

From: s 22
To: [FOI](#)
Cc: s 22
Subject: RE: FOI request LEX 55735 s 11C(1)(a) - Inclusive Employment Australia service contracts - Consultation Schedule [SEC=OFFICIAL:Sensitive]
Date: Tuesday, 24 March 2026 1:07:10 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[WKFC Contacts.jpg](#)

Hi Team,

Apologies, I have just been advised that s 22 (s 22 [@medhealth.com.au](mailto:s 22@medhealth.com.au)) has recently left AtWork Australia.

Please use the 2 current contacts in the attached screen shot

Kind regards

s 22

Complaints and Continuous Improvement

Disability Employment Programs Branch, Disability Employment Group

Department of Social Services

E: s 22 [@dss.gov.au](mailto:s 22@dss.gov.au)

[National Relay Service](#)



The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: Feedback

Sent: Tuesday, 24 March 2026 10:03 AM

To: s 22

Cc: s 22

Subject: RE: FOI request LEX 55735 s 11C(1)(a) - Inclusive Employment Australia service contracts - Consultation Schedule [SEC=OFFICIAL:Sensitive]

Good Morning s 22

Re – IEA Provider Contacts

The contacts in the table you provided are correct.

For additional IEA Provider contact points, please see attached screenshots of our *Primary* and *Secondary* contacts for **AtWork** (WKFC), **WISE** (YAFG) and **Tursa** (TURS).

Happy to discuss.

Regards

s 22

A/g Assistant Director

Feedback Team

Inclusive Employment Delivery Branch

Community Grants Hub

Victoria, Wurundjeri Country

P: s 22 | **E:** s 22 [@dss.gov.au](mailto:s 22@dss.gov.au)

[National Relay Service](#)

Communitygrants.gov.au

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.



This interpretation of the Community Grants Hub was designed by proud Ngarrindjeri man, Dave Willis.

From: s 22 <s 22 @dss.gov.au>

Sent: Tuesday, 24 March 2026 8:51 AM

To: s 22 @communitygrants.gov.au>

Cc: s 22 @dss.gov.au>; s 22

<s 22 @dss.gov.au>; s 22 <s 22 @dss.gov.au>; s 22

s 22 @dss.gov.au>; s 22 _dss.gov.au>

Subject: FW: FOI request LEX 55735 s 11C(1)(a) - Inclusive Employment Australia service contracts - Consultation Schedule [SEC=OFFICIAL:Sensitive]

Hi team,

We are contacting you to confirm the table below has the correct contacts please.

Consultation Schedule		
Organisation	Document numbers	Email for consultation
Atwork Australia Pty Ltd	1	s 22 @medhealth.com.au
Wise Employment Ltd	2	s 22 @wiseemployment.com.au
Tursa Employment & Training Limited	3	s 47G(1)(a) @tursa.com.au

We have a participant that has put in an FOI asking for the deeds for each of these and we are looking to provide the non-public part of each deed and would like to confirm with each provider that if we share these with the participant it wont cause any problems or that thye don't have any sensitivities.

Your prompt response would be appreciated.

Thanks

s 22

Complaints and Continuous Improvement

Disability Employment Programs Branch, Disability Employment Group

Department of Social Services

E: s 22 @dss.gov.au

Na Service



The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: FOI <foi@dss.gov.au>

Sent: Monday, 23 March 2026 4:17 PM

To: s 22 @dss.gov.au>
Cc: s 22 @dss.gov.au>; FOI <foi@dss.gov.au>
Subject: FOI request LEX 55735 s 11C(1)(a) - Inclusive Employment Australia service contracts - Consultation Schedule [SEC=OFFICIAL:Sensitive]
 Hi s 22 ,

Thank you for your time earlier this morning.

As mentioned, we are planning to consult third parties in relation to the release of Schedule 1 deed documents. I'm hoping to confirm that the information below is correct and that these are the appropriate contact email addresses. These have been sourced from the contact person details at Item 10 of each Schedule 1. Our preference would be to send these third-party consultation requests to at least two email addresses per party, so please let us know if you have other contact points.

Consultation Schedule		
Organisation	Document numbers	Email for consultation
Atwork Australia Pty Ltd	1	s 22 @medhealth.com.au
Wise Employment Ltd	2	s 22 @wiseemployment.com.au
Tursa Employment & Training Limited	3	s 47G(1)(a)@tursa.com.au

Also – we note the applicant has asked for contracts in relation to <http://www.etcltd.com.au/> and <https://busyability.org.au/> and was wondering if you had any information regarding this element of the request.

Kind regards,

s 22

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: s 22 @dss.gov.au>

Sent: Thursday, 19 March 2026 2:50 PM

To: FOI <foi@dss.gov.au>

Cc: s 22 @dss.gov.au>; s 22

<s 22 @dss.gov.au>; s 22 @dss.gov.au>; s 22

<s 22 @dss.gov.au>; s 22 @dss.gov.au>

Subject: BM Approved FOI request LEX 55735 s 11C(1)(a) - Inclusive Employment Australia service contracts [SEC=OFFICIAL:Sensitive]

Importance: High

Hi Team

Please see attached the extra parts of the deed [inclusive-employment-australia-deed.pdf](#) or (<https://www.dss.gov.au/system/files/documents/2025-08/inclusive-employment-australia-deed.pdf>) attached for:

1. “ *Tursa Employment & Training Limited, CN4188270*
(<https://www.tenders.gov.au/Cn/Show/69b660d2c4434308921863823eba9ce>
[c](#))
2. *Atwork Australia Pty Ltd, CN4187414*
(<https://www.tenders.gov.au/Cn/Show/3d74fd8f-4192-4ebe-9bb7-3dd030c806fb>)
3. *Wise Employment Ltd, CN4188088*
(<https://www.tenders.gov.au/Cn/Show/b3849c35-42fa-456c-9a7b-0db8a5817c38>)

Apologies this is overdue. We were confirming there was no sensitivities with legals.

Thanks

s 22

Complaints and Continuous Improvement

Disability Employment Programs Branch, Disability Employment Group

Department of Social Services

E: s 22 [@dss.gov.au](mailto:s22@dss.gov.au)
[National Relay Service](#)



The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: FOI <foi@dss.gov.au>

Sent: Thursday, 5 March 2026 10:45 AM

To: s 22 [@dss.gov.au](mailto:s22@dss.gov.au); s 22 [@dss.gov.au](mailto:s22@dss.gov.au)

Cc: s 22 [@dss.gov.au](mailto:s22@dss.gov.au); FOI <foi@dss.gov.au>

Subject: DUE COB Mon 16 March: New FOI request LEX 55735 - Inclusive Employment Australia service contracts [SEC=OFFICIAL]

Dear colleagues

We have received a new FOI request (attached) seeking:

“copy of the services contracts for the following tenders (Service Providers for Inclusive Employment Australia Program):

1. *Tursa Employment & Training Limited, CN4188270*
(<https://www.tenders.gov.au/Cn/Show/69b660d2c4434308921863823eba9ce>
[c](#))
2. *Atwork Australia Pty Ltd, CN4187414*
(<https://www.tenders.gov.au/Cn/Show/3d74fd8f-4192-4ebe-9bb7-3dd030c806fb>)
3. *Wise Employment Ltd, CN4188088*

(<https://www.tenders.gov.au/Cn/Show/b3849c35-42fa-456c-9a7b-0db8a5817c38>)

Wasn't able to find similar ones for <http://www.etcltd.com.au/> and <https://busyability.org.au/>, but would be interested to see them too."

We understand that your team may hold the documents sought by this request and are seeking your assistance to respond to it.

If you feel that the documents, or some of the documents, sought by this request would be held by a different area, could you please forward this email to them and copy in FOI@dss.gov.au.

Could you otherwise please undertake the following actions by **Monday 16 March 2026**:

- undertake reasonable searches for the documents sought by the request;
- collate the documents and review for sensitivities;
- complete the attached Document Search Minute. Note that this needs to be approved by an officer of SES Band 1 level or above; and
- provide the documents and approved Document Search Minute to the FOI team.

The Document Search Minute requires your area to advise on the harm that may flow from the disclosure of *each* document. This is your opportunity to consider the effect of releasing each document and express any concerns you may have so that they can be considered as part of the FOI decision.

We ask that the documents be provided as attachments and/or a ZIP file. You can send the attachments over multiple emails if required. PDF format is preferred where possible.

The decision on the FOI request will be made by a staff member with authorisations under the FOI Act. In most cases this will be one of the EL1 Senior FOI Officers of the FOI team.

If you would like to discuss this request, including the extent of searches required or how best to interpret the scope, please get in touch.

We may otherwise check in during the search period to confirm that we are on track to meet the above deadline.

Kind regards,

s 22

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

IEA Departmental Contacts

When updating Provider Contacts please ensure that Deeds Management is advised of changes. Liaising with Deeds Management will ensure that a Credentials Check is completed, TACAS data is updated to reflect the changes, and jointly managed providers have correct details.

Contract Manager s 22	Contract Manager Email s 22 @dss.gov.au	Assistant Director s 22	Assistant Director Email s 22 @dss.gov.au
Account Manager s 22	Account Manager Email s 22 @dss.gov.au	Director s 22	Director Email s 22 @dss.gov.au
Senior Contract Manager s 22	Senior Contract Manager Email s 22 @dss.gov.au	IEA Relief/Additional Contact s 22	Relief/Additional Contact Email s 22 @dss.gov.au

IEA Provider Contacts

CEO	Primary Contact	Secondary Contact
Title s 22	Title s 22	Title s 22
First Name s 22	First Name s 22	First Name s 22
Last Name s 22	Last Name s 22	Last Name s 22
Position Title Acting Group Executive - Employment Services	Position Title Executive General Manager - Operations	Position Title COO/CEO MedHealth Solutions
Email s 22 @atworkaustralia.com.au	Email s 22 @atworkaustralia.com.au	Email s 22 @atworkaustralia.com.au
Telephone --	Telephone --	Telephone --
Mobile s 22	Contact Mobile s 22	Mobile s 22

From: [FOI](#)
To: [FOI](#)
Cc: s 22
Subject: RE: LEX 55735 – Third Party Consultation Decision [SEC=OFFICIAL:Sensitive]
Date: Wednesday, 25 March 2026 11:03:52 AM

Hi s 22

Thank you for preparing the decision to consult the identified third parties.
I have decided to make the third party consultation decision as set out below.

Regards
s 22

Assistant Director
Freedom of Information | Information Law and Access
Legal Services
Department of Social Services
E: s 22 [@dss.gov.au](mailto:s 22@dss.gov.au) **P:** s 22
[National Relay Service](#)

M Tu W Th F

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: FOI
Sent: Wednesday, 25 March 2026 10:48 AM
To: s 22
Cc: FOI
Subject: LEX 55735 – Third Party Consultation Decision [SEC=OFFICIAL:Sensitive]
Hi s 22

Third Party Consultation

I recommend you decide to undertake formal third party consultation as part of processing the FOI request LEX 55735. This is due to certain documents subject to the request containing the business information of several third parties. I have drafted a decision to this effect below for your consideration.
If you are comfortable making the below decision, could you please respond to this email with the words “*I have decided to make the third party consultation decision as set out below*”.

Business information

The FOI team has identified documents subject to this request that contain the business information of several third parties. Their details are set out in the Consultation Schedule below:

Consultation Schedule		
Organisation	Document numbers	Email for consultation
Atwork Australia Pty Ltd	1	s 47G(1)(a) @atworkaustralia.com.au s 22 @atworkaustralia.com.au
Wise Employment	2	s 47G(1)(a) @wiseemployment.com.au s 22 @wiseemployment.com.au

Ltd		
Tursa Employment & Training Limited	3	s 47G(1)(a) @tursa.com.au s 22 @tursa.com.au

I have decided that the third parties identified above might reasonably wish to contend that the attached documents (or parts thereof) are exempt under section 47 or conditionally exempt under section 47G and access would be contrary to the public interest (**an exemption contention**). Accordingly, the Department is required to withhold access to the documents (or parts thereof) until they have been provided with an opportunity to provide submissions in support of the exemption contention.

As a result, the Department will undertake third party consultation set out above and I have decided that it is appropriate to extend the statutory timeframe by 30 days for this to occur.

Thanks,

s 22

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: s 11C(1)(a)
To: FOI
Subject: Re: LEX 55735 – Third Party Consultation [SEC=OFFICIAL]
Date: Thursday, 26 March 2026 4:11:56 PM

Dear 'DSS FOI team' function of 'Information Law and Access' of 'Programs and Information Legal' of 'Department of Social Services' from Australien Commonwealth agents.

Fair enough, will give me an option to submit a separate FOI request via righttoknow.org.au for more public visibility.

quoting from para 2.48 of the FOI Guidelines [Version 1.5, January 2026] you are referring to:

"However, the agency or minister can consider whether to include documents that were created after the FOI request was received. **This may be more administratively efficient** because the FOI applicant might otherwise submit a new FOI request for the later documents."

Not necessary the pathway for the function to choose as it depends on what would be more administratively efficient given the notice of such intention (e.g. being able to collate the documents in the process).

Kind Regards,
s 11C(1)(a)

On Thu, Mar 26, 2026 at 12:51 PM FOI <foi@dss.gov.au> wrote:

Dear s 11C(1)(a)

Thank you for your email and acknowledging the extended statutory timeframe.

We note that you have requested the scope be adjusted to include "*documents relating to 'third party consultation' undertaken for this request.*"

The right of access under the Freedom of Information Act 1982 (FOI Act) applies only to documents that existed at the time the request was made (please see FOI Guidelines para 2.48). As third-party consultation is still ongoing, there may be documents relevant to your request that are not yet in existence and so can't be considered for release.

We recommend waiting until after you have received a final decision on your original request (LEX 55735) and then submit a new FOI request to ensure all documents relating to third party consultation can be considered for release.

Please let us know if you have any questions or would like to discuss this further.

Kind regards,

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

National Relay Service

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: s 11C(1)(a) @gmail.com>
Sent: Thursday, 26 March 2026 7:45 AM
To: FOI <foi@dss.gov.au>
Subject: Re: LEX 55735 – Third Party Consultation [SEC=OFFICIAL]

Dear 'DSS FOI team' function of 'Information Law and Access' of 'Programs and Information Legal' of 'Department of Social Services' from Australien Commonwealth agents.
 (assuming it is AI inference function of sufficient functional intelligence managing the mailbox and responses until there are sufficient evidence of individual involvement)

Okie Dokie, but please adjust the scope to include documents relating to 'third party consultation' undertaken for this request.

To clarify the meaning in details, it includes:

- correspondence with third parties (including notices and responses)
- any attachments or submissions provided by consulted parties
- internal communications, briefings, or file notes discussing those consultations
- documents recording decisions or recommendations regarding disclosure
- documents identifying or applying relevant exemptions under the Freedom of Information Act 1982
- any **schedules, indexes, or document lists** created in processing this request

Kind Regards,

s 11C(1)(a)

On Wed, 25 Mar 2026, 14:41 FOI, <foi@dss.gov.au> wrote:

Good afternoon

The Department has decided to undertake third party consultation in respect of FOI request LEX 55735 and has extended the statutory timeframe by 30 days until **4 May 2026** to allow it to do so. We will provide you with a decision on or before this date.

Should you have any queries or concerns please do not hesitate to reach out to us at FOI@dss.gov.au.

Kind regards,

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: FOI
To: s 22 FOI
Cc: s 22 s 47G(1)(a)
Subject: RE: LEX 55735 – Third Party Consultation – Wise Employment Ltd [SEC=OFFICIAL:Sensitive]
Date: Thursday, 30 April 2026 5:07:01 PM
Attachments: [LEX 55735 - Document 2.pdf](#)

Good afternoon s 22

Thank you for providing your below comments on the proposed release of documents in relation to FOI request LEX 55735

The Department has now released the document as attached to the applicant. These documents will be published on the [DSS Disclosure Log](#) by Friday 8 May.

Kind regards

s 22

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: s 22

Sent: Tuesday, 31 March 2026 12:19 PM

To: FOI

Cc: s 22 ; s 47G(1)(a) ; s 22

Subject: RE: LEX 55735 – Third Party Consultation – Wise Employment Ltd
 [SEC=OFFICIAL:Sensitive]

Hi FOI Team,

We have no objection to the release of the services contract. However, we request that all personal and sensitive information be redacted, including contact names for WISE, phone numbers, and bank account details. These items are highlighted in the document with a red border.

- Redacting personal details, contact names, phone numbers, and bank account information helps safeguard individuals' privacy and prevents misuse such as identity theft or fraud.

If you have any further queries, please contact me.

Regards

s 22

s 22

Corporate Quality and Business Improvement Manager
 WISE Privacy Officer

WISE Employment

s 22

P: s 22

E: s 22 @wiseemployment.com.au | W: www.wiseemployment.com.au



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From: FOI <foi@dss.gov.au>

Sent: Wednesday, 25 March 2026 3:42 PM

To: s 22 <@wiseemployment.com.au>; s 47G(1)(a) <s 47G(1)(a) @wiseemployment.com.au>

Cc: FOI <foi@dss.gov.au>

Subject: LEX 55735 – Third Party Consultation – Wise Employment Ltd
[SEC=OFFICIAL:Sensitive]

You don't often get email from foi@dss.gov.au. [Learn why this is important](#)

Good afternoon

We were advised that you are the best contact for this matter. If you feel another person is better placed to respond, please forward this email to them and copy us in.

