

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

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2011-2012**

Agency - Fair Work Ombudsman

DEEWR Question No. EW0746_12

Senator Abetz asked on 19 October 2011 , Hansard page 50

Question

FWO Brochure

Senator ABETZ: The Fair Work Ombudsman has produced a brochure Fair Work Ombudsman: Fair Work in the Contact Centre Industry. Is that a document that anybody at the table is aware of? Can you can take on notice how many of those were produced and at what cost, what motivated this document and the date it was decided to produce this document. Mr Wilson: We will do that.

Answer

The Fair Work Ombudsman has provided the following response.

The Fair Work Ombudsman has developed a brochure titled 'Fair work in the contact centre industry'. 15,000 of these brochures have been printed at a cost of \$2,673.

The Fair Work Ombudsman produced the brochures because it had received feedback from industry participants that there was insufficient information available to explain sham arrangements.

The Fair Work Ombudsman developed one generic and three industry-specific brochures. The industry-specific publications include a number of case studies to illustrate practical differences between employees and contractors in typical roles for each of the three industries.

The three industries targeted in the National Sham Contracting Operational Intervention, and the subject of the three industry-specific brochures, were cleaning, hair & beauty and call centres.