

**Senate Standing Committee on Education and Employment**

**QUESTIONS ON NOTICE  
Supplementary Budget Estimates 2014-2015**

**Agency - Fair Work Ombudsman**

**Department of Employment Question No. EM1548\_15**

**Senator Xenophon provided in writing.**

**Question**

**FWO - Practitioner assist program**

I have received advice from a constituent that the Practitioner Assist program will shortly cease to exist in its old form and the Fair Work Ombudsman is in the process of launching a new practitioner platform. 1. Can you verify this advice and provide further information about the status of the program? 2. How would the new program operate? 3. Can you advise of the reasons that the program is being re-launched? a. Has the FWO conducted satisfaction surveys of users of the current practitioner assist program? b. What are the results? 4. Is the FWO seeking feedback from stakeholders on the proposed changes? 5. Would there still be a phone 'Question and Answer' type service with experienced staff members to assist? If not, why not?

**Answer**

1. The Fair Work Ombudsman has made no decision to cease this service.
2. No new program is planned at this stage.
3. Not applicable.
4. Not applicable.
5. Not applicable.