The Department of Social Services (**Department**) has received a Freedom of Information (**FOI**) request from a member of the public seeking:

“copy of the services contracts for the following tenders (Service Providers for Inclusive Employment Australia Program):

[...]

3. Wise Employment Ltd, CN4188088

(<https://www.tenders.gov.au/Cn/Show/b3849c35-42fa-456c-9a7b-0db8a5817c38>)”

A document subject to the request (attached) contains information that originated from or otherwise pertains to Wise Employment. We are writing to seek its views as to whether the Department should consider that this information (or part thereof) should not be released in response to the request.

Please note that any information that you are not required to comment on, either because it is outside of the scope of the request, or the Department is considering exempting it under another provision, has been redacted and/or omitted from the document pack. For assurance, the attached documents do not reflect what the Department proposes to release. The Department is seeking your views on whether you agree or object to the documents (or parts thereof) being released. Once the Department obtains your views and makes a final decision on disclosure, you will be notified if it differs from your submission.

Wise Employment's response, indicating whether it has any concerns with disclosure is requested via return email by **1 April 2026**.

If there are any concerns, it would be helpful if the response can explain the specific harm that would flow from the disclosure of the attached. For clarity, we are not looking for advice on the exemptions that may apply under the FOI Act, but rather the actual,

quantifiable effects that would occur if the specific content of the documents were disclosed. This may require the response to contain an explanation of the role and value of the information subject to the request, and how its release could reasonably adversely affect the business operations of Wise Employment. With that information, the Department can then assess whether an exemption applies, leading to a non-release. Please be aware that if the Department and Wise Employment agree on disclosure, then the Department is generally required to publish the documents that are released in response to an FOI request on its Disclosure Log found here: [Department of Social Services Disclosure Log](#)

We are otherwise available to discuss as needed at (02) 5162 6999.

Regards,

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)



Australian Government

Department of Social Services

Inclusive Employment Australia Deed

Effective 1 November 2025

'Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

Schedule 1 – Deed Details

- 1.1 This Schedule 1 sets out the details of the Parties and details of the Services to be provided by the Provider under this Deed.
- 1.2 Schedule 1 forms part of, and is to be read in conjunction with, the Deed.

Schedule 1 – Deed Details**Item 1 Department and ABN**

Name: The Commonwealth of Australia, as represented by the Department of Social Services

ABN: 36 342 015 855

Item 2 Provider Name and ABN

Name: WISE Employment Ltd

ABN: 68 093 718 766

Item 3 Services Start Date

1 November 2025

Item 4 Deed End Date

31 October 2030

Item 5 Specific Cohort Provider Services Parameters (if applicable)

Item 5.1 Employment Service Area(s)	Item 5.2 Market Share (if applicable)	Item 5.3 Location(s) Serviced (if not servicing the whole ESA)	Item 5.4 Hub Employment Service Area for Hub and Spoke Model (if applicable)	Item 5.5 Specific Cohort	Item 5.6 Site(s)	Item 5.7 Site Maximum Caseload (if applicable)	Item 5.8 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 5.9 Business Days of operation of Site Item 5.10 Site opening hours on each Business Day	Item 5.11 Subcontractor/ Group Respondent member servicing Site (if relevant)
N/A	-	-	-	-	-	-	-	-

Item 6 All Cohorts Provider Services Parameters (if applicable)

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
ACT/Queanbeyan (Metropolitan)	§ 47(1)(b)	BELCONNEN; KARABAR; GUNG AHLIN; TUGGERANONG	BELCONNEN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KARABAR: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GUNG AHLIN: Outreach As Needs Arise; TUGGERANONG: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Canterbury/Bankstown (Metropolitan)	s 47(1)(b)	BANKSTOWN; LAKEMBA; REVESBY; CHESTER HILL	BANKSTOWN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LAKEMBA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; REVESBY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CHESTER HILL: Outreach As Needs Arise	N/A
Central Coast (Metropolitan)	s 47(1)(b)	GOSFORD; LAKE HAVEN; THE ENTRANCE; UMINA BEACH; WYONG	GOSFORD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LAKE HAVEN: Outreach As Needs Arise; THE ENTRANCE: Outreach As Needs Arise; UMINA BEACH: Outreach As Needs Arise; WYONG: Outreach As Needs Arise	N/A
Central Western Sydney (Metropolitan)	s 47(1)(b)	AUBURN; PARRAMATTA; HORNSBY; GRANVILLE; WESTMEAD	AUBURN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PARRAMATTA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HORNSBY: Outreach Weekly Monday, Tuesday 9:00 AM to 5:00 PM; GRANVILLE: Outreach As Needs Arise; WESTMEAD: Outreach As Needs Arise	N/A
Eastern Suburbs (Metropolitan)	s 47(1)(b)	MAROUBRA; BONDI JUNCTION	MAROUBRA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BONDI JUNCTION: Outreach As Needs Arise	N/A
Fairfield (Metropolitan)	s 47(1)(b)	CABRAMATTA; FAIRFIELD; BONNYRIGG; PRAIRIEWOOD	CABRAMATTA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; FAIRFIELD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BONNYRIGG: Outreach As Needs Arise; PRAIRIEWOOD: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Inner Western Sydney (Metropolitan)	§ 47(1)(b)	BURWOOD; ASHFIELD; STRATHFIELD	BURWOOD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ASHFIELD: Outreach As Needs Arise; STRATHFIELD: Outreach As Needs Arise	N/A
Kiewa (Regional)	§ 47(1)(b)	ALBURY; WODONGA; BEECHWORTH; CORRYONG; CHILTERN	ALBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WODONGA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BEECHWORTH: Outreach As Needs Arise; CORRYONG: Outreach As Needs Arise; CHILTERN: Outreach As Needs Arise	N/A
Liverpool (Metropolitan)	§ 47(1)(b)	LIVERPOOL; HORNINGSEA PARK; AUSTRAL	LIVERPOOL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HORNINGSEA PARK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; AUSTRAL: Outreach As Needs Arise	N/A
Macarthur (Metropolitan)	§ 47(1)(b)	CAMPBELLTOWN; MACQUARIE FIELDS; CAMDEN; GREGORY HILLS	CAMPBELLTOWN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MACQUARIE FIELDS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAMDEN: Outreach Weekly Wednesday, Thursday 9:00 AM to 5:00 PM; GREGORY HILLS: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Nepean (Metropolitan)	§ 47(1)(b)	PENRITH; ROUSE HILL; BLACKHEATH; KINGSWOOD; SPRINGWOOD; WINDSOR	PENRITH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROUSE HILL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BLACKHEATH: Outreach As Needs Arise; KINGSWOOD: Outreach As Needs Arise; SPRINGWOOD: Outreach Weekly Thursday, Friday 9:00 AM to 5:00 PM; WINDSOR: Outreach Weekly Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM	N/A
Outer Western Sydney (Metropolitan)	§ 47(1)(b)	MOUNT DRUITT; BLACKTOWN; DOONSIDE; MARSDEN PARK	MOUNT DRUITT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BLACKTOWN: Outreach As Needs Arise; DOONSIDE: Outreach As Needs Arise; MARSDEN PARK: Outreach As Needs Arise	N/A
St George Sutherland (Metropolitan)	§ 47(1)(b)	HURSTVILLE; RIVERWOOD; SUTHERLAND	HURSTVILLE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RIVERWOOD: Outreach As Needs Arise; SUTHERLAND: Outreach As Needs Arise	N/A
Tweed (Metropolitan)	§ 47(1)(b)	BANORA POINT; KINGSCLIFF; MURWILLUMBAH	BANORA POINT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KINGSCLIFF: Outreach As Needs Arise; MURWILLUMBAH: Outreach As Needs Arise	N/A
Darwin (Regional)	§ 47(1)(b)	PALMERSTON; CASUARINA; DARWIN	PALMERSTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CASUARINA: Outreach As Needs Arise; DARWIN: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Gladstone (Regional)	s 47(1)(b)	GLADSTONE; BILOELA; MOURA	GLADSTONE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BILOELA: Outreach As Needs Arise; MOURA: Outreach As Needs Arise	N/A
Gold Coast (Metropolitan)	s 47(1)(b)	NERANG; SOUTHPORT; COOLANGATTA; PALM BEACH; ROBINA; UPPER COOMERA	NERANG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SOUTHPORT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COOLANGATTA: Outreach As Needs Arise; PALM BEACH: Outreach As Needs Arise; ROBINA: Outreach As Needs Arise; UPPER COOMERA: Outreach As Needs Arise	N/A
Gympie (Regional)	s 47(1)(b)	GYMPIE; COOLOOLA COVE; KINGAROY	GYMPIE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COOLOOLA COVE: Outreach As Needs Arise; KINGAROY: Outreach As Needs Arise	N/A
Ipswich (Metropolitan)	s 47(1)(b)	IPSWICH; BOONAH; GOODNA; LOWOOD; REDBANK PLAINS	IPSWICH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BOONAH: Outreach As Needs Arise; GOODNA: Outreach As Needs Arise; LOWOOD: Outreach As Needs Arise; REDBANK PLAINS: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
North Brisbane (Metropolitan)	§ 47(1)(b)	CHERMSIDE; STRATHPINE; NEWMARKET; SANDGATE; BRISBANE CITY	CHERMSIDE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; STRATHPINE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NEWMARKET: Outreach As Needs Arise; SANDGATE: Outreach As Needs Arise; BRISBANE CITY: Outreach As Needs Arise	N/A
Outer North Brisbane (Metropolitan)	§ 47(1)(b)	CABOOLTURE; KALLANGUR; BRIBIE ISLAND; DECEPTION BAY; REDCLIFFE; WOODFORD	CABOOLTURE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KALLANGUR: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BRIBIE ISLAND: Outreach As Needs Arise; DECEPTION BAY: Outreach As Needs Arise; REDCLIFFE: Outreach As Needs Arise; WOODFORD: Outreach As Needs Arise	N/A
South Brisbane (Metropolitan)	§ 47(1)(b)	INALA; CARINA; CLEVELAND; UPPER MOUNT GRAVATT; WYNNUM	INALA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CARINA: Outreach As Needs Arise; CLEVELAND: Outreach As Needs Arise; UPPER MOUNT GRAVATT: Outreach As Needs Arise; WYNNUM: Outreach As Needs Arise	N/A
Sunshine Coast (Metropolitan)	§ 47(1)(b)	MAROOCHYDORE; BEERWAH; CALOUNDRA; NAMBOUR; NOOSAVILLE	MAROOCHYDORE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BEERWAH: Outreach As Needs Arise; CALOUNDRA: Outreach As Needs Arise; NAMBOUR: Outreach As Needs Arise; NOOSAVILLE: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Adelaide Hills (Regional)	s 47(1)(b)	MOUNT BARKER; LOBETHAL; MEADOWS; MILANG; OAKBANK; WOODSIDE; STRATHALBYN	MOUNT BARKER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LOBETHAL: Outreach As Needs Arise; MEADOWS: Outreach As Needs Arise; MILANG: Outreach As Needs Arise; OAKBANK: Outreach As Needs Arise; WOODSIDE: Outreach As Needs Arise; STRATHALBYN: Outreach As Needs Arise	N/A
Eastern Adelaide (Metropolitan)	s 47(1)(b)	ADELAIDE; BLACK FOREST; CAMPBELLTOWN; FULLARTON	ADELAIDE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BLACK FOREST: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAMPBELLTOWN: Outreach Weekly Tuesday 9:00 AM to 5:00 PM; FULLARTON: Outreach As Needs Arise	N/A
Gawler (Regional)	s 47(1)(b)	GAWLER; KAPUNDA; NURIOOTPA; TANUNDA	GAWLER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KAPUNDA: Outreach Monthly Monday 9:00 AM to 5:00 PM; NURIOOTPA: Outreach As Needs Arise; TANUNDA: Outreach As Needs Arise	N/A
Kadina/Clare (Regional)	s 47(1)(b)	KADINA; CLARE	KADINA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CLARE: Full-Time Monday to Friday 9:00 AM to 5:00 PM	N/A
Northern Adelaide (Metropolitan)	s 47(1)(b)	ELIZABETH; SALISBURY; ENFIELD; MODBURY NORTH; MUNNO PARA	ELIZABETH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SALISBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ENFIELD: Outreach As Needs Arise; MODBURY NORTH: Outreach As Needs Arise; MUNNO PARA: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Port Lincoln/Ceduna SA (Regional)	s 47(1)(b)	PORT LINCOLN	PORT LINCOLN: Part-Time Monday, Tuesday, Wednesday, Thursday 9:00 AM to 5:00 PM	N/A
Riverland (Regional)	s 47(1)(b)	BERRI; LOXTON; WAIKERIE; RENMARK; BARMERA	BERRI: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LOXTON: Outreach Weekly Monday, Tuesday, Wednesday, Friday 9:00 AM to 5:00 PM; WAIKERIE: Outreach Weekly Monday, Tuesday, Wednesday, Friday 9:00 AM to 5:00 PM; RENMARK: Outreach Fortnightly Wednesday 10:00 AM to 2:00 PM; BARMERA: Outreach As Needs Arise	N/A
South East (Regional)	s 47(1)(b)	MOUNT GAMBIER; NARACORTE; BORDERTOWN; PENOLA; ROBE; KINGSTON SE; MILLICENT	MOUNT GAMBIER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NARACORTE: Outreach Fortnightly Tuesday, Thursday 10:00 AM to 4:00 PM; BORDERTOWN: Outreach Fortnightly Thursday 10:00 AM to 4:00 PM; PENOLA: Outreach Fortnightly Thursday 10:00 AM to 2:00 PM; ROBE: Outreach Fortnightly Thursday 9:00 AM to 5:00 PM; KINGSTON SE: Outreach Fortnightly Tuesday 10:00 AM to 4:00 PM; MILLICENT: Outreach Fortnightly Tuesday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Western Adelaide (Metropolitan)	s 47(1)(b)	HINDMARSH; MILE END; PORT ADELAIDE	HINDMARSH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MILE END: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PORT ADELAIDE: Full-Time Monday to Friday 9:00 AM to 5:00 PM	N/A
Launceston (Regional)	s 47(1)(b)	LAUNCESTON; CAMPBELL TOWN; DELORAINÉ; GEORGE TOWN; SCOTTSDALE	LAUNCESTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAMPBELL TOWN: Outreach As Needs Arise; DELORAINÉ: Outreach As Needs Arise; GEORGE TOWN: Outreach As Needs Arise; SCOTTSDALE: Outreach As Needs Arise	N/A
West and North West (Regional)	s 47(1)(b)	DEVONPORT; BURNIE; QUEENSTOWN; SMITHTON; ULVERSTONE	DEVONPORT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BURNIE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; QUEENSTOWN: Outreach As Needs Arise; SMITHTON: Outreach As Needs Arise; ULVERSTONE: Outreach As Needs Arise	N/A
Bayside (Metropolitan)	s 47(1)(b)	DANDENONG; PRAHRAN; BOX HILL; ASPENDALE; GLEN WAVERLEY; CHELTENHAM; OAKLEIGH; SPRINGVALE	DANDENONG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PRAHRAN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BOX HILL: Part-Time Monday, Wednesday, Friday 9:00 AM to 5:00 PM; ASPENDALE: Outreach As Needs Arise; GLEN WAVERLEY: Outreach As Needs Arise; CHELTENHAM: Outreach As Needs Arise; OAKLEIGH: Outreach As Needs Arise; SPRINGVALE: Outreach Weekly Tuesday, Wednesday, Thursday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Calder (Metropolitan)	s 47(1)(b)	BROADMEADOWS; CRAIGIEBURN; SUNBURY; COBURG; FLEMINGTON; TULLAMARINE	BROADMEADOWS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CRAIGIEBURN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SUNBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COBURG: Outreach As Needs Arise; FLEMINGTON: Outreach As Needs Arise; TULLAMARINE: Outreach Weekly Wednesday 9:00 AM to 5:00 PM	N/A
Goulburn Valley (Regional)	s 47(1)(b)	ECHUCA; SHEPPARTON; COBRAM; ROCHESTER; YARRAWONGA	ECHUCA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SHEPPARTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COBRAM: Outreach As Needs Arise; ROCHESTER: Outreach As Needs Arise; YARRAWONGA: Outreach As Needs Arise	N/A
Maroondah (Metropolitan)	s 47(1)(b)	LILYDALE; RINGWOOD; BELGRAVE; CROYDON; HEALESVILLE; WANTIRNA SOUTH; YARRA JUNCTION	LILYDALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RINGWOOD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BELGRAVE: Outreach As Needs Arise; CROYDON: Outreach As Needs Arise; HEALESVILLE: Outreach As Needs Arise; WANTIRNA SOUTH: Outreach As Needs Arise; YARRA JUNCTION: Outreach As Needs Arise	N/A
Monash (Metropolitan)	s 47(1)(b)	CRANBOURNE; ENDEAVOUR HILLS; NARRE WARREN; PAKENHAM	CRANBOURNE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ENDEAVOUR HILLS: Outreach As Needs Arise; NARRE WARREN: Outreach As Needs Arise; PAKENHAM: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Westgate (Metropolitan)	s 47(1)(b)	FOOTSCRAY; MELTON; ST ALBANS; SUNSHINE; WERRIBEE; TARNEIT; TAYLORS LAKES; BACCHUS MARSH	FOOTSCRAY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MELTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ST ALBANS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SUNSHINE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WERRIBEE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; TARNEIT: Outreach As Needs Arise; TAYLORS LAKES: Outreach As Needs Arise; BACCHUS MARSH: Outreach As Needs Arise	N/A
Central and West Metro (Metropolitan)	s 47(1)(b)	FREMANTLE; WELLARD; PERTH; ROCKINGHAM; BALDIVIS; NEDLANDS; COCKBURN CENTRAL	FREMANTLE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WELLARD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PERTH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROCKINGHAM: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BALDIVIS: Outreach As Needs Arise; NEDLANDS: Outreach As Needs Arise; COCKBURN CENTRAL: Outreach As Needs Arise	N/A
Dale (Metropolitan)	s 47(1)(b)	MANDURAH; LAKELANDS; PINJARRA	MANDURAH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LAKELANDS: Outreach As Needs Arise; PINJARRA: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
East Metro (Metropolitan)	s 47(1)(b)	ARMADALE; CANNING VALE; CANNINGTON; GOSNELLS; BYFORD; VICTORIA PARK	ARMADALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CANNING VALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CANNINGTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GOSNELLS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BYFORD: Outreach As Needs Arise; VICTORIA PARK: Outreach As Needs Arise	N/A
North Metro (Metropolitan)	s 47(1)(b)	CLARKSON; GIRRAWHEEN; JOONDALUP; MIDLAND; MORLEY; ELLENBROOK; KARRINYUP; TWO ROCKS	CLARKSON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GIRRAWHEEN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; JOONDALUP: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MIDLAND: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MORLEY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ELLENBROOK: Outreach As Needs Arise; KARRINYUP: Outreach As Needs Arise; TWO ROCKS: Outreach As Needs Arise	N/A

