

**Senate Standing Committee on Education and Employment**

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

**Agency - Fair Work Ombudsman**

**Department of Employment Question No. EM0806\_15**

**Senator Cameron asked on 2 June 2014 on proof Hansard page 9**

**Question**

**FWO - employee line**

Senator CAMERON: Can you then provide the details of the maximum wait time for someone ringing the employee line? On the issue of small business ringing through questions on apprentices and training wages, how many are apprentices and trainees questions? Ms James: I know that it is the second of our top five. I am not sure if I have the detailed figures on me, so we may take that on notice.

**Answer**

Since the launch of the Small Business Helpline on 6 December 2013, the maximum wait time experienced by a caller to the Fair Work Infoline was 1 hour 4 minutes and 16 seconds. This occurred on 7 February 2014 at 5.25pm.

Of all Fair Work Infoline calls answered during the period 6 December 2013 to 30 April 2014, 99 per cent were answered within 35 minutes and less than 0.1 per cent waited longer than an hour.

Enquiries about apprentice or trainee wages consisted of 12 per cent of all calls to the Small Business Helpline during the period 6 December 2013 – 30 April 2014.