

## Senate Standing Committee on Education and Employment

### QUESTIONS ON NOTICE Supplementary Budget Estimates 2016 - 2017

#### Agency - Fair Work Ombudsman

Department of Employment Question No. EMSQ16-000995

Senator Marshall provided in writing.

#### Question

#### FWO - Enquiries to the Fair Work Ombudsman

What percentages of enquiries to the Fair Work Ombudsman are from?

- a. ATSI people
- b. CALD people
- c. Regional/rural/remote people
- d. Women
- e. Men

#### Answer

The Fair Work Ombudsman (FWO) does not routinely capture specific demographic information from telephone or My Account email interactions. For example, the FWO would not ordinarily require an individual to inform us of their race, sex or geographical location as those factors do not affect a person's entitlements under workplace relations legislation. As such, the data provided below relies on self-identification by individuals in the course of their interaction with the FWO and is likely to be under-representative of persons who contact the FWO overall.

Enquiries received (by telephone and My Account email) by demographic <sup>1</sup>			
		2015-16	
		Number	% of total received
CALD people <sup>2</sup>	Telephone enquiries by persons who requested an interpreter or indicated they had a non-English Speaking background	986	0.3%
	My Account email enquiries by persons who requested an interpreter or indicated they had a non-English Speaking background	922	2%

<sup>1</sup> Specific data in relation to Aboriginal and Torres Strait Islander (ATSI) people is not available in the FWO's customer database. Information pertaining to gender is also not collected. Information on geographic location is not consistently recorded and as such is not available.

<sup>2</sup> Demographic data is manually recorded by Fair Work Infoline Advisers during interactions with customers. Advisers will not always capture demographic characteristics, particularly where it may not be relevant to the enquiry/issue discussed.