Item 7 Subcontractors approved by the Department

Item 7.1 Subcontractor(s) (including ABN)	Item 7.2 Employment Service Area(s)	Item 7.3 Terms and conditions relating to use of each Subcontractor
N/A	-	-

Item 8 Group Respondent members approved by the Department

Item 8.1 Lead Group Respondent Member (including ABN)	Item 8.2 Group Respondent Members (as applicable) (including ABN)	Item 8.3 Terms and conditions relating to use of each Group Respondent Member
N/A	-	-

Item 9 Provider account details for payment

Bank BSB Number	Bank Account Number	Bank Account Name
s 22	s 22	s 22

Item 10 Provider Contact Person (clause 16 and Annexure A - Definitions)

Contact s 22

Telephone s 22 Mobile s 22

Email s 22 @wiseemployment.com.au

Organisation Legal Address Level 1, 552 Victoria Street, North Melbourne, VIC 3051

Item 11 Department Account Manager (clause 16 and Annexure A - Definitions)

Contact s 22

Position Director

Telephone s 22

Email s 22 @dss.gov.au

Item 12 Special Conditions (if applicable)

Reference	Special Conditions
Item 12.1	The offer of 20% market share in the Gladstone ESA is conditional on Wise Employment Ltd also offering outreach services to Moura.

From: FOI
To: s 22
Cc: s 22; s 47G(1)(a) FOI
Subject: RE: LEX 55735 – Third Party Consultation – Wise Employment Ltd [SEC=OFFICIAL:Sensitive]
Date: Thursday, 2 April 2026 9:04:57 AM
Attachments: ~WRD2523.jpg
 LEX 55735 - Document 2_Redacted.pdf

Good morning s 22

Thank you for considering the Department's request and providing your response on the proposed release of Document 2.

I confirm the Department intends to delete (redact) the information within Document 2 that is bordered in red boxes. This information is the names, email addresses, phone numbers and bank account information. I have attached a version of Document 2 as the Department intends to release it.

If you have any concerns or questions about this release, please let me know.

Kind regards

s 22

Freedom of Information | Information Law and Access

Legal Services

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: s 22

Sent: Tuesday, 31 March 2026 12:19 PM

To: FOI

Cc: s 22; s 47G(1)(a) s 22

Subject: RE: LEX 55735 – Third Party Consultation – Wise Employment Ltd
 [SEC=OFFICIAL:Sensitive]

Hi FOI Team,

We have no objection to the release of the services contract. However, we request that all personal and sensitive information be redacted, including contact names for WISE, phone numbers, and bank account details. These items are highlighted in the document with a red border.

- Redacting personal details, contact names, phone numbers, and bank account information helps safeguard individuals' privacy and prevents misuse such as identity theft or fraud.

If you have any further queries, please contact me.

Regards

s 22

s 22

Corporate Quality and Business Improvement Manager
 WISE Privacy Officer

WISE Employment

s 22

s 22

E: S 22 [@wiseemployment.com.au](mailto:wiseemployment.com.au) | W: www.wiseemployment.com.au

Image removed by sender.



NOTICE: The information contained in this email and any document attached hereto is intended only for the named recipient(s). If you are not the intended recipient, nor the employee or agent responsible for delivering this message in confidence to the intended recipient(s), you are hereby notified that you have received this transmittal in error, and any review, dissemination, distribution or copying of this transmittal or its attachments is strictly prohibited. If you have received this transmittal and/or attachments in error, please notify me immediately by reply e-mail and then delete this message, including any attachments.



Australian Government

Department of Social Services

Inclusive Employment Australia Deed

Effective 1 November 2025

'Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

Schedule 1 – Deed Details

- 1.1 This Schedule 1 sets out the details of the Parties and details of the Services to be provided by the Provider under this Deed.
- 1.2 Schedule 1 forms part of, and is to be read in conjunction with, the Deed.

Schedule 1 – Deed Details**Item 1 Department and ABN**

Name: The Commonwealth of Australia, as represented by the Department of Social Services

ABN: 36 342 015 855

Item 2 Provider Name and ABN

Name: WISE Employment Ltd

ABN: 68 093 718 766

Item 3 Services Start Date

1 November 2025

Item 4 Deed End Date

31 October 2030

Item 5 Specific Cohort Provider Services Parameters (if applicable)

Item 5.1 Employment Service Area(s)	Item 5.2 Market Share (if applicable)	Item 5.3 Location(s) Served (if not servicing the whole ESA)	Item 5.4 Hub Employment Service Area for Hub and Spoke Model (if applicable)	Item 5.5 Specific Cohort	Item 5.6 Site(s)	Item 5.7 Site Maximum Caseload (if applicable)	Item 5.8 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 5.9 Business Days of operation of Site Item 5.10 Site opening hours on each Business Day	Item 5.11 Subcontractor/ Group Respondent member servicing Site (if relevant)
N/A	-	-	-	-	-	-	-	-

Item 6 All Cohorts Provider Services Parameters (if applicable)

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
ACT/Queanbeyan (Metropolitan)	s 47(1)(b)	BELCONNEN; KARABAR; GUNG AHLIN; TUGGERANONG	BELCONNEN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KARABAR: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GUNG AHLIN: Outreach As Needs Arise; TUGGERANONG: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Canterbury/Bankstown (Metropolitan)	s 47(1)(b)	BANKSTOWN; LAKEMBA; REVESBY; CHESTER HILL	BANKSTOWN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LAKEMBA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; REVESBY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CHESTER HILL: Outreach As Needs Arise	N/A
Central Coast (Metropolitan)	s 47(1)(b)	GOSFORD; LAKE HAVEN; THE ENTRANCE; UMINA BEACH; WYONG	GOSFORD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LAKE HAVEN: Outreach As Needs Arise; THE ENTRANCE: Outreach As Needs Arise; UMINA BEACH: Outreach As Needs Arise; WYONG: Outreach As Needs Arise	N/A
Central Western Sydney (Metropolitan)	s 47(1)(b)	AUBURN; PARRAMATTA; HORNSBY; GRANVILLE; WESTMEAD	AUBURN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PARRAMATTA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HORNSBY: Outreach Weekly Monday, Tuesday 9:00 AM to 5:00 PM; GRANVILLE: Outreach As Needs Arise; WESTMEAD: Outreach As Needs Arise	N/A
Eastern Suburbs (Metropolitan)	s 47(1)(b)	MAROUBRA; BONDI JUNCTION	MAROUBRA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BONDI JUNCTION: Outreach As Needs Arise	N/A
Fairfield (Metropolitan)	s 47(1)(b)	CABRAMATTA; FAIRFIELD; BONNYRIGG; PRAIRIEWOOD	CABRAMATTA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; FAIRFIELD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BONNYRIGG: Outreach As Needs Arise; PRAIRIEWOOD: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Inner Western Sydney (Metropolitan)	s 47(1)(b)	BURWOOD; ASHFIELD; STRATHFIELD	BURWOOD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ASHFIELD: Outreach As Needs Arise; STRATHFIELD: Outreach As Needs Arise	N/A
Kiewa (Regional)	s 47(1)(b)	ALBURY; WODONGA; BEECHWORTH; CORRYONG; CHILTERN	ALBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WODONGA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BEECHWORTH: Outreach As Needs Arise; CORRYONG: Outreach As Needs Arise; CHILTERN: Outreach As Needs Arise	N/A
Liverpool (Metropolitan)	s 47(1)(b)	LIVERPOOL; HORNINGSEA PARK; AUSTRAL	LIVERPOOL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HORNINGSEA PARK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; AUSTRAL: Outreach As Needs Arise	N/A
Macarthur (Metropolitan)	s 47(1)(b)	CAMPBELLTOWN; MACQUARIE FIELDS; CAMDEN; GREGORY HILLS	CAMPBELLTOWN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MACQUARIE FIELDS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAMDEN: Outreach Weekly Wednesday, Thursday 9:00 AM to 5:00 PM; GREGORY HILLS: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Nepean (Metropolitan)	s 47(1)(b)	PENRITH; ROUSE HILL; BLACKHEATH; KINGSWOOD; SPRINGWOOD; WINDSOR	PENRITH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROUSE HILL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BLACKHEATH: Outreach As Needs Arise; KINGSWOOD: Outreach As Needs Arise; SPRINGWOOD: Outreach Weekly Thursday, Friday 9:00 AM to 5:00 PM; WINDSOR: Outreach Weekly Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM	N/A
Outer Western Sydney (Metropolitan)	s 47(1)(b)	MOUNT DRUITT; BLACKTOWN; DOONSIDE; MARSDEN PARK	MOUNT DRUITT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BLACKTOWN: Outreach As Needs Arise; DOONSIDE: Outreach As Needs Arise; MARSDEN PARK: Outreach As Needs Arise	N/A
St George Sutherland (Metropolitan)	s 47(1)(b)	HURSTVILLE; RIVERWOOD; SUTHERLAND	HURSTVILLE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RIVERWOOD: Outreach As Needs Arise; SUTHERLAND: Outreach As Needs Arise	N/A
Tweed (Metropolitan)	s 47(1)(b)	BANORA POINT; KINGSCLIFF; MURWILLUMBAH	BANORA POINT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KINGSCLIFF: Outreach As Needs Arise; MURWILLUMBAH: Outreach As Needs Arise	N/A
Darwin (Regional)	s 47(1)(b)	PALMERSTON; CASUARINA; DARWIN	PALMERSTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CASUARINA: Outreach As Needs Arise; DARWIN: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Gladstone (Regional)	s 47(1)(b)	GLADSTONE; BILOELA; MOURA	GLADSTONE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BILOELA: Outreach As Needs Arise; MOURA: Outreach As Needs Arise	N/A
Gold Coast (Metropolitan)	s 47(1)(b)	NERANG; SOUTHPORT; COOLANGATTA; PALM BEACH; ROBINA; UPPER COOMERA	NERANG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SOUTHPORT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COOLANGATTA: Outreach As Needs Arise; PALM BEACH: Outreach As Needs Arise; ROBINA: Outreach As Needs Arise; UPPER COOMERA: Outreach As Needs Arise	N/A
Gympie (Regional)	s 47(1)(b)	GYMPIE; COOLOOLA COVE; KINGAROY	GYMPIE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COOLOOLA COVE: Outreach As Needs Arise; KINGAROY: Outreach As Needs Arise	N/A
Ipswich (Metropolitan)	s 47(1)(b)	IPSWICH; BOONAH; GOODNA; LOWOOD; REDBANK PLAINS	IPSWICH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BOONAH: Outreach As Needs Arise; GOODNA: Outreach As Needs Arise; LOWOOD: Outreach As Needs Arise; REDBANK PLAINS: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
North Brisbane (Metropolitan)	§ 47(1)(b)	CHERMSIDE; STRATHPINE; NEWMARKET; SANDGATE; BRISBANE CITY	CHERMSIDE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; STRATHPINE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NEWMARKET: Outreach As Needs Arise; SANDGATE: Outreach As Needs Arise; BRISBANE CITY: Outreach As Needs Arise	N/A
Outer North Brisbane (Metropolitan)	§ 47(1)(b)	CABOOLTURE; KALLANGUR; BRIBIE ISLAND; DECEPTION BAY; REDCLIFFE; WOODFORD	CABOOLTURE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KALLANGUR: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BRIBIE ISLAND: Outreach As Needs Arise; DECEPTION BAY: Outreach As Needs Arise; REDCLIFFE: Outreach As Needs Arise; WOODFORD: Outreach As Needs Arise	N/A
South Brisbane (Metropolitan)	§ 47(1)(b)	INALA; CARINA; CLEVELAND; UPPER MOUNT GRAVATT; WYNNUM	INALA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CARINA: Outreach As Needs Arise; CLEVELAND: Outreach As Needs Arise; UPPER MOUNT GRAVATT: Outreach As Needs Arise; WYNNUM: Outreach As Needs Arise	N/A
Sunshine Coast (Metropolitan)	§ 47(1)(b)	MAROOCHYDORE; BEERWAH; CALOUNDRA; NAMBOUR; NOOSAVILLE	MAROOCHYDORE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BEERWAH: Outreach As Needs Arise; CALOUNDRA: Outreach As Needs Arise; NAMBOUR: Outreach As Needs Arise; NOOSAVILLE: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Adelaide Hills (Regional)	§ 47(1)(b)	MOUNT BARKER; LOBETHAL; MEADOWS; MILANG; OAKBANK; WOODSIDE; STRATHALBYN	MOUNT BARKER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LOBETHAL: Outreach As Needs Arise; MEADOWS: Outreach As Needs Arise; MILANG: Outreach As Needs Arise; OAKBANK: Outreach As Needs Arise; WOODSIDE: Outreach As Needs Arise; STRATHALBYN: Outreach As Needs Arise	N/A
Eastern Adelaide (Metropolitan)	§ 47(1)(b)	ADELAIDE; BLACK FOREST; CAMPBELLTOWN; FULLARTON	ADELAIDE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BLACK FOREST: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAMPBELLTOWN: Outreach Weekly Tuesday 9:00 AM to 5:00 PM; FULLARTON: Outreach As Needs Arise	N/A
Gawler (Regional)	§ 47(1)(b)	GAWLER; KAPUNDA; NURIOOTPA; TANUNDA	GAWLER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KAPUNDA: Outreach Monthly Monday 9:00 AM to 5:00 PM; NURIOOTPA: Outreach As Needs Arise; TANUNDA: Outreach As Needs Arise	N/A
Kadina/Clare (Regional)	§ 47(1)(b)	KADINA; CLARE	KADINA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CLARE: Full-Time Monday to Friday 9:00 AM to 5:00 PM	N/A
Northern Adelaide (Metropolitan)	§ 47(1)(b)	ELIZABETH; SALISBURY; ENFIELD; MODBURY NORTH; MUNNO PARA	ELIZABETH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SALISBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ENFIELD: Outreach As Needs Arise; MODBURY NORTH: Outreach As Needs Arise; MUNNO PARA: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Port Lincoln/Ceduna SA (Regional)	s 47(1)(b)	PORT LINCOLN	PORT LINCOLN: Part-Time Monday, Tuesday, Wednesday, Thursday 9:00 AM to 5:00 PM	N/A
Riverland (Regional)	s 47(1)(b)	BERRI; LOXTON; WAIKERIE; RENMARK; BARMERA	BERRI: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LOXTON: Outreach Weekly Monday, Tuesday, Wednesday, Friday 9:00 AM to 5:00 PM; WAIKERIE: Outreach Weekly Monday, Tuesday, Wednesday, Friday 9:00 AM to 5:00 PM; RENMARK: Outreach Fortnightly Wednesday 10:00 AM to 2:00 PM; BARMERA: Outreach As Needs Arise	N/A
South East (Regional)	s 47(1)(b)	MOUNT GAMBIER; NARACORTE; BORDERTOWN; PENOLA; ROBE; KINGSTON SE; MILLICENT	MOUNT GAMBIER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NARACORTE: Outreach Fortnightly Tuesday, Thursday 10:00 AM to 4:00 PM; BORDERTOWN: Outreach Fortnightly Thursday 10:00 AM to 4:00 PM; PENOLA: Outreach Fortnightly Thursday 10:00 AM to 2:00 PM; ROBE: Outreach Fortnightly Thursday 9:00 AM to 5:00 PM; KINGSTON SE: Outreach Fortnightly Tuesday 10:00 AM to 4:00 PM; MILLICENT: Outreach Fortnightly Tuesday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Western Adelaide (Metropolitan)	§ 47(1)(b)	HINDMARSH; MILE END; PORT ADELAIDE	HINDMARSH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MILE END: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PORT ADELAIDE: Full-Time Monday to Friday 9:00 AM to 5:00 PM	N/A
Launceston (Regional)	§ 47(1)(b)	LAUNCESTON; CAMPBELL TOWN; DELORAINÉ; GEORGE TOWN; SCOTTSDALE	LAUNCESTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAMPBELL TOWN: Outreach As Needs Arise; DELORAINÉ: Outreach As Needs Arise; GEORGE TOWN: Outreach As Needs Arise; SCOTTSDALE: Outreach As Needs Arise	N/A
West and North West (Regional)	§ 47(1)(b)	DEVONPORT; BURNIE; QUEENSTOWN; SMITHTON; ULVERSTONE	DEVONPORT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BURNIE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; QUEENSTOWN: Outreach As Needs Arise; SMITHTON: Outreach As Needs Arise; ULVERSTONE: Outreach As Needs Arise	N/A
Bayside (Metropolitan)	§ 47(1)(b)	DANDENONG; PRAHRAN; BOX HILL; ASPENDALE; GLEN WAVERLEY; CHELTENHAM; OAKLEIGH; SPRINGVALE	DANDENONG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PRAHRAN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BOX HILL: Part-Time Monday, Wednesday, Friday 9:00 AM to 5:00 PM; ASPENDALE: Outreach As Needs Arise; GLEN WAVERLEY: Outreach As Needs Arise; CHELTENHAM: Outreach As Needs Arise; OAKLEIGH: Outreach As Needs Arise; SPRINGVALE: Outreach Weekly Tuesday, Wednesday, Thursday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Calder (Metropolitan)	§ 47(1)(b)	BROADMEADOWS; CRAIGIEBURN; SUNBURY; COBURG; FLEMINGTON; TULLAMARINE	BROADMEADOWS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CRAIGIEBURN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SUNBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COBURG: Outreach As Needs Arise; FLEMINGTON: Outreach As Needs Arise; TULLAMARINE: Outreach Weekly Wednesday 9:00 AM to 5:00 PM	N/A
Goulburn Valley (Regional)	§ 47(1)(b)	ECHUCA; SHEPPARTON; COBRAM; ROCHESTER; YARRAWONGA	ECHUCA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SHEPPARTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COBRAM: Outreach As Needs Arise; ROCHESTER: Outreach As Needs Arise; YARRAWONGA: Outreach As Needs Arise	N/A
Maroondah (Metropolitan)	§ 47(1)(b)	LILYDALE; RINGWOOD; BELGRAVE; CROYDON; HEALESVILLE; WANTIRNA SOUTH; YARRA JUNCTION	LILYDALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RINGWOOD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BELGRAVE: Outreach As Needs Arise; CROYDON: Outreach As Needs Arise; HEALESVILLE: Outreach As Needs Arise; WANTIRNA SOUTH: Outreach As Needs Arise; YARRA JUNCTION: Outreach As Needs Arise	N/A
Monash (Metropolitan)	§ 47(1)(b)	CRANBOURNE; ENDEAVOUR HILLS; NARRE WARREN; PAKENHAM	CRANBOURNE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ENDEAVOUR HILLS: Outreach As Needs Arise; NARRE WARREN: Outreach As Needs Arise; PAKENHAM: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Westgate (Metropolitan)	s 47(1)(b)	FOOTSCRAY; MELTON; ST ALBANS; SUNSHINE; WERRIBEE; TARNEIT; TAYLORS LAKES; BACCHUS MARSH	FOOTSCRAY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MELTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ST ALBANS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SUNSHINE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WERRIBEE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; TARNEIT: Outreach As Needs Arise; TAYLORS LAKES: Outreach As Needs Arise; BACCHUS MARSH: Outreach As Needs Arise	N/A
Central and West Metro (Metropolitan)	s 47(1)(b)	FREMANTLE; WELLARD; PERTH; ROCKINGHAM; BALDIVIS; NEDLANDS; COCKBURN CENTRAL	FREMANTLE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WELLARD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PERTH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROCKINGHAM: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BALDIVIS: Outreach As Needs Arise; NEDLANDS: Outreach As Needs Arise; COCKBURN CENTRAL: Outreach As Needs Arise	N/A
Dale (Metropolitan)	s 47(1)(b)	MANDURAH; LAKELANDS; PINJARRA	MANDURAH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LAKELANDS: Outreach As Needs Arise; PINJARRA: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
East Metro (Metropolitan)	s 47(1)(b)	ARMADALE; CANNING VALE; CANNINGTON; GOSNELLS; BYFORD; VICTORIA PARK	ARMADALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CANNING VALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CANNINGTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GOSNELLS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BYFORD: Outreach As Needs Arise; VICTORIA PARK: Outreach As Needs Arise	N/A
North Metro (Metropolitan)	s 47(1)(b)	CLARKSON; GIRRAWHEEN; JOONDALUP; MIDLAND; MORLEY; ELLENBROOK; KARRINYUP; TWO ROCKS	CLARKSON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GIRRAWHEEN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; JOONDALUP: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MIDLAND: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MORLEY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ELLENBROOK: Outreach As Needs Arise; KARRINYUP: Outreach As Needs Arise; TWO ROCKS: Outreach As Needs Arise	N/A

