

**SENATE STANDING COMMITTEE ON
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES 2008-09**

Agency **WORKPLACE AUTHORITY**

DEEWR Question No. EW1143_09

Senator Fisher asked on 26 February 2009, EEWL Hansard page 19.

Question

Senator FISHER—Ms Bennett, regarding complaints that your authority might have received about the handling of the assessment process, how many complaints did the workplace authority receive about agreement lodgement and approval times during 2008?

Ms B Bennett—I would have to take that on notice, but my recollection is that, in comparison to the number of agreements that were lodged, the complaint ratio is less than one per cent on matters of both decisions have been made and timing. But I will take that on notice and confirm that.

Senator FISHER—I will supplement that question on notice. Can you also provide the corresponding figure for 2007 on notice?

Ms B Bennett—Yes, Senator.

Answer

The Workplace Authority has provided the following response:

During 2007, there were 774 complaints received through the Workplace Infoline. 29 (3.75%) of these complaints were related to agreement assessment time frames. Therefore less than 0.01% of all enquiries received by the Workplace Infoline during the 2007 calendar year related to complaints about agreement assessment time frames. The data source for 2007 is confined to the Workplace Infoline.

During 2008, there were 207 registered complaints regarding agreement assessment procedure, administration and processing timeframes under the fairness test or no-disadvantage test. This is one complaint for every 870 agreements lodged (or 0.1 per cent of lodgement volumes). The data sources for 2008 were the Workplace Infoline, correspondence received by the Workplace Authority Director and ministerial correspondence.