

QUESTION ON NOTICE

No. 811

asked on 16 June 2021

MR J LISTER ASKED THE MINISTER FOR EMPLOYMENT AND SMALL BUSINESS AND MINISTER FOR TRAINING AND SKILLS DEVELOPMENT (HON D FARMER) —

QUESTION:

With reference to the department's contracts for contingent labour for the 2020-21 financial year to the end of January 2021—

Will the Minister advise the activities and functions undertaken by this contingent labour and a breakdown of contingent labour costs by the Department's service areas?

ANSWER:

The Department of Employment, Small Business and Training engages contingent labour to support the delivery of key priority initiatives where the Department does not have the capability or capacity needed.

This includes short-term, emergent needs to minimise service disruption or address increased short-term workload demands.

An example of this is during 2020 the Department engaged additional resources to ensure the Small Business hotline was appropriately staffed during the peak of the COVID-19 impacts.

Cost by service area

Service Areas	Total Cost (ex GST) Contingent Labour 01/07/2020-31/01/2021
Small Business	\$1,253,445
Training and Skills	\$1,392,865
Employment	\$112,145
Cross service area	\$424,635

Service area summary

Small Business contingent labour was engaged to deliver initiatives such as the Queensland Business Launchpad and VET Informed Consumer. These projects required specific digital skills. Other small business contingent labour engaged ensured adequate resourcing for the Small Business hotline and resourcing for the Office of the Queensland Small Business Commissioner to ensure small businesses

could access the information and support they needed during the peak of the pandemic impacts.

Training and Skills contingent labour was engaged to manage and support both ICT projects and business as usual ICT systems, which administer over \$560M in training and skills subsidies and grants. These resources form part of the long-term resourcing model for the department's ICT support, due to the technical speciality required to support critical systems and deliver key projects.

Other contingent labour roles support compliance activities within the Back to Work and VET Quality teams.

Cross service area contingent labour are resources which work across more than one service area or provide department-wide services, such as finance and procurement support.