Item 7 Subcontractors approved by the Department

Item 7.1 Subcontractor(s) (including ABN)	Item 7.2 Employment Service Area(s)	Item 7.3 Terms and conditions relating to use of each Subcontractor
N/A	-	-

Item 8 Group Respondent members approved by the Department

Item 8.1 Lead Group Respondent Member (including ABN)	Item 8.2 Group Respondent Members (as applicable) (including ABN)	Item 8.3 Terms and conditions relating to use of each Group Respondent Member
N/A	-	-

Item 9 Provider account details for payment

Bank BSB Number	Bank Account Number	Bank Account Name
s 22	s 22	s 22

Item 10 Provider Contact Person (clause 16 and Annexure A - Definitions)

Contact s 22

Telephone s 22 Mobile s 22

Email s 22 @wiseemployment.com.au

Organisation Legal Address Level 1, 552 Victoria Street, North Melbourne, VIC 3051

Item 11 Department Account Manager (clause 16 and Annexure A - Definitions)

Contact s 22
Position Director
Telephone s 22
Email s 22 @dss.gov.au

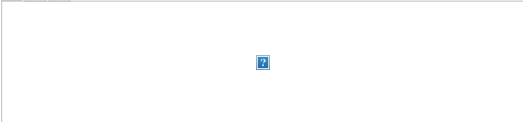
Item 12 Special Conditions (if applicable)

Reference	Special Conditions
Item 12.1	The offer of s 47(1)(b) market share in the Gladstone ESA is conditional on Wise Employment Ltd also offering outreach services to Moura.

From: [atWork IEA § 47G\(1\)\(a\)](#)
To: [FOI](#)
Cc: [atWork IEA § 47G\(1\)\(a\)](#)
Subject: LEX 55735 – Third Party Consultation – Atwork Australia Pty Ltd [SEC=OFFICIAL]
Date: Tuesday, 31 March 2026 12:40:35 PM
Attachments: [image001.png](#)
[image004.png](#)
[image001.png](#)
[image001.png](#)
[LEX 55735 - Third Party Consultation - atWork Australia Pty Ltd response.pdf](#)

Good afternoon,
Please see attached atWork Australia's response to this request.
Regards,
§ 22
§ 22
Executive General Manager - Operations

§ 22
Dharug Nation
T 1300 080 856 | M § 22
E § 22 [@atworkaustralia.com.au](mailto:§ 22@atworkaustralia.com.au)
www.atworkaustralia.com.au



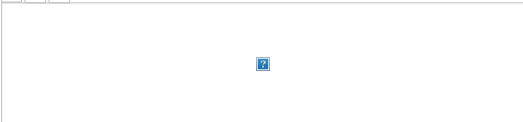
[Visit our website to learn about our award-winning partnerships with employers and read inspiring success stories](#)

atWork Australia acknowledges the Traditional Custodians of the land upon which we live and work, and pays respect to Elders past and present. We recognise that the health of our people is connected to the health of our planet. We value access and inclusion and seek to listen, learn and build strong partnerships. We aim to provide genuine opportunities for Aboriginal and Torres Strait Islander peoples within our workforce and through our business.

Receiving this email outside of your working hours? I have sent this email at a time that works for me. Please respond at a time that works for you.

From: atWork IEA § 47G(1)(a)
Sent: Wednesday, 25 March 2026 3:27 PM
To: FOI
Cc: atWork IEA § 47G(1)(a)
Subject: LEX 55735 – Third Party Consultation – Atwork Australia Pty Ltd [SEC=OFFICIAL]
Good afternoon,
atWork Australia acknowledges receipt of the FOI request LEX 55735. We will review and respond by 1 April 2026.
Regards,
§ 22
§ 22
Executive General Manager - Operations

§ 22
Dharug Nation
T 1300 080 856 | M § 22
E § 22 [@atworkaustralia.com.au](mailto:§ 22@atworkaustralia.com.au)
www.atworkaustralia.com.au



[Visit our website to learn about our award-winning partnerships with employers and read inspiring success stories](#)

atWork Australia acknowledges the Traditional Custodians of the land upon which we live and work, and pays respect to Elders past and present. We recognise that the health of our people is connected to the health of our planet. We value access and inclusion and seek to listen, learn and build strong partnerships. We aim to provide genuine opportunities for Aboriginal and Torres Strait Islander peoples within our workforce and through our business.

Receiving this email outside of your working hours? I have sent this email at a time that works for me. Please respond at a time that works for you.

From: FOI <foi@dss.gov.au>
Sent: Wednesday, 25 March 2026 2:44 PM
To: § 22 [@atworkaustralia.com.au](mailto:§ 22@atworkaustralia.com.au); atWork IEA § 47G(1)(a) [@atworkaustralia.com.au](mailto:§ 22@atworkaustralia.com.au)
Cc: FOI <foi@dss.gov.au>
Subject: LEX 55735 – Third Party Consultation – Atwork Australia Pty Ltd [SEC=OFFICIAL]

External email: As part of MedHealth's commitment to cyber security please be mindful and exercise caution when opening attachments, clicking links, or responding to this email.

Good afternoon
We were advised that you are the best contact for this matter. If you feel another person is better placed to respond, please forward this email to them and copy us in.
The Department of Social Services (Department) has received a Freedom of Information (FOI) request from a member of the public seeking:
“copy of the services contracts for the following tenders (Service Providers for Inclusive Employment Australia Program) :
[...]
2. Atwork Australia Pty Ltd, CN4187414
(<https://www.tenders.gov.au/Cn/Show/3d74fd8f-4192-4ebe-9bb7-3dd030c806fb>)”

A document subject to the request (attached) contains information that originated from or otherwise pertains to Atwork Australia. We are writing to seek its views as to whether the Department should consider that this information (or part thereof) should not be released in response to the request.
Please note that any information that you are not required to comment on, either because it is outside of the scope of the request, or the Department is considering exempting it under another provision, has been redacted and/or omitted from the document pack.
For assurance, the attached documents do not reflect what the Department proposes to release. The Department is seeking your views on whether you agree or object to the documents (or parts thereof) being released. Once the Department obtains your views and makes a final decision on disclosure, you will be notified if it differs from your submission.
Atwork Australia's response, indicating whether it has any concerns with disclosure is requested via return email by 1 April 2026.
If there are any concerns, it would be helpful if the response can explain the specific harm that would flow from the disclosure of the attached. For clarity, we are not looking for advice on the exemptions that may apply under the FOI Act, but rather the actual, quantifiable effects that would occur if the specific content of the documents were disclosed. This may require the response to contain an explanation of the role and value of the information subject to the request, and how its release could reasonably adversely affect the business operations of Atwork Australia. With that information, the Department can then assess whether an exemption applies, leading to a non-release.
Please be aware that if the Department and Atwork Australia agree on disclosure, then the Department is generally required to publish the documents that are released in response to an FOI request on its Disclosure Log found here: [Department of Social Services Disclosure Log](#)
We are otherwise available to discuss as needed at (02) 5162 6999.
Regards,
DSS FOI team
Information Law and Access
Programs and Information Legal
Department of Social Services
E: foi@dss.gov.au
[National Relay Service](#)

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'Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

31 March 2026

atWork Australia

DSS FOI team
Information Law and Access
Programs and Information Legal
Department of Social Services

By email: foi@dss.gov.au

RE: LEX 55735 - Third Party Consultation – Response to FOI request

Dear DSS FOI team

Thank you for your email of 25 March 2026 giving atWork Australia the opportunity to review the document in scope of the above FOI request, identified as the Inclusive Employment Australia Deed between atWork Australia and the Department of Social Services.

atWork Australia objects to the disclosure of its market share percentages for each Employment Service Area.

We consider market share percentages to be commercially sensitive and confidential information. This information is not available to other providers or to the public.

s 47(1)(b)



'Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

31 March 2026

s 47(1)(b)



We look forward to hearing the outcome of your review.

Yours sincerely

s 22



s 22



Executive General Manager - Operations

'Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

P: 1300 080 856

E: contact@atworkaustralia.com.au

www.atworkaustralia.com.au

From: [FOI](#)
To: [atWork IEA S 47G\(1\)\(a\)](#)
Cc: [FOI](#)
Subject: RE: LEX 55735 – Third Party Consultation – Atwork Australia Pty Ltd [SEC=OFFICIAL:Sensitive]
Date: Thursday, 30 April 2026 5:06:40 PM
Attachments: [LEX 55735 - Document 1.pdf](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

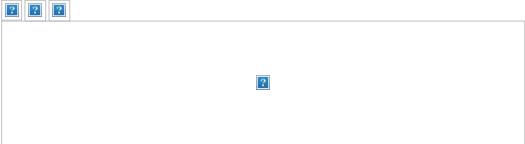
Good afternoon [S 22](#)
Thank you for providing your below comments on the proposed release of documents in relation to FOI request LEX 55735.
The Department has now released the document as attached to the applicant. These documents will be published on the [DSS Disclosure Log](#) by Friday 8 May.

Kind regards
[S 22](#)
DSS FOI team
Information Law and Access
Programs and Information Legal
Department of Social Services
E: foi@dss.gov.au
[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: atWork IEA [S 47G\(1\)\(a\)](#)
Sent: Wednesday, 22 April 2026 4:39 PM
To: FOI
Cc: atWork IEA [S 47G\(1\)\(a\)](#)
Subject: LEX 55735 – Third Party Consultation – Atwork Australia Pty Ltd [SEC=OFFICIAL:Sensitive]
Good afternoon,
Thank you for the opportunity to review the updated document in scope for release.
atWork Australia agrees to the redaction of market share allocation percentages, personal information and bank details as marked on the document provided.
Regards,
[S 22](#)
[S 22](#)
Executive General Manager - Operations

[s 22](#)
Dharug Nation
T 1300 080 856 | M [S 22](#)
E [S 22](#) [@atworkaustralia.com.au](mailto:atworkaustralia.com.au)
www.atworkaustralia.com.au



[Visit our website to learn about our award-winning partnerships with employers and read inspiring success stories](#)
atWork Australia acknowledges the Traditional Custodians of the land upon which we live and work, and pays respect to Elders past and present. We recognise that the health of our people is connected to the health of our planet. We value access and inclusion and seek to listen, learn and build strong partnerships. We aim to provide genuine opportunities for Aboriginal and Torres Strait Islander peoples within our workforce and through our business.

Receiving this email outside of your working hours? I have sent this email at a time that works for me. Please respond at a time that works for you.

From: atWork IEA [S 47G\(1\)\(a\)](#) atworkaustralia.com.au
Sent: Monday, 20 April 2026 8:57 AM
To: FOI [<foi@dss.gov.au>](mailto:foi@dss.gov.au)
Cc: atWork IEA [S 47G\(1\)\(a\)](#) [@atworkaustralia.com.au](mailto:atworkaustralia.com.au)
Subject: LEX 55735 – Third Party Consultation – Atwork Australia Pty Ltd [SEC=OFFICIAL:Sensitive]
Good morning,
atWork Australia acknowledges receipt of your email regarding LEX 55735. We will review and respond by 24 April 2026.
Regards,
[S 22](#)
[S 22](#)
Executive General Manager - Operations

[s 22](#)
Dharug Nation
T 1300 080 856 | M [S 22](#)
E [S 22](#) [@atworkaustralia.com.au](mailto:atworkaustralia.com.au)
www.atworkaustralia.com.au



[Visit our website to learn about our award-winning partnerships with employers and read inspiring success stories](#)
atWork Australia acknowledges the Traditional Custodians of the land upon which we live and work, and pays respect to Elders past and present. We recognise that the health of our people is connected to the health of our planet. We value access and inclusion and seek to listen, learn and build strong partnerships. We aim to provide genuine opportunities for Aboriginal and Torres Strait Islander peoples within our workforce and through our business.

Receiving this email outside of your working hours? I have sent this email at a time that works for me. Please respond at a time that works for you.

From: FOI [<foi@dss.gov.au>](mailto:foi@dss.gov.au)
Sent: Friday, 17 April 2026 4:35 PM
To: atWork IEA [S 47G\(1\)\(a\)](#) [@atworkaustralia.com.au](mailto:atworkaustralia.com.au)
Cc: FOI [<foi@dss.gov.au>](mailto:foi@dss.gov.au)
Subject: RE: LEX 55735 – Third Party Consultation – Atwork Australia Pty Ltd [SEC=OFFICIAL:Sensitive]

External email: As part of MedHealth's commitment to cyber security please be mindful and exercise caution when opening attachments, clicking links, or responding to this email.

