

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

**QUESTIONS ON NOTICE  
BUDGET ESTIMATES 2009-10**

**Agency**        **Office of the Australian Building and Construction Commissioner**

**DEEWR Question No. EW0266\_10**

Senator Cameron asked on 2 June 2009, EEWPR Proof Hansard page 58

**Question**

Client Survey

- A. How large is the sample of clients surveyed and how are they selected?
- B. Can you provide the committee with the full survey methodology?
- C. In relation to the target of 75 per cent of industry participants being satisfied or highly satisfied, how is an industry participant defined?
- D. Is each employee in the industry considered an industry participant?
- E. If employees are not directly surveyed, are their union representatives surveyed?
- F. If so, do they indicate satisfaction or dissatisfaction?
- G. Can you disaggregate business responses to responses from employees and unions in the industry?
- H. If so, can you provide those disaggregated outcomes to the committee?

**Answer**

The Office of the Australian Building and Construction Commissioner has provided the following response.

- A. Refer to EW1160\_09.
- B. Refer to EW1160\_09.
- C. A building industry participant as defined by the *Building and Construction Industry Improvement Act 2005* is:
  - a. a building employee;
  - b. a building employer;
  - c. a building contractor;
  - d. a person who enters into a contract with a building contractor under which the building contractor agrees to carry out building work or to arrange for building work to be carried out;
  - e. a building association;
  - f. an officer, delegate or other representative of a building association;
  - g. an employee of a building association.
- D. Yes.
- E. Employees and union representatives who have contacted the ABCC may be surveyed.
- F. Individual survey responses are confidential.
- G. Yes, to the extent that the respondents identify their industry participant category.
- H. For reasons of confidentiality associated with the invitation to participate in the survey, the disaggregated outcomes cannot be provided.