

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

**QUESTIONS ON NOTICE  
Budget Estimates 2012-2013**

**Agency - Fair Work Ombudsman**

**DEEWR Question No. EW0194\_13**

**Senator Fisher asked on 28 May 2012 , Hansard page 68**

**Question**

**FWO - Number of calls received on advice line**

Mr O'Shea: I should clarify that. There may have been instances of people calling our Infoline to make general inquiries. But in relation to alleged underpayment or alleged contraventions of the act, the answer is zero. As to how many phone calls our advice line has received, I do not have that information in front of me. Senator FISHER: Would you be able to provide that on notice? Mr O'Shea: If it is available.

**Answer**

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

Between 1 January and 31 May 2012, 5,395 out of a total of 273,043 calls to the Fair Work Infoline related to the Textile, Clothing and Footwear Industry. Two calls specifically referenced the *Fair Work Amendment (Textile, Clothing and Footwear Industry) Act 2011*.