

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2014 - 2015

Agency - Workplace Gender Equality Agency

Department of Employment Question No. EMSQ15-000043

Senator Ruston asked on 26 February 2015 on proof Hansard page 98

Question

WGEA - Complaints system

Ms Beattie: We have a complaints mechanism in the sense that we have the capacity to take inbound calls. People call and provide feedback and that is recorded in our system. I would have to take on notice to what extent that is advertised through our website and the like. We certainly have a service charter that outlines our openness and willingness to take that feedback.

Answer

The Service Charter of the Workplace Gender Equality Agency outlines the service standards of the Agency and encourages feedback through a variety of contact methods. It is published on the www.wgea.gov.au website. A Customer Relationship Management system is used to capture all feedback and subsequent Agency response.

In addition the WGEA website contains the Agency's procedures for managing disclosures under the *Public Interest Disclosures Act, 2013*.