

**Senate Standing Committee on Education Employment and Workplace  
Relations**

**QUESTIONS ON NOTICE  
Additional Estimates 2009-2010**

**Agency - Fair Work Australia**

**DEEWR Question No.EW0966\_10**

**Senator Abetz asked on 10/02/2010, Hansard page 63.**

**Question**

**FWA - MESSAGE ON FAIR WORK AUSTRALIA HELPLINE**

Senator ABETZ—Are we able to obtain a transcript of the message that is given to people when ring the Fair Work Australia Helpline? Does it say something to the effect that your call will be confidential? Mr Giudice—We will have to take that on notice.

**Answer**

Fair Work Australia has provided the following response:

Clients contacting the FWA Help Line speak directly to a team member unless all our phones are busy when the calls go to Telstra MessageBank. The following is a transcript of the message clients receive when all our phones are busy:

Welcome to Fair Work Australia's Helpline. Unfortunately all our team members are currently attending to other calls. Please leave your name and telephone number with the area code of the state or territory you are calling from, together with a brief message and a team member will return your call at the first available opportunity. Thank you.