Good afternoon [S 22](#)
Thank you for providing your comments on the proposed release of documents in relation to FOI request LEX 55735.
The Department agrees that market share allocations contain commercially valuable information and is therefore likely exempt under section 47 of the *Freedom of Information Act 1982* (FOI Act).
The document has been updated to reflect this and is attached for your consideration. As you may have seen in the original document, personal information and bank account details are marked for redaction, as they will likely be considered irrelevant to the request and therefore exempt under section 22 of the FOI Act.
Could you please advise whether you agree or object to the updated document (or parts thereof) being released via return email by **24 April 2026**. Once the Department obtains your views and makes a final decision on disclosure, you will be notified if it differs from your submission.
Kind regards,
DSS FOI team
Information Law and Access
Programs and Information Legal
Department of Social Services
E: foi@dss.gov.au
[National Relay Service](#)

'Document release under the Freedom of Information Act 1982 (Cth) by the Department of Social Services



Australian Government

Department of Social Services

Inclusive Employment Australia Deed

Effective 1 November 2025

'Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

Schedule 1 – Deed Details

- 1.1 This Schedule 1 sets out the details of the Parties and details of the Services to be provided by the Provider under this Deed.
- 1.2 Schedule 1 forms part of, and is to be read in conjunction with, the Deed.

Schedule 1 – Deed Details**Item 1 Department and ABN**

Name: The Commonwealth of Australia, as represented by the Department of Social Services

ABN: 36 342 015 855

Item 2 Provider Name and ABN

Name: ATWORK AUSTRALIA PTY LTD

ABN: 29 009 452 153

Item 3 Services Start Date

1 November 2025

Item 4 Deed End Date

31 October 2030

Item 5 Specific Cohort Provider Services Parameters (if applicable)

Item 5.1 Employment Service Area(s)	Item 5.2 Market Share (if applicable)	Item 5.3 Location(s) Served (if not servicing the whole ESA)	Item 5.4 Hub Employment Service Area for Hub and Spoke Model (if applicable)	Item 5.5 Specific Cohort	Item 5.6 Site(s)	Item 5.7 Site Maximum Caseload (if applicable)	Item 5.8 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 5.9 Business Days of operation of Site Item 5.10 Site opening hours on each Business Day	Item 5.11 Subcontractor/ Group Respondent member servicing Site (if relevant)
N/A	-	-	-	-	-	-	-	-

Item 6 All Cohorts Provider Services Parameters (if applicable)

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Canterbury/Bankstown (Metropolitan)	§ 47(1)(b)	BANKSTOWN; CAMPSIE; CHESTER HILL; GEORGES HALL; LAKEMBA; PANANIA; PUNCHBOWL	BANKSTOWN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAMPSIE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CHESTER HILL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GEORGES HALL: Part-Time Monday, Wednesday 9:00 AM to 5:00 PM; LAKEMBA: Part-Time Tuesday, Thursday 9:00 AM to 5:00 PM; PANANIA: Part-Time Monday, Wednesday 9:00 AM to 5:00 PM; PUNCHBOWL: Part-Time Tuesday, Thursday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Central Coast (Metropolitan)	s 47(1)(b)	SAN REMO; TUGGERAH; KILLARNEY VALE; GOSFORD; KINCUMBER; KANWAL; UMINA BEACH	SAN REMO: Full-Time Monday to Friday 9:00 AM to 5:00 PM; TUGGERAH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KILLARNEY VALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GOSFORD: Part-Time Tuesday, Wednesday, Thursday 9:00 AM to 5:00 PM; KINCUMBER: Part-Time Monday, Wednesday, Friday 9:00 AM to 5:00 PM; KANWAL: Part-Time Monday, Wednesday 9:00 AM to 5:00 PM; UMINA BEACH: Part Time Tuesday, Thursday 9:00 AM to 5:00 PM	N/A
Central Western Sydney (Metropolitan)	s 47(1)(b)	AUBURN; GUILDFORD; BERALA; PARRAMATTA; WENTWORTHVILLE; GRANVILLE; THORNLEIGH; TELOPEA; CASTLE HILL	AUBURN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GUILDFORD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BERALA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PARRAMATTA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WENTWORTHVILLE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GRANVILLE: Part Time Monday, Tuesday, Thursday 9:00 AM to 5:00 PM; THORNLEIGH: Part-Time Thursday 9:00 AM to 5:00 PM; TELOPEA: Part-Time Tuesday 9:00 AM to 5:00 PM; CASTLE HILL: Part-Time Monday 9:00 AM to 5:00 PM	N/A
Fairfield (Metropolitan)	s 47(1)(b)	BONNYRIGG; CABRAMATTA; FAIRFIELD; BOSSLEY PARK; VILLAWOOD; WETHERILL PARK	BONNYRIGG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CABRAMATTA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; FAIRFIELD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BOSSLEY PARK: Part-Time Tuesday to Friday 9:00 AM to 5:00 PM; VILLAWOOD: Part-Time Monday 9:00 AM to 5:00 PM, Tuesday 12:30 PM to 5:00 PM, Wednesday 9:00 AM to 3:00 PM WETHERILL PARK: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Hunter (Metropolitan)	s 47(1)(b)	CESSNOCK; EAST MAITLAND; CLARENCE TOWN; KURRI KURRI; DUNGOG	CESSNOCK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; EAST MAITLAND: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CLARENCE TOWN: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; KURRI KURRI: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; DUNGOG: Outreach As Needs Arise	N/A
Keepit (Regional)	s 47(1)(b)	SOUTH TAMWORTH; GUNNEDAH; MANILLA; QUIRINDI; TAMWORTH	SOUTH TAMWORTH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GUNNEDAH: Part-Time Friday 9:00 AM to 4:00 PM; MANILLA: Part-Time Monday 9:00 AM to 5:00 PM; QUIRINDI: Part-Time Thursday 9:00 AM to 3:00 PM; TAMWORTH: Part-Time Tuesday 9:00 AM to 5:00 PM	N/A
Liverpool (Metropolitan)	s 47(1)(b)	MILLER; LIVERPOOL; GREEN VALLEY; WARWICK FARM; CASULA; MOOREBANK; CARNES HILL	MILLER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LIVERPOOL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GREEN VALLEY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WARWICK FARM: Part-Time Wednesday 9:00 AM to 5:00 PM; CASULA: Part-Time Tuesday, Thursday 9:00 AM to 5:00 PM; MOOREBANK: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; CARNES HILL: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Lower Hunter (Metropolitan)	s 47(1)(b)	CHARLESTOWN; RAYMOND TERRACE; WALLSEND; BROADMEADOW; NELSON BAY; TORONTO; EDGEWORTH; MAYFIELD; MORISSET	CHARLESTOWN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RAYMOND TERRACE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WALLSEND: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BROADMEADOW: Part-Time Thursday 9:00 AM to 5:00 PM; NELSON BAY: Part-Time Friday 9:00 AM to 5:00 PM; TORONTO: Part-Time Monday, Friday 9:00 AM to 5:00 PM; EDGEWORTH: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; MAYFIELD: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; MORISSET: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM	N/A
Nepean (Metropolitan)	s 47(1)(b)	PENRITH; ST MARYS; RICHMOND; GLENMORE PARK; KATOOMBA; SPRINGWOOD; WINDSOR	PENRITH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ST MARYS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RICHMOND: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GLENMORE PARK: Part-Time Wednesday 9:00 AM to 5:00 PM; KATOOMBA: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; SPRINGWOOD: Part-Time Tuesday 9:00 AM to 5:00 PM; WINDSOR: Outreach As Needs Arise	N/A
North Coast (Regional)	s 47(1)(b)	BALLINA; ALSTONVILLE; BYRON BAY; OCEAN SHORES	BALLINA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ALSTONVILLE: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; BYRON BAY: Part-Time Monday 9:00 AM to 5:00 PM; OCEAN SHORES: Part-Time Tuesday, Wednesday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Outer Western Sydney (Metropolitan)	s 47(1)(b)	MOUNT DRUITT; BLACKTOWN; DOONSDALE; QUAKERS HILL; GLENWOOD; TREGEAR; SCHOFIELDS	MOUNT DRUITT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BLACKTOWN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; DOONSDALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; QUAKERS HILL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GLENWOOD: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; TREGEAR: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; SCHOFIELDS: Outreach As Needs Arise	N/A
Patterson (Regional)	s 47(1)(b)	ORANGE; COWRA; YOUNG; BLAYNEY	ORANGE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COWRA: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; YOUNG: Part-Time Wednesday, Thursday, Friday 9:00 AM to 5:00 PM; BLAYNEY: Outreach As Needs Arise	N/A
Southern Ranges (Regional)	s 47(1)(b)	MOSS VALE; GOULBURN; BOWRAL; TAHMOOR; YASS	MOSS VALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GOULBURN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BOWRAL: Part-Time Tuesday, Thursday 9:00 AM to 5:00 PM; TAHMOOR: Part-Time Monday, Wednesday, Thursday 9:00 AM to 5:00 PM; YASS: Outreach As Needs Arise	N/A
St George Sutherland (Metropolitan)	s 47(1)(b)	HURSTVILLE; RIVERWOOD; ROCKDALE; SUTHERLAND; CRONULLA; MENAI	HURSTVILLE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RIVERWOOD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROCKDALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SUTHERLAND: Part-Time Tuesday, Thursday 9:00 AM to 5:00 PM; CRONULLA: Part-Time Monday, Wednesday, Friday 9:00 AM to 5:00 PM; MENAI: Part-Time Monday, Wednesday, Thursday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Wollongong (Metropolitan)	§ 47(1)(b)	ALBION PARK; CORRIMAL; SHELLHARBOUR; UNANDERRA; WARILLA; WARRAWONG; WOLLONGONG; BULLI; DAPTO	ALBION PARK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CORRIMAL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SHELLHARBOUR: Full-Time Monday to Friday 9:00 AM to 5:00 PM; UNANDERRA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WARILLA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WARRAWONG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WOLLONGONG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BULLI: Part-Time Monday, Thursday 9:00 AM to 1:00 PM; DAPTO: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM	N/A
Bundaberg (Regional)	§ 47(1)(b)	BUNDABERG WEST; CHILDERS; GIN GIN; MONTA	BUNDABERG WEST: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CHILDERS: Part-Time Thursday, Friday 9:00 AM to 4:00 PM; GIN GIN: Part-Time Monday to Wednesday 9:00 AM to 4:30 PM; MONTA: Outreach As Needs Arise	N/A
Capricornia (Regional)	§ 47(1)(b)	ROCKHAMPTON; GRACEMERE; YEPPOON; EMERALD	ROCKHAMPTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GRACEMERE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; YEPPOON: Part-Time Monday, Tuesday, Wednesday, Friday 9:00 AM to 4:30 PM; EMERALD: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Gold Coast (Metropolitan)	§ 47(1)(b)	ARUNDEL; HELENSVALE; COOMERA; SOUTHPORT; NERANG; MUDGEERABA; PALM BEACH; CANUNGRA	ARUNDEL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HELENSVALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COOMERA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SOUTHPORT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NERANG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MUDGEERABA: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; PALM BEACH: Part-Time Wednesday, Thursday 9:00 AM to 5:00 PM; CANUNGRA: Outreach As Needs Arise	N/A
Ipswich (Metropolitan)	§ 47(1)(b)	IPSWICH; REDBANK PLAINS; RIVERVIEW; GOODNA; RACEVIEW; TOOGOOLOWAH; BOONAH	IPSWICH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; REDBANK PLAINS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RIVERVIEW: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GOODNA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RACEVIEW: Part-Time Friday 9:00 AM to 5:00 PM; TOOGOOLOWAH: Outreach As Needs Arise; BOONAH: Outreach As Needs Arise	N/A
Mackay (Regional)	§ 47(1)(b)	NORTH MACKAY; BOWEN; CANNONVALE; COPPABELLA; SARINA	NORTH MACKAY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BOWEN: Part-Time Tuesday, Thursday 9:00 AM to 5:00 PM; CANNONVALE: Part-Time Monday, Friday 9:00 AM to 5:00 PM; COPPABELLA: Part-Time Wednesday 9:00 AM to 5:00 PM; SARINA: Part-Time Tuesday, Friday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
North Brisbane (Metropolitan)	s 47(1)(b)	BANYO; FORTITUDE VALLEY; STRATHPINE; ZILLMERE; BRACKEN RIDGE; STAFFORD HEIGHTS; KENMORE	BANYO: Full-Time Monday to Friday 9:00 AM to 5:00 PM; FORTITUDE VALLEY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; STRATHPINE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ZILLMERE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BRACKEN RIDGE: Part-Time Monday, Wednesday 9:00 AM to 5:00 PM; STAFFORD HEIGHTS: Part-Time Tuesday, Friday 9:00 AM to 5:00 PM; KENMORE: Part-Time Tuesday, Thursday 9:00 AM to 3:30 PM	N/A
Outer North Brisbane (Metropolitan)	s 47(1)(b)	BURPENGARY; MARGATE; MORAYFIELD; MURRUMBA DOWNS; BELLARA; CABOOLTURE; KILCOY; WOODFORD	BURPENGARY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MARGATE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MORAYFIELD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MURRUMBA DOWNS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BELLARA: Part-Time Monday 9:00 AM to 5:00 PM; CABOOLTURE: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; KILCOY: Outreach As Needs Arise; WOODFORD: Outreach As Needs Arise	N/A
Sunshine Coast (Metropolitan)	s 47(1)(b)	BUDERIM; COOLUM BEACH; CALOUNDRA; BARINGA; MOUNTAIN CREEK; TEWANTIN; NAMBOUR; MAROOCHYDORE	BUDERIM: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COOLUM BEACH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CALOUNDRA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BARINGA: Part-Time Tuesday, Friday 9:00 AM to 5:00 PM; MOUNTAIN CREEK: Part-Time Monday 9:00 AM to 4:00 PM; TEWANTIN: Part-Time Wednesday, Thursday 9:00 AM to 5:00 PM; NAMBOUR: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; MAROOCHYDORE: Part-Time Wednesday, Thursday, Friday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Toowoomba (Regional)	s 47(1)(b)	TOOWOOMBA; WILSONTON; HIGHFIELDS; GATTON; LAIDLEY; MILLMERRAN	TOOWOOMBA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WILSONTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HIGHFIELDS: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; GATTON: Part-Time Tuesday, Wednesday 9:00 AM to 4:30 PM; LAIDLEY: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; MILLMERRAN: Outreach As Needs Arise	N/A
Townsville (Regional)	s 47(1)(b)	DEERAGUN; HEATLEY; RASMUSSEN; AYR; INGHAM; IDALIA; CHARTERS TOWERS	DEERAGUN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HEATLEY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RASMUSSEN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; AYR: Part-Time Friday 9:00 AM to 5:00 PM; INGHAM: Part-Time Thursday 9:00 AM to 5:00 PM; IDALIA: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; CHARTERS TOWERS: Outreach As Needs Arise	N/A
Gawler (Regional)	s 47(1)(b)	NURIOOTPA; GAWLER; TWO WELLS; KAPUNDA; WILLIAMSTOWN	NURIOOTPA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GAWLER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; TWO WELLS: Part-Time Tuesday, Wednesday, Thursday 9:00 AM to 5:00 PM; KAPUNDA: Outreach As Needs Arise; WILLIAMSTOWN: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Northern Adelaide (Metropolitan)	§ 47(1)(b)	GOLDEN GROVE; ELIZABETH SOUTH; MODBURY; DAVOREN PARK; SALISBURY; INGLE FARM; MUNNO PARA; MAWSON LAKES; ENFIELD; GUMERACHA	GOLDEN GROVE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ELIZABETH SOUTH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MODBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; DAVOREN PARK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SALISBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; INGLE FARM: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MUNNO PARA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MAWSON LAKES: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ENFIELD: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; GUMERACHA: Outreach As Needs Arise	N/A
Southern Adelaide (Metropolitan)	§ 47(1)(b)	PARK HOLME; MORPHETT VALE; NOARLUNGA CENTRE; SEAFORD; ALDINGA BEACH; HALLETT COVE; ABERFOYLE PARK; OAKLANDS PARK; WOODCROFT	PARK HOLME: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MORPHETT VALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NOARLUNGA CENTRE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SEAFORD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ALDINGA BEACH: Part-Time Friday 9:00 AM to 5:00 PM; HALLETT COVE: Part-Time Wednesday, Thursday 9:00 AM to 5:00 PM; ABERFOYLE PARK: Part-Time Monday, Thursday 9:00 AM to 5:00 PM; OAKLANDS PARK: Part-Time Monday 9:00 AM to 5:00 PM; WOODCROFT: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Western Adelaide (Metropolitan)	§ 47(1)(b)	SEATON; FULHAM GARDENS; HINDMARSH; SEMAPHORE; OTTOWAY; DEVON PARK; CHELTENHAM; OSBORNE; UNDERDALE	SEATON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; FULHAM GARDENS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HINDMARSH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SEMAPHORE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; OTTOWAY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; DEVON PARK: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; CHELTENHAM: Part-Time Wednesday, Thursday, Friday 9:00 AM to 5:00 PM; OSBORNE: Outreach As Needs Arise; UNDERDALE: Outreach As Needs Arise	N/A
Hobart (Regional)	§ 47(1)(b)	BRIDGEWATER; NEW NORFOLK; GLENORCHY; HOBART; HUONVILLE; KINGSTON; CLARENDON VALE; OATLANDS	BRIDGEWATER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NEW NORFOLK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GLENORCHY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HOBART: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; HUONVILLE: Part-Time Monday, Wednesday 9:00 AM to 5:00 PM; KINGSTON: Part-Time Monday, Friday 9:00 AM to 4:00 PM; CLARENDON VALE: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; OATLANDS: Outreach As Needs Arise	N/A
Launceston (Regional)	§ 47(1)(b)	KINGS MEADOWS; INVERMAY; RAVENSWOOD; BEACONSFIELD; GEORGE TOWN; DELORAINÉ; ST HELENS	KINGS MEADOWS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; INVERMAY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; RAVENSWOOD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BEACONSFIELD: Part-Time Thursday 9:00 AM to 5:00 PM; GEORGE TOWN: Part-Time Tuesday, Wednesday 9:00 AM to 5:00 PM; DELORAINÉ: Outreach As Needs Arise; ST HELENS: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
West and North West (Regional)	s 47(1)(b)	DEVONPORT; BURNIE; ULVERSTONE; LATROBE; ROSEBERY; QUEENSTOWN	DEVONPORT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BURNIE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ULVERSTONE: Part-Time Tuesday, Wednesday 9:00 AM to 5:00 PM; LATROBE: Part-Time Thursday 9:00 AM to 5:00 PM; ROSEBERY: Outreach As Needs Arise; QUEENSTOWN: Outreach As Needs Arise	N/A
Bayside (Metropolitan)	s 47(1)(b)	DANDENONG; GLEN WAVERLEY; BOX HILL; GLEN HUNTLY; SOUTH YARRA; MOORABBIN; NOBLE PARK; CHELSEA; KEYSBOROUGH	DANDENONG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GLEN WAVERLEY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BOX HILL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GLEN HUNTLY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SOUTH YARRA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MOORABBIN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NOBLE PARK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CHELSEA: Part-Time Wednesday 9:00 AM to 5:00 PM; KEYSBOROUGH: Part-Time Tuesday, Thursday, Friday 9:00 AM to 5:00 PM	N/A
Bendigo (Regional)	s 47(1)(b)	BENDIGO; EAGLEHAWK; GISBORNE; KANGAROO FLAT; MARYBOROUGH; CASTLEMAINE; WEDDERBURN	BENDIGO: Full-Time Monday to Friday 9:00 AM to 5:00 PM; EAGLEHAWK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GISBORNE: Part-Time Tuesday 9:00 AM to 5:00 PM; KANGAROO FLAT: Part-Time Wednesday, Thursday 9:00 AM to 5:00 PM; MARYBOROUGH: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; CASTLEMAINE: Part-Time Friday 9:00 AM to 5:00 PM; WEDDERBURN: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Calder (Metropolitan)	§ 47(1)(b)	ASCOT VALE; BROADMEADOWS; BRUNSWICK; CRAIGIEBURN; ROXBURGH PARK; SUNBURY; MICKLEHAM; GLENROY	ASCOT VALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BROADMEADOWS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BRUNSWICK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CRAIGIEBURN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROXBURGH PARK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SUNBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MICKLEHAM: Part-Time Wednesday, Thursday 9:00 AM to 5:00 PM; GLENROY: Part-Time Monday, Thursday, Friday 9:00 AM to 5:00 PM	N/A
East Gippsland (Regional)	§ 47(1)(b)	BAIRNSDALE; SALE; LAKES ENTRANCE; MAFFRA; YARRAM; ORBOST	BAIRNSDALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LAKES ENTRANCE: Part-Time Tuesday, Friday 9:00 AM to 5:00 PM; MAFFRA: Part-Time Monday 9:00 AM to 5:00 PM; YARRAM: Part-Time Tuesday, Wednesday, Thursday, Friday 9:00 AM to 5:00 PM; ORBOST: Outreach As Needs Arise	N/A
Eureka (Regional)	§ 47(1)(b)	BALLARAT; DELACOMBE; ARARAT; CRESWICK; DAYLESFORD	BALLARAT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; DELACOMBE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ARARAT: Part-Time Tuesday, Wednesday 9:00 AM to 5:00 PM; CRESWICK: Outreach As Needs Arise; DAYLESFORD: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Geelong (Metropolitan)	s 47(1)(b)	DRYSDALE; MOOLAP; NORLANE; LARA; CORIO; GEELONG WEST; GROVEDALE; TORQUAY	DRYSDALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MOOLAP: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NORLANE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LARA: Part-Time Thursday 9:00 AM to 4:00 PM, Friday 9:00 AM to 5:00 PM; CORIO: Part-Time Tuesday, Friday 9:00 AM to 5:00 PM; GEELONG WEST: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; GROVEDALE: Part-Time Monday, Wednesday, Friday 9:00 AM to 5:00 PM; TORQUAY: Outreach As Needs Arise	N/A
Goulburn Valley (Regional)	s 47(1)(b)	SHEPPARTON; TATURA; YARRAWONGA; COBRAM; NUMURKAH; ECHUCA	SHEPPARTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; TATURA: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; YARRAWONGA: Part-Time Thursday 9:00 AM to 5:00 PM; COBRAM: Part-Time Tuesday, Wednesday 9:00 AM to 5:00 PM; NUMURKAH: Part-Time Monday 9:00 AM to 5:00 PM; ECHUCA: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM	N/A
Latrobe Valley (Regional)	s 47(1)(b)	MOE; MORWELL; TRARALGON; COWES; GRANTVILLE; LEONGATHA; WARRAGUL; WONTHAGGI	MOE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MORWELL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; TRARALGON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COWES: Part-Time Wednesday, Thursday 9:00 AM to 5:00 PM; GRANTVILLE: Part-Time Monday, Wednesday 9:00 AM to 5:00 PM; LEONGATHA: Part-Time Monday, Tuesday, Thursday 9:00 AM to 5:00 PM; WARRAGUL: Part-Time Monday, Tuesday, Thursday 9:00 AM to 5:00 PM; WONTHAGGI: Part-Time Monday, Tuesday, Thursday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Maroondah (Metropolitan)	s 47(1)(b)	BAYSWATER; CROYDON; FERNTREE GULLY; WARBURTON; RINGWOOD; ROWVILLE; MOOROOLBARK; HEALESVILLE	BAYSWATER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CROYDON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; FERNTREE GULLY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WARBURTON: Part-Time Wednesday 9:00 AM to 5:00 PM; RINGWOOD: Part-Time Wednesday, Thursday 9:00 AM to 5:00 PM; ROWVILLE: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; MOOROOLBARK: Part-Time Monday, Tuesday, Friday 9:00 AM to 5:00 PM; HEALESVILLE: Outreach As Needs Arise	N/A
Monash (Metropolitan)	s 47(1)(b)	CLYDE NORTH; CRANBOURNE; ENDEAVOUR HILLS; NARRE WARREN; PAKENHAM; EMERALD; BUNYIP	CLYDE NORTH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CRANBOURNE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ENDEAVOUR HILLS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NARRE WARREN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PAKENHAM: Full-Time Monday to Friday 9:00 AM to 5:00 PM; EMERALD: Outreach As Needs Arise; BUNYIP: Outreach As Needs Arise	N/A
Ovens (Regional)	s 47(1)(b)	WANGARATTA; WALLAN; BENALLA; SEYMOUR; MANSFIELD; EUROA	WANGARATTA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WALLAN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BENALLA: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; SEYMOUR: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; MANSFIELD: Part-Time Wednesday 9:00 AM to 4:00 PM; EUROA: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Peninsula (Metropolitan)	§ 47(1)(b)	CARRUM DOWNS; FRANKSTON; CAPEL SOUND; MORNINGTON; HASTINGS; SOMERVILLE	CARRUM DOWNS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; FRANKSTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAPEL SOUND: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; MORNINGTON: Part-Time Tuesday, Wednesday 9:00 AM to 5:00 PM; HASTINGS: Part-Time Wednesday 9:00 AM to 5:00 PM; SOMERVILLE: Outreach As Needs Arise	N/A
Plenty (Metropolitan)	§ 47(1)(b)	RESERVOIR; MERNDA; LALOR; BUNDOORA; WOLLERT; HEIDELBERG WEST; ELTHAM	RESERVOIR: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MERNDA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LALOR: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BUNDOORA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WOLLERT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HEIDELBERG WEST: Part-Time Tuesday, Wednesday 9:00 AM to 5:00 PM; ELTHAM: Part-Time Thursday 9:00 AM to 5:00 PM	N/A
Westgate (Metropolitan)	§ 47(1)(b)	CAROLINE SPRINGS; HOPPERS CROSSING; LAVERTON; NEWPORT; POINT COOK; SUNSHINE WEST; WERRIBEE; ST ALBANS; TAYLORS HILL; WYNDHAM VALE; MELTON	CAROLINE SPRINGS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HOPPERS CROSSING: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LAVERTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NEWPORT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; POINT COOK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SUNSHINE WEST: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WERRIBEE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ST ALBANS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; TAYLORS HILL: Part-Time Wednesday, Friday 9:00 AM to 5:00 PM; WYNDHAM VALE: Part-Time Thursday 9:00 AM to 5:00 PM; MELTON: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Central and West Metro (Metropolitan)	s 47(1)(b)	HAMILTON HILL; KWINANA TOWN CENTRE; NORTH PERTH; ROCKINGHAM; WARNBRO; YANGEBUP; SHENTON PARK	HAMILTON HILL: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KWINANA TOWN CENTRE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NORTH PERTH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROCKINGHAM: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WARNBRO: Full-Time Monday to Friday 9:00 AM to 5:00 PM; YANGEBUP: Part-Time Monday, Thursday 9:00 AM to 5:00 PM; SHENTON PARK: Outreach As Needs Arise	N/A
Dale (Metropolitan)	s 47(1)(b)	LAKELANDS; MANDURAH; PINJARRA; FALCON	LAKELANDS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MANDURAH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PINJARRA: Part-Time Tuesday, Thursday, Friday 9:00 AM to 5:00 PM; FALCON: Part-Time Monday, Tuesday, Thursday 9:00 AM to 5:00 PM	N/A
East Metro (Metropolitan)	s 47(1)(b)	ARMADALE; CANNINGTON; GOSNELLS; VICTORIA PARK; WILLETTON; THORNLIE; KELMSCOTT; BYFORD	ARMADALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CANNINGTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; GOSNELLS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; VICTORIA PARK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WILLETTON: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; THORNLIE: Part-Time Friday 9:00 AM to 5:00 PM; KELMSCOTT: Part-Time Monday, Tuesday, Wednesday 9:00 AM to 5:00 PM; BYFORD: Outreach As Needs Arise	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
North Metro (Metropolitan)	s 47(1)(b)	ALEXANDER HEIGHTS; BUTLER; CLARKSON; ELLENBROOK; JOONDALUP; MIDLAND; MIRRABOOKA; WANNEROO; FORRESTFIELD; CRAIGIE; OSBORNE PARK; MORLEY	ALEXANDER HEIGHTS: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BUTLER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CLARKSON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ELLENBROOK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; JOONDALUP: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MIDLAND: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MIRRABOOKA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WANNEROO: Full-Time Monday to Friday 9:00 AM to 5:00 PM; FORRESTFIELD: Part-Time Tuesday, Thursday 9:00 AM to 5:00 PM; CRAIGIE: Part-Time Monday, Wednesday 9:00 AM to 5:00 PM; OSBORNE PARK: Part-Time Friday 9:00 AM to 5:00 PM; MORLEY: Part-Time Tuesday, Wednesday, Thursday 9:00 AM to 5:00 PM	N/A

