

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

**QUESTIONS ON NOTICE  
Budget Estimates 2010-2011**

**Agency - Fair Work Ombudsman**

**DEEWR Question No.EW0262\_11**

**Senator Cameron asked on 1/06/2010, Hansard page 67.**

*Refers to previous DEEWR Question No [EW0960\\_10](#)*

**Question**

**WHY DOES THE FWO NOT KEEP SPECIFIC DATA ON REFERRALS TO THE ATO?**

Senator CAMERON—You answered this to question No. EW0960\_10. You said, ‘The Fair Work Ombudsman does not keep specific data on referrals to the Australian Taxation Office.’ I just wonder, why? Mr Wilson—I apologise for the look of confusion. We certainly recall that information and the response to you. We are not attempting to be disingenuous. Extracting that information from our database to actually find out those occasions where we have written to ASIC over that length of time would be a difficult, if not impossible, task. Notwithstanding that, I would have thought we could probably do better than simply say that we cannot tell you anything. At the risk of offending you, if we can take that on notice and try to come back— Senator CAMERON—I am not easily offended. Mr Wilson—But we will try to come back with a better answer.

**Answer**

*The Fair Work Ombudsman has provided the following response.*

The Fair Work Infoline records when callers are directed by advisors to contact other Commonwealth agencies. The numbers of calls referred during the 2009/10 financial year are as follows:

Type	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	TOTAL	Monthly Average
<b>ATO TAX</b>	466	352	375	309	246	248	326	483	520	445	470	466	<b>4706</b>	392
<b>Centrelink</b>	50	31	40	26	18	19	23	44	59	33	38	57	<b>438</b>	37
<b>ABCC</b>	6	1	9	8	8	10	12	15	11	6	11	10	<b>107</b>	9
<b>ASIC</b>	3	4	1	2		1	3	5	4	1	7	2	<b>33</b>	3
<b>TOTAL</b>	<b>525</b>	<b>388</b>	<b>425</b>	<b>345</b>	<b>272</b>	<b>278</b>	<b>364</b>	<b>547</b>	<b>594</b>	<b>485</b>	<b>526</b>	<b>535</b>	<b>5284</b>	<b>440</b>

Additionally, the Fair Work Infoline’s Interactive Voice Response (the automated voice that prompts callers to make a selection to assist in the routing of their call to the appropriate area) automatically transfers calls to the ATO where callers identify that their concern is about superannuation or taxation. The number of calls delivered to

the ATO fall under two categories of tax superannuation and tax certificates. The figures for calls automatically transferred to the ATO since January 2010 are:

Type	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	June 2010
<b>Tax Certificates</b>	1692	1768	1557	1225	1221	1423
<b>Superannuation</b>	1045	1211	1281	1021	1044	1072
<b>TOTAL</b>	<b>2737</b>	<b>2979</b>	<b>2838</b>	<b>2246</b>	<b>2265</b>	<b>2495</b>

The Fair Work Ombudsman is currently producing a new operational case management system for use by its Inspectorate. The new database will have the functionality to record which matters are referred to other federal agencies such as the ATO and ASIC going forward.