

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

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

Agency - Fair Work Australia

DEEWR Question No.EW0284_11

Senator Abetz asked on 1/06/2010, Hansard page 109.

Question

INFO LINE (IN RELATION TO EW0965_10)

Senator ABETZ—How is the info line going? Is it going well? How long are people waiting? Mr Lee—I will ask the manager of that area to answer your question.

Senator ABETZ—It is EW0965_10. We were told that there were 6,479 calls between 4 January and 15 January. I was wondering if you could provide us with an up to date— Mr Lee—Before Mr Hower responds, generally speaking, the numbers of calls that are coming in to the line has started to stabilise. In terms of our management of calls coming in, we are pleased with the improvements that have been made with response times. Mr Hower will be able to give you some detailed indicators on that. Senator ABETZ—Mr Hower, having brought you to the table, I do not like doing this to you, but would you mind please taking that question on notice? I have just noticed the clock. We only have 20 minutes left. Mr Hower—Certainly.

Answer

Fair Work Australia has provided the following response:

Clients contacting the FWA Help Line speak directly to a team member unless all our phones are busy in which case the calls go to Telstra MessageBank for clients to leave a message. At present we are able to return calls within 2-3 working hours of a message being left.

There are now 13 staff working in the contact centre and the team has answered 68,128 inquiries for the period 4 January-28 May 2010. The following table provides a breakdown of the number of inquiries dealt with per fortnight over this period:

2010		
Fortnight ending	Total inquiries	Av per day
8Jan [1 week]	3,326	665
22Jan	6,705	671
5Feb	5,687	632
19Feb	7,073	707
5Mar	7,166	717
19Mar	6,458	646

2Apr	5,624	625
16Apr	6,157	684
30Apr	6,442	716
14May	6,736	673
28 May	6,754	675
Total	68,128	