

## **Senate Standing Committees on Education and Employment**

### **Fair Work Amendment (Protecting Penalty and Overtime Rates) Bill 2025**

#### **QUESTION ON NOTICE**

**Date of hearing: 13 August 2025**

**Outcome: Fair Work Ombudsman (FWO)**

**Department of Employment and Workplace Relations Question No. IQ25-000018**

Senator Maria Kovacic provided in writing.

#### ***FWO | Small Business***

##### **Question**

- Of the 3,142 pieces of tailored written advice provided by the Employer Advisory Service (EAS) in 2023–24, how many individual businesses sought this advice?
- What was the fastest turnaround time, slowest turnaround time, and average turnaround time for providing tailored written advice through the EAS in 2023–24?
- Are the customer satisfaction rates reported for the EAS based on feedback from all businesses that received advice, or only from businesses that chose to provide feedback?
  - If based only on those that opted in, how many businesses provided a satisfaction rating in numerical form?
- Based on the satisfaction data provided, 20% of small businesses were not satisfied with the advice received.
  - What is the numerical figure for the number of businesses that were unsatisfied?
  - What were the most frequently reported issues or concerns raised by these businesses regarding the EAS?

##### **Answer**

**The Fair Work Ombudsman (FWO) has provided the following response.**

2,710 individual small business customers sought tailored written advice provided by the Employer Advisory Service (EAS) in 2023-24.

In 2023-24, the turnaround times for providing advice through the EAS were:

- fastest: 0 days (same day)
- average: 9 days
- slowest: 105 days

The turnaround of 105 days related to an instance where visibility of the request was lost due to an error in routing the request through the FWO's IT systems. A technological solution to this routing issue was implemented on 1 August 2025 and is expected to prevent any similar future occurrence.

All small business customers who receive tailored written advice from the EAS are invited to respond to a feedback survey.

As the survey is optional, the satisfaction rates cited are from customers who chose to participate in the survey and reflect their responses to one specific question: "Overall, I am satisfied with the advice provided".

241 customers responded to this question in 2023-24. Of those respondents, 47 (20%) answered the proposition by selecting a response other than "Strongly agree" or "Agree" as follows:

- 18 answered neutrally "Neither agree nor disagree"
- 8 answered "Disagree"
- 21 answered "Strongly disagree"

The most frequently reported issues raised by these respondents were that they did not agree with the advice provided or they were dissatisfied with the limitations of the FWO's jurisdiction/scope of advice.