

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

**QUESTIONS ON NOTICE
Additional Estimates 2010-2011**

Agency - Fair Work Ombudsman

DEEWR Question No.EW0767_11

Senator Abetz asked on 23/02/2011, Hansard page 24.

Question

SPECIAL SERVICE FOR PEOPLE AFFECTED BY THE FLOOD (QLD)

Senator ABETZ—Let's hope that is the case and let's hope that nobody is put off from re-engaging with the Fair Work Ombudsman in fear of them being prosecuted. In relation to special service for people affected by the flood, priority was given to Queensland callers— Mr Bongi —That is correct. Senator ABETZ—but not to any other state that was impacted by flood and bushfire. Is priority still being given to Queensland? What about Cyclone Yasi? Mr Bongi —I am not sure what the current state is, whether we have moved back to normality. Senator ABETZ—If you could take that on notice and let me know when Queenslanders lost preference.

Answer

The Fair Work Ombudsman has provided the following response.

Preferential call treatment for Queensland callers was provided from 13 January 2011 to 31 January 2011 by the Fair Work Infoline. Preferential call treatment was not provided to Queensland callers during or after cyclone Yasi.

During the specified period, calls that originated in Queensland were placed into the front of the incoming call queue.