Item 7 Subcontractors approved by the Department

Item 7.1 Subcontractor(s) (including ABN)	Item 7.2 Employment Service Area(s)	Item 7.3 Terms and conditions relating to use of each Subcontractor
N/A	-	-

Item 8 Group Respondent members approved by the Department

Item 8.1 Lead Group Respondent Member (including ABN)	Item 8.2 Group Respondent Members (as applicable) (including ABN)	Item 8.3 Terms and conditions relating to use of each Group Respondent Member
N/A	-	-

Item 9 Provider account details for payment

Bank BSB Number	Bank Account Number	Bank Account Name
s 22	s 22	s 22

Item 10 Provider Contact Person (clause 16 and Annexure A - Definitions)

Contact s 22

Telephone s 22 Mobile s 22

Email s 22 @medhealth.com.au

Organisation Legal Address Level 3, 485 La Trobe Street, Melbourne, VIC 3000

Item 11 Department Account Manager (clause 16 and Annexure A - Definitions)

Contact s 22
Position Director
Telephone s 22
Email s 22 @dss.gov.au

Item 12 Special Conditions (if applicable)

Reference	Special Conditions
Item 12.1	N/A

From: FOI
To: "Damon Munt"; FOI
Cc: s 22
Subject: RE: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with Enterprise & Training Company Ltd [SEC=OFFICIAL:Sensitive]
Date: Thursday, 30 April 2026 5:06:57 PM
Attachments: image001.gif
image002.gif
image003.gif
image004.gif
image005.jpg
LEX 55735 - Document 5 - Consultation with ETCLTD.pdf

Good afternoon Damon
Thank you for providing your below comments on the proposed release of documents in relation to FOI request LEX 55735.
The Department has now released the document as attached to the applicant. These documents will be published on the [DSS Disclosure Log](#) by Friday 8 May.
Kind regards
s 22

DSS FOI team
Information Law and Access
Programs and Information Legal
Department of Social Services
E: foi@dss.gov.au
[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: Damon Munt
Sent: Wednesday, 1 April 2026 1:39 PM
To: FOI
Cc: s 22
Subject: RE: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with Enterprise & Training Company Ltd [SEC=OFFICIAL:Sensitive] [SEC=OFFICIAL]

OFFICIAL

Hi FOI team
I have reviewed the document attached and we do not have any concerns with the release of this information, noting the redactions already made in relation to bank details and specific contact details of ETC and Department staff.
Regards

Damon

Damon Munt
Chief Executive Officer



s 22
s 22 [@etcltd.com.au](mailto:s22@etcltd.com.au)
Mobile: s 22
www.etcltd.com.au



From: FOI <foi@dss.gov.au>
Sent: Wednesday, 1 April 2026 12:31 PM
To: Damon Munt s 22 [@etcltd.com.au](mailto:s22@etcltd.com.au)
Cc: FOI foi@dss.gov.au; s 22 [@etcltd.com.au](mailto:s22@etcltd.com.au)
Subject: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with Enterprise & Training Company Ltd [SEC=OFFICIAL:Sensitive]

You don't often get email from foi@dss.gov.au. [Learn why this is important](#)

Good afternoon Damon
We were advised that you are the best contact for this matter. If you feel another person is better placed to respond, please forward this email to them and copy us in.

'Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

The Department of Social Services (**Department**) has received a Freedom of Information (**FOI**) request from a member of the public seeking:

"copy of the services contracts for the following tenders (Service Providers for Inclusive Employment Australia Program):

[3 X PROVIDERS.]

Wasn't able to find similar ones for <http://www.etcltd.com.au/> and [PROVIDER] but would be interested to see them too.'

A document subject to the request (attached) contains information that originated from or otherwise pertains to Enterprise & Training Company Ltd (ETCLTD). We are writing to seek its views as to whether the Department should consider that this information (or part thereof) should not be released in response to the request.

Please note that any information that you are not required to comment on, either because it is outside of the scope of the request, or the Department is considering exempting it under another provision, has been redacted and/or omitted from the document pack.

For assurance, the attached documents do not reflect what the Department proposes to release. The Department is seeking your views on whether you agree or object to the documents (or parts thereof) being released. Once the Department obtains your views and makes a final decision on disclosure, you will be notified if it differs from your submission.

ETCLTD's response, indicating whether it has any concerns with disclosure is requested via return email by **10 April 2026**.

If there are any concerns, it would be helpful if the response can explain the specific harm that would flow from the disclosure of the attached. For clarity, we are not looking for advice on the exemptions that may apply under the FOI Act, but rather the actual, quantifiable effects that would occur if the specific content of the documents were disclosed. This may require the response to contain an explanation of the role and value of the information subject to the request, and how its release could reasonably adversely affect the business operations of ETCLTD. With that information, the Department can then assess whether an exemption applies, leading to a non-release.

Please be aware that if the Department and ETCLTD agree on disclosure, then the Department is generally required to publish the documents that are released in response to an FOI request on its Disclosure Log found here: [Department of Social Services Disclosure Log](#)

We are otherwise available to discuss as needed at (02) 5162 6999.

Regards

DSS FOI team

Information Law and Access

Legal Services

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

Acknowledgement of Country

ETC acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures and elders past, present and emerging.

This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. The integrity and security of this message cannot be guaranteed on the Internet.



Australian Government

Department of Social Services

Inclusive Employment Australia Deed

Effective 1 November 2025

'Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

Schedule 1 – Deed Details

- 1.1 This Schedule 1 sets out the details of the Parties and details of the Services to be provided by the Provider under this Deed.
- 1.2 Schedule 1 forms part of, and is to be read in conjunction with, the Deed.

