

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2015 - 2016

Agency - Fair Work Ombudsman

Department of Employment Question No. EMSQ16-000024

Senator Lines provided in writing.

Question

FWO - 7-Eleven - Third party processor

Given a third party is processing these claims - "Independent Claims Pty Ltd" – the confidentiality standards that are incumbent on Government agencies are not relevant. Are there potential dangers for these vulnerable workers that their specific complaints may be inappropriately detailed to the franchisees?

Answer

The claims process is administered by Independent Claims Pty Ltd and the Fels Wage Fairness Panel. Any questions relating to those processes are best directed to them.