability	1 430 000	A	A, C, D
WalterTurnbull	Development of a detailed business plan for a funding recipient under the Disability Employment Assistance Program	11 000	Bv	A
WalterTurnbull	Financial review of LaTrobe Valley Supported Employment Services under the Disability Employment Assistance Program	13 750	Bv	A
WalterTurnbull	Reconciliation of participation allowance relating to the Green Corps Program	18 179	A	D
WalterTurnbull	Compliance audit of a Job Placement, Employment and Training (JPET)-funded recipient	11 000	A	A
WalterTurnbull	Business reviews of supported employment services (business services) funded under the Disability Employment Assistant Program and recommendation of tailored assistance to improve their viability	13 750	A	A
WalterTurnbull	Financial review under the Disability Employment Assistance Program	15 900	Bv	A

*continued*

**Table 90** FaCS (including CSA and SSAT) — new consultancies to the value of \$10 000 or more, 2003–04 *continued*

Name of consultant	Consultancy service contracted	Total value of contract \$	How engaged	Justification
WalterTurnbull	Financial review of Westside Community Services under the Disability Employment Assistance Program	15 000	A	D
Western Domestic Violence Service Inc.	A study on practice dilemmas in working with women with complex needs in SAAP	11 000	Bv	E
<b>Total</b>		<b>15 177 481</b>		

## Legend

The legend provides an explanatory guide to the data contained in the above table.

### How engaged

- A open tender
- Bi restricted tender—urgency
- Bii restricted tender—specialist knowledge
- Biii restricted tender—consultant with the Government Communications Unit
- Biv restricted tender—previous good dealings
- Bv restricted tender—other
- C sole supplier

### Justification for consultancy services

- A skills currently unavailable within FaCS
- B requirements for collection of quantitative/qualitative statistical information
- C requirement for independent or impartial research/assessment by an independent organisation
- D requirement for specialist/professional expertise
- E the consultant is recognised as an expert in the field and uniquely able to provide required services



## Appendix 6 | Discretionary grants

<b>Table 91</b>		<b>Discretionary grants, 2003–04</b>	
<b>Program name</b>	<b>Program description</b>	<b>Expenditure (\$)</b>	
'Can Do' Communities	Community development initiative under the Stronger Families and Communities Strategy	64 025	
Community Business Partnership program	Funding to promote increased positive engagement between business, community and government	56 000	
'Creating Common Wealth' Youth Enterprise Development Forum	Grants to assist with administrative arrangements for the 'Creating Common Wealth' Youth Enterprise Development Forum	10 000	
Employment Assistance and Other Services	Provision of employment, assistance and other services for people with disabilities	37 500	
Family and Community Network Initiative	Grants to develop the capacity of families and communities to respond effectively to personal and local issues	2 046 950	
Labour Market Assistance	An initiative under the Australians Working Together package; aims to support individuals of working age through the provision of income support to seek work or other activities such as training, community work (voluntary work) or caring for children	2 361 150	
National Housing Priorities	Grants for a range of housing projects, and support for organisations involved in the development of community housing infrastructure	357 488	
National Housing Research	Support for housing policy research. Funds also used for housing-related research, development, demonstration and evaluation	840 000	
National Secretariat program	Funding to a number of national community peak bodies to contribute to government policy and service delivery	3 326 872	
National Skills program	Funding to a range of volunteer and community service groups for training and skill development	60 000	
Step to the Future	Funding for placements for senior students at a national forum for youth	25 000	
Stronger Families and Communities Strategy (Outcome 1)	Funding for a range of initiatives designed to contribute to family strength and resilience through early intervention and prevention approaches	20 412 979	
Stronger Families and Communities Strategy (Outcome 2)	Funding for a range of initiatives designed to build community capacity through developing partnerships with government, community and business, including supporting volunteers	17 207 643	