Schedule 1 – Deed Details**Item 1 Department and ABN**

Name: The Commonwealth of Australia, as represented by the Department of Social Services

ABN: 36 342 015 855

Item 2 Provider Name and ABN

Name: ENTERPRISE & TRAINING COMPANY LIMITED

ABN: 52 003 732 009

Item 3 Services Start Date

1 November 2025

Item 4 Deed End Date

31 October 2030

Item 5 Specific Cohort Provider Services Parameters (if applicable)

Item 5.1 Employment Service Area(s)	Item 5.2 Market Share (if applicable)	Item 5.3 Location(s) Served (if not servicing the whole ESA)	Item 5.4 Hub Employment Service Area for Hub and Spoke Model (if applicable)	Item 5.5 Specific Cohort	Item 5.6 Site(s)	Item 5.7 Site Maximum Caseload (if applicable)	Item 5.8 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 5.9 Business Days of operation of Site Item 5.10 Site opening hours on each Business Day	Item 5.11 Subcontractor/ Group Respondent member servicing Site (if relevant)
N/A	-	-	-	-	-	-	-	-

Item 6 All Cohorts Provider Services Parameters (if applicable)

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Tweed (Metropolitan)	s 47(1)(b)	TWEED HEADS SOUTH; MURWILLUMBAH; KINGSCLIFF	TWEED HEADS SOUTH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MURWILLUMBAH: Part-Time Tuesday, Wednesday, Thursday 9:00 AM to 5:00 PM; KINGSCLIFF: Outreach As Needs Arise	N/A
Bundaberg (Regional)	s 47(1)(b)	BUNDABERG; CHILDERS; GIN GIN	BUNDABERG: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CHILDERS: Outreach As Needs Arise; GIN GIN: Outreach As Needs Arise	N/A

Item 7 Subcontractors approved by the Department

Item 7.1 Subcontractor(s) (including ABN)	Item 7.2 Employment Service Area(s)	Item 7.3 Terms and conditions relating to use of each Subcontractor
N/A	-	-

Item 8 Group Respondent members approved by the Department

Item 8.1 Lead Group Respondent Member (including ABN)	Item 8.2 Group Respondent Members (as applicable) (including ABN)	Item 8.3 Terms and conditions relating to use of each Group Respondent Member
N/A	-	-

Item 9 Provider account details for payment

Bank BSB Number	Bank Account Number	Bank Account Name
s 22	s 22	s 22

Item 10 Provider Contact Person (clause 16 and Annexure A - Definitions)

Contact s 22

Telephone s 22 Mobile s 22

Email s 22 @etcltd.com.au

Organisation Legal Address 80 Grafton Street, Coffs Harbour, NSW 2450

Item 11 Department Account Manager (clause 16 and Annexure A - Definitions)

Contact s 22

Position Director

Telephone s 22

Email s 22 @dss.gov.au

Item 12 Special Conditions (if applicable)

Reference	Special Conditions
Item 12.1	N/A

From: FOI
To: "Ian McEwan"; s 47G(1)(a)
Cc: FOI
Subject: RE: LEX 55735 – Third Party Consultation – Tursa Employment & Training Limited [SEC=OFFICIAL]
Date: Thursday, 30 April 2026 5:06:31 PM
Attachments: [LEX 55735 - Document 3.pdf](#)
[image001.png](#)

Good afternoon Ian

Thank you for providing your below comments on the proposed release of documents in relation to FOI request LEX 55735.

The Department has now released the document as attached to the applicant. These documents will be published on the [DSS Disclosure Log](#) by Friday 8 May.

Kind regards

s 22

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: Ian McEwan

Sent: Tuesday, 21 April 2026 8:52 AM

To: FOI ; s 47G(1)(a)

Subject: RE: LEX 55735 – Third Party Consultation – Tursa Employment & Training Limited [SEC=OFFICIAL]

Good morning,

Thank you for your acknowledgement and agreeance of not including the market share in the release of this information.

In relation to the attached, *TURSA* has no issues in this being released as part of the request.

Regards



Ian McEwan

Chief Officer – Employment Services

M: s 22

W: www.tursa.com.au

E: s 22 @tursa.com.au

Operating from Forster NSW to Noosaville QLD

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From: FOI <foi@dss.gov.au>

Sent: Friday, 17 April 2026 4:34 PM

To: Ian McEwan <s 22 @tursa.com.au>; s 47G(1)(a) @tursa.com.au>

Cc: FOI <foi@dss.gov.au>

Subject: RE: LEX 55735 – Third Party Consultation – Tursa Employment & Training Limited [SEC=OFFICIAL]

Good afternoon Ian,

Thank you for providing your below comments on the proposed release of documents in relation to FOI request LEX 55735.

The Department agrees with your comments in part that market share allocations contain commercially valuable information and is therefore likely exempt under section 47 of the *Freedom of Information Act 1982* (FOI Act). The document, has been updated to reflect this and is attached for your consideration. As you may have seen in the original document, personal information and bank account details are marked for redaction, as they will likely be considered irrelevant to the request and therefore exempt under section 22 of the FOI Act.

The Department does not consider service delivery settings to be exempt information under the FOI Act. The Employment Service Areas (item 6.1), business sites (item 6.3) and opening days and hours (item 6.4-6.6) is all publicly available information on the Tursa website and Google.

We are also unsure as to what is meant by 'performance parameters' contained in the document. Could you please advise whether you agree or object to the updated document (or parts thereof) being released via return email by **24 April 2026**. Once the Department obtains your views and makes a final decision on disclosure, you will be notified if it differs from your submission.

Kind regards,

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: Ian McEwan s22@tursa.com.au

Sent: Thursday, 26 March 2026 2:55 PM

To: FOI <foi@dss.gov.au>; [s47G\(1\)\(a\)@tursa.com.au](mailto:s47G(1)(a)@tursa.com.au)

Subject: RE: LEX 55735 – Third Party Consultation – Tursa Employment & Training Limited [SEC=OFFICIAL]

Good afternoon,

As requested please find *TURSA's* response as below.

Subject: FOI Consultation Response – *TURSA* Employment & Training Limited

Thank you for the opportunity to comment on the proposed release of contract material relating to *Tursa Employment & Training Limited*.

***TURSA* objects to the disclosure of specific components of the contract, particularly market share allocations, performance parameters, and service delivery settings, on the basis that release would result in real and reasonably foreseeable harm to *TURSA's* business affairs.**

s 47(1)(b)



s 47(1)(b)

Causal Link:

These impacts are **not speculative**. The employment services market is **highly competitive**, with a fixed participant pool and outcome-based funding. Access to provider-specific, non-public data would provide a **clear commercial advantage**, leading to the effects outlined above.

FOI Exemptions:

Accordingly, we submit that the relevant material is exempt under section 47 and conditional exemption under 47G of the FOI Act, and request that it be excluded from release or appropriately redacted.

Position:

For these reasons, **TURSA does not support release of the identified information**, as it would **materially prejudice its commercial position**.

TURSA is open to the release of **appropriately redacted or high-level information** where this does not give rise to the harms described.

Regards



Ian McEwan

Chief Officer – Employment Services

M: s 22

W: www.tursa.com.au

E: s 22 @tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: FOI <foi@dss.gov.au>

Sent: Wednesday, 25 March 2026 2:42 PM

To: s 47G(1)(a) @tursa.com.au; Ian McEwan s 22 @tursa.com.au>

Cc: FOI <foi@dss.gov.au>

Subject: LEX 55735 – Third Party Consultation – Tursa Employment & Training Limited [SEC=OFFICIAL]

Good afternoon

We were advised that you are the best contact for this matter. If you feel another person is better placed to respond, please forward this email to them and copy us in.

The Department of Social Services (**Department**) has received a Freedom of Information (**FOI**) request from a member of the public seeking:

“copy of the services contracts for the following tenders (Service Providers for Inclusive Employment Australia Program):

1. Tursa Employment & Training Limited, CN4188270

(<https://www.tenders.gov.au/Cn/Show/69b660d2c4434308921863823eba9cec>)”

A document subject to the request (attached) contains information that originated from or otherwise pertains to Tursa Employment & Training Limited. We are writing to seek its views as to whether the Department should consider that this information (or part thereof) should not be released in response to the request.

Please note that any information that you are not required to comment on, either because it is outside of the scope of the request, or the Department is considering exempting it under another provision, has been redacted and/or omitted from the document pack.

For assurance, the attached documents do not reflect what the Department proposes to release. The Department is seeking your views on whether you agree or object to the documents (or parts thereof) being released. Once the Department obtains your views and makes a final decision on disclosure, you will be notified if it differs from your submission.

Tursa Employment & Training Limited's response, indicating whether it has any concerns with disclosure is requested via return email by **1 April 2026**.

If there are any concerns, it would be helpful if the response can explain the specific harm that would flow from the disclosure of the attached. For clarity, we are not looking for advice on the exemptions

that may apply under the FOI Act, but rather the actual, quantifiable effects that would occur if the specific content of the documents were disclosed. This may require the response to contain an explanation of the role and value of the information subject to the request, and how its release could reasonably adversely affect the business operations of Tursa Employment & Training Limited. With that information, the Department can then assess whether an exemption applies, leading to a non-release. Please be aware that if the Department and Tursa Employment & Training Limited agree on disclosure, then the Department is generally required to publish the documents that are released in response to an FOI request on its Disclosure Log found here: [Department of Social Services Disclosure Log](#). We are otherwise available to discuss as needed at (02) 5162 6999.

Regards,

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)



Australian Government

Department of Social Services

Inclusive Employment Australia Deed

Effective 1 November 2025

Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

Schedule 1 – Deed Details

- 1.1 This Schedule 1 sets out the details of the Parties and details of the Services to be provided by the Provider under this Deed.
- 1.2 Schedule 1 forms part of, and is to be read in conjunction with, the Deed.

Schedule 1 – Deed Details**Item 1 Department and ABN**

Name: The Commonwealth of Australia, as represented by the Department of Social Services

ABN: 36 342 015 855

Item 2 Provider Name and ABN

Name: TURSA EMPLOYMENT & TRAINING LIMITED

ABN: 85 435 210 912

Item 3 Services Start Date

1 November 2025

Item 4 Deed End Date

31 October 2030

Item 5 Specific Cohort Provider Services Parameters (if applicable)

Item 5.1 Employment Service Area(s)	Item 5.2 Market Share (if applicable)	Item 5.3 Location(s) Served (if not servicing the whole ESA)	Item 5.4 Hub Employment Service Area for Hub and Spoke Model (if applicable)	Item 5.5 Specific Cohort	Item 5.6 Site(s)	Item 5.7 Site Maximum Caseload (if applicable)	Item 5.8 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 5.9 Business Days of operation of Site Item 5.10 Site opening hours on each Business Day	Item 5.11 Subcontractor/ Group Respondent member servicing Site (if relevant)
N/A	-	-	-	-	-	-	-	-

Item 6 All Cohorts Provider Services Parameters (if applicable)

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Manning (Regional)	s 47(1)(b)	FORSTER; TAREE	FORSTER: Full-Time Monday to Friday 9:00 AM to 5:00 PM; TAREE: Full-Time Monday to Friday 9:00 AM to 5:00 PM	N/A
Gold Coast (Metropolitan)	s 47(1)(b)	SOUTHPORT; COOMERA; ROBINA; OXENFORD; NERANG; ELANORA	SOUTHPORT: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COOMERA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROBINA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; OXENFORD: Part-Time Monday, Tuesday, Wednesday, Thursday 9:00 AM to 4:00 PM; NERANG: Part-Time Tuesday, Wednesday, Thursday, Friday 9:00 AM to 4:00 PM; ELANORA: Part-Time Tuesday, Wednesday 9:00 AM to 4:00 PM	N/A

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Sunshine Coast (Metropolitan)	s 47(1)(b)	CALOUNDRA; COOLUM BEACH; MAROOCHYDORE; NAMBOUR; NOOSASVILLE	CALOUNDRA: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COOLUM BEACH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MAROOCHYDORE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NAMBOUR: Part-Time Tuesday, Wednesday, Thursday, Friday 9:00 AM to 4:00 PM; NOOSAVILLE: Part-Time Monday, Tuesday, Wednesday, Thursday 9:00 AM to 4:00 PM	N/A
North Brisbane (Metropolitan)	s 47(1)(b)	FORTITUDE VALLEY; STRATHPINE; CHERMSIDE; MITCHELTON; TOOWONG	FORTITUDE VALLEY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; STRATHPINE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CHERMSIDE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MITCHELTON: Part-Time Monday, Tuesday 9:00 AM to 4:00 PM; TOOWONG: Part-Time Wednesday, Thursday 9:00 AM to 4:00 PM	N/A

Item 7 Subcontractors approved by the Department

Item 7.1 Subcontractor(s) (including ABN)	Item 7.2 Employment Service Area(s)	Item 7.3 Terms and conditions relating to use of each Subcontractor
N/A	-	-

Item 8 Group Respondent members approved by the Department

Item 8.1 Lead Group Respondent Member (including ABN)	Item 8.2 Group Respondent Members (as applicable) (including ABN)	Item 8.3 Terms and conditions relating to use of each Group Respondent Member
N/A	-	-

Item 9 Provider account details for payment

Bank BSB Number	Bank Account Number	Bank Account Name
s 22	s 22	s 22

Item 10 Provider Contact Person (clause 16 and Annexure A - Definitions)

Contact s 22

Telephone s 22 Mobile s 22

Email s 22 @tursa.com.au

Organisation Legal Address 11 Carrington Street, Lismore, NSW 2480

Item 11 Department Account Manager (clause 16 and Annexure A - Definitions)

Contact s 22
Position Director
Telephone s 22
Email s 22 @dss.gov.au

Item 12 Special Conditions (if applicable)

Reference	Special Conditions
Item 12.1	N/A

From: FOI
To: "Michael Willett"
Cc: S 22; FOI
Subject: RE: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with CoAct [SEC=OFFICIAL:Sensitive]
Date: Thursday, 30 April 2026 5:06:40 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png
image006.png
image007.png
LEX 55735 - Document 4.pdf

Good afternoon Michael
Thank you for providing your below comments on the proposed release of documents in relation to FOI request LEX 55735.
The Department has now released the document as attached to the applicant. These documents will be published on the [DSS Disclosure Log](#) by Friday 8 May.

Kind regards

S 22
DSS FOI team
Information Law and Access
Programs and Information Legal
Department of Social Services
E: foi@dss.gov.au
[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: Michael Willett
Sent: Wednesday, 22 April 2026 9:18 AM
To: FOI
Cc: S 22
Subject: RE: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with CoAct [SEC=OFFICIAL:Sensitive]

Thank you. We are fine with what has been proposed.
Regards,

Michael Willett
Executive General Manager, Corporate Services

S 22
S 22 [@coact.org.au](mailto:S 22@coact.org.au)
H: Monday - Friday



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This email is confidential. Please click [here](#) for The CoAct email rules, disclaimers and advice on what to do if this email has been sent to you by mistake. If you'd like more information on how we manage your information, click [here](#).

From: FOI <foi@dss.gov.au>
Sent: Tuesday, 21 April 2026 4:28 PM
To: Michael Willett S 22 [@coact.org.au](mailto:S 22@coact.org.au)
Cc: FOI <foi@dss.gov.au>; S 22 [@coact.org.au](mailto:S 22@coact.org.au); S 22 [@coact.org.au](mailto:S 22@coact.org.au)
Subject: RE: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with CoAct [SEC=OFFICIAL:Sensitive]

[EXTERNAL] :- This is an external email, please use caution when clicking links or opening attachments.
[EXTERNAL] :- This is an external email, please use caution when clicking links or opening attachments.

Good morning Michael,

Thank you for your email.

I have attached an updated document that redacts any information relating to S 22 on page 13, as it is irrelevant to the FOI request under section 22 of the FOI Act. This is similar to the information redacted in other parts of the document, as they relate to subcontractors irrelevant to the FOI request. Apologies for missing this in the initial updates sent through on Friday 17 April.

We consider the information relating to On-Q Human Resources Limited as relevant to the request, and therefore not exempt under section 22 of the FOI Act. As the FOI request seeks service contracts for 'Busy Ability', we consider the IEA deed and the attached document (Schedule 1) as in scope of the FOI request (excluding information unrelated to Busy Ability, which is why other subcontractor information has been redacted). This is based on our understanding that 'On-Q Human Resources Limited' is the registered entity name for Busy Ability (ABN 99 082 842 582) - [Current details for ABN 99 082 842 582 | ABN Lookup](#). Please advise if this understanding is incorrect.

Considering this and the updated redactions, could you please advise whether you agree or object to the updated document being released via return email by **Friday 24 April 2026**.

Kind regards,

DSS FOI team
Information Law and Access
 Programs and Information Legal
 Department of Social Services
 E: foi@dss.gov.au
[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: Michael Willett <S 22 @coact.org.au>
Sent: Monday, 20 April 2026 9:28 AM
To: FOI <foi@dss.gov.au>
Cc: S 22 <S 22 @coact.org.au>; S 22 <S 22 @coact.org.au>
Subject: RE: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with CoAct [SEC=OFFICIAL:Sensitive]

Good morning,

Thanks for sending the draft redacted doc over.

As per the attached highlighted info, pages 13 to 16 contain similar info to pages 4 to 12 – ie. All pages 4 to 16 relate to the sites that we subcontract to our service partners – different being that pages 4 to 12 are specific cohorts whereas pages 13 to 16 are all cohorts. Given that your team has redacted pages 4 to 12, we're of the view that the same should be applied to pages 13 to 16.

Also, under item 7, all subcontractors have been redacted except On-Q Human Resources Ltd – can you please redact that line also.

