

Senate Standing Committee on Education and Employment

**QUESTIONS ON NOTICE
Budget Estimates 2014-2015**

Agency - Workplace Gender Equality Agency

Department of Employment Question No. EM0787_15

Senator McKenzie provided in writing.

Question

WGEA – Inquiries

In relation to this evidence:

Ms Conway: I can give you some precise statistics on that. We launched the online reporting portal on 14 February this year. Since that time, we have had 10,636 inquiries. That is as at 1 June.

- Can a breakdown be provided of what the calls related to?
- What were the primary issues being experienced by employers trying to report?
- What action will the Agency take as a result of the high volume of calls?
- Did the agency expect such a volume of enquiries?
- What did the agency do to cope with the level of enquiries?

Answer

Details of the calls received by the Agency between 14 February 2014 and 1 June 2014 are as follows:

- 1359 – enquiries relating to AUSKey
- 2079 – enquiries relating to changing organizational details
- 4366 – enquiries relating to reporting and compliance
- 1409 – enquiries relating to the online portal
- 7 – enquiries about employee comments
- 794 – requests for an extension of time to report
- 86 – enquiries about the Agency's employer of choice citation
- 7 – enquiries involving referral to another agency
- 310 – enquiries relating to coverage under the *Workplace Gender Equality Act 2012*
- 17 – requests for additional information
- 202 – unspecified category
- 10,636 in total

The Agency expected a large volume of calls as it was the first year of the new on-line reporting system. To accommodate these calls, staff not normally required to answer calls were trained and put on the telephones. The Agency will further refine its on-line reporting system and educational resources to take into account the issues raised during these calls.