

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

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

Agency - Fair Work Ombudsman

DEEWR Question No.EW0274_11

Senator Abetz asked on 1/06/2010, Hansard page 84 and 85.

Question

INDUSTRIES THAT HAVE THE MOST AWARD QUESTIONS

Senator ABETZ—Moving right along, can I ask: which award do you have the most questions about or in what industry sector do you have the most questions? Would it be the cleaning award? Mr Wilson—Ms Smith, can you help us on that? Ms Smith—I can, if you will just give me one moment to get to that particular detail. CHAIR—Do you know that we are finishing at five, which is in two minutes? Senator ABETZ—Yes. That is why I am moving right along. Mr Wilson—A number of calls that we— Senator ABETZ—Look, perhaps you could take that on notice. Mr Wilson—We will take that on notice. We have, off the top, five or so industries. Senator ABETZ—Take it on notice and list the various awards for me; that would be very helpful. Senator ABETZ—Take it on notice and list the various awards for me; that would be very helpful.

Answer

The Fair Work Ombudsman has provided the following response.

The Fair Work Ombudsman records the number of times all modern awards are accessed through the website, Fair Work Online, including through the Fair Work Ombudsman's Knowledge Bank database. The Knowledge Bank database is available to both internal and external users. It is the primary method used by the Fair Work Ombudsman's Customer Contact Advisors to access instruments.

The top ten Modern Awards accessed on Fair Work Online and their relevant industry sector for the period 1 January 2010 to 12 July 2010 are set out in the attached table. The table shows the number of 'hits' from 24 December 2009 to 12 July 2010.

ATTACHMENT

Code	Title	Industry Sector	Internal Counts	External Counts	Total Count
MA000002	Clerks Private Sector Award 2010	Administration and Support	12095	82295	94390
MA000004	General Retail Industry Award 2010	Retail	15953	54805	70758
MA000020	Building and Construction General On-site Award 2010	Construction	11824	39346	51170
MA000009	Hospitality Industry (General) Award 2010	Accommodation and Food	6850	40080	46930
MA000010	Manufacturing and Associated Industries and Occupations Award 2010	Manufacturing	9772	33183	42955
MA000005	Hair and Beauty Industry Award 2010	Other	5827	20355	26182
MA000089	Vehicle Manufacturing, Repair, Services and Retail Award 2010	Manufacturing	6794	18011	24805
MA000027	Health Professionals and Support Services Award 2010	Health Care and Social Assistance	5009	19562	24571
MA000119	Restaurant Industry Award 2010	Accommodation and Food	4506	19189	23695
MA000003	Fast Food Industry Award 2010	Retail	3081	18143	21224