*continued*

**Table 91** Discretionary grants, 2003–04 *continued*

<b>Program name</b>	<b>Program description</b>	<b>Expenditure (\$)</b>
Support for People with Disabilities	Funding to promote independence and self-reliance through support for the provision of rehabilitation services, specialist employment services and other services for people with disabilities, and to support people with disabilities with limited means through the provision of income support	155 010
Young Australian of the Year Awards	Showcases the achievements of young Australians who, through initiative, hard work and persistence, achieve extraordinary results; the Minister for Children and Youth Affairs sponsors the Career Achievement category of these awards	165 000
Youth Affairs Grants and Publicity	Working together with young people and other partners to enable young people to reach their potential and encourage them to contribute to their families and communities	206 500
<b>Total</b>		<b>47 332 117</b>

Note: Details of individual grants paid may be requested from the Assistant Secretary Financial Services Branch, FaCS.

# Appendix 7 | Freedom of information

## Freedom of Information practices and procedures

FaCS handles all freedom of information (FOI) requests in accordance with the *Freedom of Information Act 1982*. FaCS' protocols with Centrelink and other agencies delivering services on FaCS' behalf also ensures that all requests are handled in accordance with the Freedom of Information Act.

In 2003–04, the Child Support Agency (CSA) continued to develop protocols and procedures to ensure it complied with the *Freedom of Information Act 1982* when responding to requests. CSA also provides informal access in relation to requests for customers' personal information.

## Freedom of information requests

**Table 92** FaCS and CSA—freedom of information: number of requests, 2003–04

Agency	Number of requests received	Number of requests finalised (including withdrawn)	Number of requests transferred to another agency	Number of requests outstanding
FaCS	15	7	2	2
Child Support Agency	336	323	0	37

**Table 93** FaCS and CSA—freedom of information: timeliness of response to requests, 2003–04

Agency	Requests answered in less than 30 days	Requests answered in 30 to 60 days	Requests answered in 60 to 90 days	Requests answered in more than 90 days
FaCS	4	8	0	3
Child Support Agency	216	65	19	11

## Procedures for gaining access to documents

Contact officers at both FaCS and CSA can advise on FOI matters and discuss the nature and scope of an intended request.

Formal applications for access to documents under FOI must be made by letter or statement or, where available, by completing a form. The application must be submitted to the offices listed in Table 94.

CSA follows informal access guidelines in cases where individuals seek access to documents that contain their own information, eliminating the need to lodge a formal FOI application.

**Table 94** FaCS and CSA—freedom of information: facilities and procedures for accessing documents, 2003–04

	Facilities for access to documents and general inquiries	Formal request	Informal request
<b>FaCS</b>	Director, FOI Team FaCS National Office Box 7788 Canberra Mail Centre ACT 2610 General inquiries: Freedom of Information Officer FaCS Box 7788 Canberra Mail Centre ACT 2610 Telephone: 02 6244 5529 Fax: 02 6244 5744	FaCS state and territory offices FaCS National Office Freedom of Information Officer Box 7788 Canberra Mail Centre ACT 2610 Telephone: 02 6244 5529 Fax: 02 6244 5744	FaCS state and territory offices FaCS National Office Freedom of Information Officer Box 7788 Canberra Mail Centre ACT 2610 Telephone: 02 6244 5529 Fax: 02 6244 5744
<b>CSA</b>	CSA offices <sup>a</sup> , in person Documents can be mailed For forms and information, phone 131 272	Lodge request or mail to CSA offices <sup>a</sup> Electronically at the CSA web site: <a href="http://www.csa.gov.au">www.csa.gov.au</a>	Telephone 131 272 Speak to FOI contact officer Write to FOI contact officer

<sup>a</sup> CSA offices and addresses

### NSW

Albury PO Box 9815 Albury 2640  
Newcastle GPO Box 9815 Sydney 2001  
Parramatta GPO Box 9815 Sydney 2001  
Penrith GPO Box 9815 Sydney 2001  
Sydney GPO Box 9815 Sydney 2001  
Wollongong GPO Box 9815 Sydney 2001

