

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION  
LEGISLATION COMMITTEE**

**2003-2004 ADDITIONAL ESTIMATES HEARING  
19 FEBRUARY 2004**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**Outcome 2: Higher productivity, higher pay workplaces**

**Output Group 2.2: Workplace relations implementation**

**Output 2.2.4: Workplace Relations Services**

**Question Number: W395-04**

**Question:**

Senator Wong asked at *Hansard* page 106:

- (a) Could the Department provide the total number of complaints received for the last three quarters?
- (b) How many of these complaints resulted in prosecution?
- (c) What proportion of cases are resolved without payment of money and what proportion are resolved with payment of money?

**Answer:**

- (a) The Department received 3,818 complaints in the period 1 March 2003 to 31 December 2003.
- (b) Of the 3818 complaints received, two have resulted in prosecution so far.
- (c) For the period 1 March 2003 to 31 December 2003, 88 per cent of complaints involving at least one breach of a federal industrial instrument were resolved with payment of money to rectify breaches, while 12 per cent were resolved without payment of money.