

**Senate Standing Committee on Education Employment and Workplace  
Relations**

**QUESTIONS ON NOTICE  
Additional Estimates 2009-2010**

**Agency - Fair Work Australia**

**DEEWR Question No.EW0965\_10**

**Senator Abetz asked on 10/02/2010, Hansard page 62.**

**Question**

**FWA - FWA MESSAGE BANK HOTLINE**

Senator ABETZ—Yes, but I am assuming that the chances are that in the first couple of weeks of January the load may have been a lot higher. How many calls switched to the message bank? Are you confident that every call that could not be answered immediately did go to message bank and did not simply drop out of the system? Mr Hower - I would have to take that on notice.

**Answer**

Fair Work Australia has provided the following response:

From Monday, 4 January until Friday, 15 January 2010 the FWA Help Line received 6479 calls – an average of 648 calls per day.

Of the total calls received 2296 went through to MessageBank. The majority of these calls were returned within two hours and the remainder within one working day. The phone system does not record the number of clients who were put through to MessageBank but did not leave a message.