### VIC

Box Hill PO Box 9815 Box Hill 3128  
Dandenong PO Box 9815 Dandenong 3175  
Geelong PO Box 9815 Geelong 3220  
Moonee Ponds PO Box 9815 Moonee Ponds 3039

### QLD

Brisbane GPO Box 9815 Brisbane 4001  
Townsville PO Box 9815 Townsville 4810

### SA

Adelaide GPO Box 1867 Adelaide 5001

### WA

Perth PO Box 9815 Perth 6848

### TAS

Hobart GPO Box 9815 Hobart 7001

### ACT

Canberra GPO Box 9815 Sydney 2001

**Table 95 FaCS and CSA—freedom of information: categories of documents maintained, 2003–04**

FaCS	Child Support Agency
<p>Documents FaCS holds are:</p> <ul style="list-style-type: none"> <li>▶ separate records such as agenda and minutes of decision-making bodies</li> <li>▶ separate records of Cabinet matters, including Cabinet submissions and Cabinet minutes</li> <li>▶ separate records prepared for the Executive Council</li> <li>▶ general correspondence and associated documents according to subject matter</li> <li>▶ documents maintained separately that relate to FaCS’ specific functions—for example, finance</li> <li>▶ documents containing personal information of individuals accessing payments and services of the portfolio.</li> </ul> <p>None of these documents are:</p> <ul style="list-style-type: none"> <li>▶ open to the public as part of the public register or otherwise, in accordance with an enactment other than the <i>Freedom of Information Act 1982</i>, where that access is subject to a fee or other charge</li> <li>▶ available for purchase by the public in accordance with arrangements made by FaCS except manuals, instructions or guidelines</li> <li>▶ customarily made available to the public other than under the <i>Freedom of Information Act 1982</i>, free of charge on request.</li> </ul> <p>Forms and leaflets relating to FaCS payments delivered by Centrelink are freely available to the public.</p>	<p>Documents CSA holds are:</p> <ul style="list-style-type: none"> <li>▶ agendas for, and minutes of, meetings of senior officers within CSA</li> <li>▶ ministerial, interdepartmental and general correspondence</li> <li>▶ internal administration papers and records</li> <li>▶ CSA legislation, policy and procedural documents</li> <li>▶ reports relating to CSA statistics, research and projects</li> <li>▶ proposals for legislation, drafting instructions and draft legislation</li> <li>▶ copies of instruments of delegation, given to, or by, the Child Support Registrar</li> <li>▶ requests for legal advice and copies of notes of advice given</li> <li>▶ briefing papers prepared for, and submissions to, the Minister or the Government</li> <li>▶ answers to parliamentary questions</li> <li>▶ correspondence, reports and other documents relating to CSA structure and the number, size and location of offices</li> <li>▶ correspondence, reports and other documents concerning the CSA’s human resources management</li> <li>▶ documents that relate to CSA specific functions, containing personal information of individuals accessing CSA.</li> </ul> <p>CSA makes child support forms, brochures and booklets freely available to the public. People can also access many of these documents and the CSA guide to policy, rulings and determinations through CSA’s web site, <a href="http://www.csa.gov.au">www.csa.gov.au</a></p>



## Appendix 8 | Legislation

As at 30 June 2004, FaCS programs were administered under the provisions of the following Acts and parts of Acts for which the Minister for Family and Community Services is responsible under the Administrative Arrangements Order:

- ▶ *A New Tax System (Family Assistance) Act 1999*
- ▶ *A New Tax System (Family Assistance) (Administration) Act 1999*
- ▶ *A New Tax System (Family Assistance and Related Measures) Act 2000*
- ▶ *A New Tax System (Bonuses for Older Australians) Act 1999*, Parts 1 and 5 in so far as they relate to Family and Community Services customers and Part 2
- ▶ *Child Care Act 1972*
- ▶ *Child Support (Assessment) Act 1989*
- ▶ *Child Support (Registration and Collection) Act 1988*
- ▶ Commonwealth and State Housing Agreements Acts
- ▶ *Commonwealth Services Delivery Agency Act 1997*
- ▶ *Data-matching Program (Assistance and Tax) Act 1990*
- ▶ *Disability Services Act 1986*
- ▶ *Family Law Act 1975*, Part XIVA
- ▶ *Home Deposit Assistance Act 1982*
- ▶ Home Savings Grants Acts
- ▶ *Homeless Persons Assistance Act 1974*
- ▶ Housing Agreements Acts
- ▶ Housing Assistance Acts
- ▶ *Marriage Act 1961*, Part IA
- ▶ *Social Security Act 1991*
- ▶ *Social Security (Administration) Act 1999*
- ▶ *Social Security (International Agreements) Act 1999*
- ▶ *Social Security (Rewrite) Transition Act 1991*
- ▶ *Social Welfare Commission (Repeal) Act 1976*
- ▶ *States Grants (Housing) Act 1971*
- ▶ Supported Accommodation Assistance Acts



## Appendix 9 | Statement of material error

The following corrections are made to the FaCS 2002–03 annual report:

### Output Group 1.2 Youth and Student Support

#### Austudy Payment

##### Table 9 Maximum weekly payments to recipients—as a ratio to the Minimum Federal Award Wage

On page 46 of Volume two of the 2002–03 annual report, incorrect figures were reported in Table 9.

The correct figures are as follows:

	Min award wage PW (\$)	Austudy rate PW	(\$ Ratio)
single no children	448.20	155.05	2.9:1
single with children	448.20	203.20	2.2:1
partnered no children	448.20	155.05	2.9:1
partnered with children	448.20	170.30	2.6:1

### Output Group 3.4—Support for the Aged

#### Support for the Aged: Age Pension, Widow B Pension, Wife Pension (Age), Pension Bonus Scheme Percentage of estimated aged population who are customers

On page 196 of Volume two of the 2002–03 annual report, an incorrect figure was reported for the estimate of the Australian population over qualifying age for Age Pension. The figure reported was 2 742 662 persons for June 2003. The correct figure is 2 795 212. An incorrect figure was also reported for the number of people over Age Pension age receiving similar means-tested income support payments from the Department of Veterans' Affairs. The figure reported was 31 000. The correct figure should read 310 000. This section of the 2002–03 annual report should read:

'ABS estimates the Australian population over qualifying age for Age Pension at 2 795 212 persons for June 2003. At this time, around 67 per cent, or 1 861 055 persons, received Age Pension. In addition, around 310 000 people over Age Pension age received similar means-tested income support payments from the Department of Veterans' Affairs (DVA), bringing total government pension take-up for this group to 78 per cent.'

### Appendix 4 Consultants

#### Summary

##### Table 85 Consultancy services contracts 2002–03

On page 281 of Volume two of the 2002–03 annual report, two incorrect figures were reported in Table 85. Total consultancy services expenditure of FaCS core was reported as \$32 340 127. The correct figure is \$14 959 718. As a result, the correct total for Table 85 should read \$16 881 838 and not \$34 262 247.

## **Appendix 4 Consultants**

### **Table 86 FaCS—New consultancies let during 2002–03 to the value of \$10 000 or more**

On page 283 of Volume two of the 2002–03 annual report, the name of the consultant for the following consultancy service, which was provided at a contract price of \$18 095 435, was incorrectly reported as the Australian Institute of Health and Welfare:

‘Consultancy services for the detailed design, implementation and management of a major longitudinal study of Australian children’

The name of the consultant should read the Australian Institute of Family Studies.

Tables 85 and 86 were corrected in the online annual report in December 2003.