

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

**2005-2006 ADDITIONAL SENATE ESTIMATES HEARING  
16 FEBRUARY 2006  
EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

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

**Output Group: 2.2 Workplace Relations Implementation**

**Output: 2.2.3 Workplace Relations Services**

**Question Number: W744-06**

**Question:**

Senator Wong asked at *Hansard* pages 127 and 128:- Since the House of Representatives passed the WorkChoices Bill, to date (16/2/06) a) how many people have been recruited for the Office of Workplace Services contact centres, by the department? b) In which contact centres will these staff be located?

**Answer:**

As at 6/3/2006, the following staff have been recruited for the Workchoices Infoline contact centre:

Location	No of external recruits	Total contact centre staffing, including internal recruits <sup>1</sup>
Sydney	72	82
Melbourne	12	61
Perth	16	16
National Administration	4	11 <sup>2</sup>

*Notes: 1 Direct operational staffing*

*2 Includes operational staff where at least 50% of the role is related to contact centre support.*