Thanks,

Michael Willett

Executive General Manager, Corporate Services

M: S 22
 E: S 22 <S 22 @coact.org.au>
 H: Monday - Friday



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This email is confidential. Please click [here](#) for The CoAct email rules, disclaimers and advice on what to do if this email has been sent to you by mistake. If you'd like more information on how we manage your information, click [here](#).

From: FOI <foi@dss.gov.au>

Sent: Friday, 17 April 2026 4:37 PM
To: Michael Willett S 22 @coact.org.au>
Cc: S 22 @coact.org.au>; S 22 @coact.org.au>; FOI <foi@dss.gov.au>
Subject: RE: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with CoAct
[SEC=OFFICIAL:Sensitive]
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[EXTERNAL] :- This is an external email, please use caution when clicking links or opening attachments.

Good afternoon Michael,

Thank you for providing your below comments on the proposed release of documents in relation to FOI request LEX 55735. The Department does not agree with your submission that the signed contract is commercial in confidence in its entirety. However, the Department agrees with your comments in part that market share allocations contain commercially valuable information and is therefore likely exempt under section 47 of the *Freedom of Information Act 1982* (FOI Act). The document has been updated to reflect this and is attached for your consideration. As you may have seen in the original document, personal information and bank account details are marked for redaction, as they will likely be considered irrelevant to the request and therefore exempt under section 22 of the FOI Act.

We also note that information pertaining to other subcontractor groups is available in the document. As this is irrelevant to the request, this information is likely exempt under section 22 of the FOI Act and has been marked for redaction. Could you please advise whether you agree or object to the updated document (or parts thereof) being released via return email by **24 April 2026**. Once the Department obtains your views and makes a final decision on disclosure, you will be notified if it differs from your submission.

Kind regards,
DSS FOI team
Information Law and Access
Programs and Information Legal
Department of Social Services
E: foi@dss.gov.au
[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: Michael Willett S 22 @coact.org.au>
Sent: Thursday, 2 April 2026 3:32 PM
To: FOI <foi@dss.gov.au>
Cc: S 22 @coact.org.au>; S 22 @coact.org.au>
Subject: FW: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with CoAct
[SEC=OFFICIAL:Sensitive]

If using assistive software, my email ends here. Email signature is below.
If you require this email or any attachments in an alternative format, please let me know by email or phone for assistance.

Michael Willett
Executive General Manager, Corporate Services

M: S 22
E: S 22 @coact.org.au
A: Remote NSW
H: Monday - Friday

CoAct National Office
S 22



CoAct acknowledges Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians of the land upon which we work. CoAct welcomes people of any age, gender, sex, sexuality, culture, religion and ability.

CoAct supports work/life harmony. If you're receiving this email outside of normal working hours, it's because this suits my lifestyle. Please don't feel compelled to read or respond to it until you're ready.

[This email is confidential. Read our email disclaimer for the CoAct email rules, disclaimers and advice on what to do if this email has been sent to you by mistake. For more on how we manage your information, read our privacy policy.](#)

Good afternoon,

In response to the request below, we do not wish to make our signed contact with the department available in response to the FOI, based on that information being commercial in confidence.

The IEA deed is a publicly available document ([Inclusive Employment Australia Deed | Department of Social Services](#)) and we propose that the requester refer to that resource.

Please let me know if you require anything further.

Regards,

From: FOI <foi@dss.gov.au>

Sent: Thursday, 2 April 2026 10:07 AM

To: S 22 <@coact.org.au>

Cc: FOI <foi@dss.gov.au>

Subject: Department of Social Services - Freedom of Information request (LEX 55735) - Consultation with CoAct [SEC=OFFICIAL:Sensitive]

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[EXTERNAL] :- This is an external email, please use caution when clicking links or opening attachments.

Good morning S 22

We were advised that you are the best contact for this matter. If you feel another person is better placed to respond, please forward this email to them and copy us in.

The Department of Social Services (Department) has received a Freedom of Information (FOI) request from a member of the public seeking:

"copy of the services contracts for the following tenders (Service Providers for Inclusive Employment Australia Program):

[3 X PROVIDERS.]

Wasn't able to find similar ones for [PROVIDER] and <https://busyability.org.au/> but would be interested to see them too.'

I understand that busyability is the business name of On-Q Human Resources Limited, who are a subcontractor to CoAct for the purposes of the Inclusive Employment Australia

A document subject to the request (attached) contains information that originated from or otherwise pertains to CoAct / busyability. We are writing to seek its views as to whether the Department should consider that this information (or part thereof) should not be released in response to the request.

Please note that any information that you are not required to comment on, either because it is outside of the scope of the request, or the Department is considering exempting it under another provision, has been redacted and/or omitted from the document pack.

For assurance, the attached documents do not reflect what the Department proposes to release. The Department is seeking your views on whether you agree or object to the documents (or parts thereof) being released. Once the Department obtains your views and makes a final decision on disclosure, you will be notified if it differs from your submission.

CoAct's response, indicating whether it has any concerns with disclosure is requested via return email by **10 April 2026**.

If there are any concerns, it would be helpful if the response can explain the specific harm that would flow from the disclosure of the attached. For clarity, we are not looking for advice on the exemptions that may apply under the FOI Act, but rather the actual, quantifiable effects that would occur if the specific content of the documents were disclosed. This may require the response to contain an explanation of the role and value of the information subject to the request, and how its release could reasonably adversely affect the business operations of CoAct. With that information, the Department can then assess whether an exemption applies, leading to a non-release.

Please be aware that if the Department and ETCLTD agree on disclosure, then the Department is generally required to publish the documents that are released in response to an FOI request on its Disclosure Log found here: [Department of Social Services Disclosure Log](#)

We are otherwise available to discuss as needed at (02) 5162 6999.

Regards

DSS FOI team

Information Law and Access

Legal Services
Department of Social Services
E: foi@dss.gov.au
[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.



Australian Government

Department of Social Services

Inclusive Employment Australia Deed

Effective 1 November 2025

Document release under the Freedom of Information Act 1982 (Cth)
by the Department of Social Services

Schedule 1 – Deed Details

- 1.1 This Schedule 1 sets out the details of the Parties and details of the Services to be provided by the Provider under this Deed.
- 1.2 Schedule 1 forms part of, and is to be read in conjunction with, the Deed.

Schedule 1 – Deed Details**Item 1 Department and ABN**

Name: The Commonwealth of Australia, as represented by the Department of Social Services

ABN: 36 342 015 855

Item 2 Provider Name and ABN

Name: JOB FUTURES LTD

ABN: 13 080 037 538

Item 3 Services Start Date

1 November 2025

Item 4 Deed End Date

31 October 2030

Item 6 All Cohorts Provider Services Parameters (if applicable)

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Inner Sydney (Metropolitan)	§ 47(1)(b)	MARRICKVILLE; REDFERN; LEICHHARDT	MARRICKVILLE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; REDFERN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; LEICHHARDT: Outreach As Needs Arise	ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582); § 22
Inner Western Sydney (Metropolitan)	§ 47(1)(b)	ASHFIELD; BURWOOD	ASHFIELD: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BURWOOD: Part-Time Wednesday, Friday 9:00 AM to 5:00 PM	ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582); § 22
Macarthur (Metropolitan)	§ 47(1)(b)	CAMPBELLTOWN; MINTO; CAMDEN; INGLEBURN; LEPPINGTON; NARELLAN	CAMPBELLTOWN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MINTO: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CAMDEN: Part-Time Tuesday, Wednesday 9:00 AM to 4:30 PM; INGLEBURN: Part-Time Thursday 9:00 AM to 4:30 PM; LEPPINGTON: Outreach As Needs Arise; NARELLAN: Outreach As Needs Arise	ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582); § 22
St George Sutherland (Metropolitan)	§ 47(1)(b)	CARINGBAH; HURSTVILLE; ROCKDALE; SUTHERLAND	CARINGBAH: Full-Time Monday to Friday 9:00 AM to 5:00 PM; HURSTVILLE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; ROCKDALE: Part-Time Thursday 9:00 AM to 4:30 PM; SUTHERLAND: Part-Time Monday, Friday 9:00 AM to 5:00 PM	ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582); § 22
§ 22				

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
s 22				
Mackay (Regional)	s 47(1)(b)	MACKAY; CANNONVALE; BOWEN; PROSERPINE	MACKAY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; CANNONVALE: Part-Time Monday, Friday 9:00 AM to 5:00 PM; BOWEN: Outreach As Needs Arise; PROSERPINE: Outreach As Needs Arise	ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582)
Outer North Brisbane (Metropolitan)	s 47(1)(b)	CABOOLTURE; REDCLIFFE; BONGAREE; NORTH LAKES; WOODFORD	CABOOLTURE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; REDCLIFFE: Part-Time Wednesday 9:00 AM to 5:00 PM; BONGAREE: Part-Time Friday 9:00 AM to 5:00 PM; NORTH LAKES: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; WOODFORD: Outreach As Needs Arise	ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582)
Townsville (Regional)	s 47(1)(b)	AITKENVALE; WEST END; KIRWAN; GARbutt; AYR; CHARTERS TOWERS; INGHAM	AITKENVALE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; WEST END: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; KIRWAN: Part-Time Thursday, Friday 9:00 AM to 5:00 PM; GARbutt: Outreach As Needs Arise; AYR: Outreach As Needs Arise; CHARTERS TOWERS: Outreach As Needs Arise; INGHAM: Outreach As Needs Arise	ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582)

Item 6.1 Employment Service Area(s)	Item 6.2 Market Share	Item 6.3 Site(s)	Item 6.4 Site type (Full-Time Site, Part-Time Site or Outreach Site) Item 6.5 Business Days of operation of Site Item 6.6 Site opening hours on each Business Day	Item 6.7 Subcontractor/ Group Respondent member servicing Site (if relevant)
Monash (Metropolitan)	s 47(1)(b)	CRANBOURNE; PAKENHAM; NARRE WARREN; DOVETON; KOO WEE RUP; EMERALD; CLYDE NORTH	CRANBOURNE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; PAKENHAM: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NARRE WARREN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; DOVETON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KOO WEE RUP: Outreach Every Second Tuesday 9:30AM to 2:30PM EMERALD: Part-Time Monday, Wednesday and Friday 9:30AM to 2:30PM ; CLYDE NORTH: Outreach As Needs Arise	s 22 ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582)

Southern (Regional)	s 47(1)(b)	BUNBURY; BUSSELTON; COLLIE; SPENCER PARK; MANJIMUP; NARROGIN; KATANNING; MARGARET RIVER; CORRIGIN; WAROONA; MOUNT BARKER; DENMARK; HARVEY; DONNYBROOK; BRUNSWICK; AUGUSTA; COWARAMUP; WAGIN; WILLIAMS; PINGELLY; BROOKTON; WICKEPIN; BRIDGETOWN; CAPEL; NANNUP; DUNSBOROUGH	BUNBURY: Full-Time Monday to Friday 9:00 AM to 5:00 PM; BUSSELTON: Full-Time Monday to Friday 9:00 AM to 5:00 PM; COLLIE: Full-Time Monday to Friday 9:00 AM to 5:00 PM; SPENCER PARK: Full-Time Monday to Friday 9:00 AM to 5:00 PM; MANJIMUP: Full-Time Monday to Friday 9:00 AM to 5:00 PM; NARROGIN: Full-Time Monday to Friday 9:00 AM to 5:00 PM; KATANNING: Part-Time Wednesday, Thursday 9:00 AM to 5:00 PM; MARGARET RIVER: Part-Time Monday, Tuesday 9:00 AM to 5:00 PM; CORRIGIN: Outreach As Needs Arise; WAROONA: Outreach As Needs Arise; MOUNT BARKER: Outreach As Needs Arise; DENMARK: Outreach As Needs Arise; HARVEY: Outreach As Needs Arise; DONNYBROOK: Outreach As Needs Arise; BRUNSWICK: Outreach As Needs Arise; AUGUSTA: Outreach As Needs Arise; COWARAMUP: Outreach As Needs Arise; WAGIN: Outreach As Needs Arise; WILLIAMS: Outreach As Needs Arise; PINGELLY: Outreach As Needs Arise; BROOKTON: Outreach As Needs Arise; WICKEPIN: Outreach As Needs Arise; BRIDGETOWN: Outreach As Needs Arise; CAPEL: Outreach As Needs Arise; NANNUP: Outreach As Needs Arise; DUNSBOROUGH: Outreach As Needs Arise	ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582);
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Item 7 Subcontractors approved by the Department

Item 7.1 Subcontractor(s) (including ABN)	Item 7.2 Employment Service Area(s)	Item 7.3 Terms and conditions relating to use of each Subcontractor
ON-Q HUMAN RESOURCES LIMITED (ABN: 99 082 842 582)	As per Item 5 and/or Item 6	None
s 22		

Item 8 Group Respondent members approved by the Department

Item 8.1 Lead Group Respondent Member (including ABN)	Item 8.2 Group Respondent Members (as applicable) (including ABN)	Item 8.3 Terms and conditions relating to use of each Group Respondent Member
N/A	-	-

Item 9 Provider account details for payment

Bank BSB Number	Bank Account Number	Bank Account Name
s 22	s 22	s 22

Item 10 Provider Contact Person (clause 16 and Annexure A - Definitions)

Contact s 22

Telephone s 22 Mobile s 22

Email s 22 @coact.org.au

Organisation Legal Address Level 1, 416 Logan Road, Greenslopes, QLD 4120

Item 11 Department Account Manager (clause 16 and Annexure A - Definitions)

Contact s 22

Position Director

Telephone s 22

Email s 22 @dss.gov.au

Item 12 Special Conditions (if applicable)

Reference	Special Conditions
Item 12.1	Conditional on the Respondent providing confirmation it has approval from the libraries to operate from the premises.

From: s 22
To: FOI: s 22
Cc: s 22
Subject: RE: FOI LEX 55735 – Documents for release [SEC=OFFICIAL:Sensitive]
Date: Thursday, 23 April 2026 11:32:01 AM
Attachments: [image001.png](#)
[image002.png](#)

Hi team,

We are fine with having these released.

s 22

If using assistive software, the message ends here. Email signature below.

s 22

Living and working on Ngunnawal Land

Assistant Director

Complaints and Continuous Improvement

Disability Employment Programs Branch | Disability Employment Group

Department of Social Services

E: s 22 [@dss.gov.au](mailto:s22@dss.gov.au) **M:** s 22

[National Relay Service](#)



The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

From: FOI

Sent: Thursday, 23 April 2026 11:06 AM

To: s 22

Cc: FOI ; s 22

Subject: FOI LEX 55735 – Documents for release [SEC=OFFICIAL:Sensitive]

Good morning,

I refer to the FOI request LEX 55735 which seeks:

“a copy of the services contracts for the following tenders (Service Providers for Inclusive Employment Australia Program):

1. Tursa Employment & Training Limited, CN4188270

(<https://www.tenders.gov.au/Cn/Show/69b660d2c4434308921863823eba9cec>)

2. Atwork Australia Pty Ltd, CN4187414

(<https://www.tenders.gov.au/Cn/Show/3d74fd8f-4192-4ebe-9bb7-3dd030c806fb>)

3. Wise Employment Ltd, CN4188088

(<https://www.tenders.gov.au/Cn/Show/b3849c35-42fa-456c-9a7b-0db8a5817c38>)

Wasn't able to find similar ones for <http://www.etcltd.com.au/> and <https://busyability.org.au/>, but would be interested to see them too.”

The Department is intending to release the attached documents in response to the request by the statutory deadline of 4 May 2026 or earlier if practicable. Note that parts of the documents have been redacted in anticipation of exemption claims under sections s 47(1)(b) of the FOI Act, with this being commercially valuable information. Material excluded by the applicant and therefore is irrelevant, has been deleted under section 22 of the FOI Act.

Please let us know by **COB Wednesday 29 April** if you have concerns about the above. If no response is received by this date, a decision to the above effect may be made without the benefit of your views.

Regards

DSS FOI team

Information Law and Access

Programs and Information Legal

Department of Social Services

E: foi@dss.gov.au

[National Relay Service](#)

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

16/04 8:55 AM

s 22
s 22

Working on the 55735 emails back to the third parties now and will include copies in drafts for your review as well. Thanks!

s 22

17/04 9:37 AM

Hi s 22 - I've drafted those emails to the respective third parties for 55735 but just had some trouble yesterday with updating the docs with the s47 exemptions. Hoping to have these done this morning for your review (if adobe cooperates).

s 22

21/04 4:11 PM

Hi s 22 - for 55735, I've drafted an email back to CoAct clarifying why we have not redacted certain material relating to On-Q in the doc. This is saved in drafts when you have time for review. Thanks!

s 22

s 22

29/04 11:56 AM

Hi s 22 - there are 2 emails in the drafts folder for 55735 - not sure if you still need them

29/04 11:57 AM

That was on my to do list - do we need to send emails to third parties advising them of what was released to the applicant? I drafted these as these were the third parties who didn't object to release

s 22

We dont have to but it is good practice to send them the version of their documents as released

29/04 12:00 PM

okay - I'll draft similar emails to the remaining 3 x third parties

29/04 12:00 PM

Monday, 30 April

30/04 4:29 PM

Hi s 22 - I drafted those emails to the third parties, advising them of the doc released to the applicant for LEX 55735. These are in the draft folder when you have a moment. Thanks!

s 22