

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

**QUESTIONS ON NOTICE
Additional Estimates 2009-2010**

Agency - Fair Work Ombudsman

DEEWR Question No.EW0950_10

Senator Abetz asked on 10/02/2010, Hansard page 37.

Question

AVERAGE TIME THAT ARE CALLERS ON HOLD FOR FWO HOTLINE

Senator ABETZ—Right. Can you tell us the average time of each call? And please do not tell us the time for which they were on hold. Senator JACINTA COLLINS—Please do or do not? Senator ABETZ—Tell us that as well, but do not include it as though that was meaningful engagement between the client and the Fair Work Ombudsman's office, whilst they were on hold. cont. pg 37 Senator ABETZ—Until Monday? Right. Are you able to tell us what the figures were, let us say, up to 21 January, if that is a convenient date, or midway during January? Take that on notice. I do not need to know it now. Mr Wilson—We will take that one on notice.

Answer

The Fair Work Ombudsman has provided the following response:

The following Fair Work Infoline statistics relate to the period *1 January 2010 to 21 January 2010*.

- The average duration of a call (excluding periods on hold) was 8 minutes and 41 seconds.
- The average time that a client is placed on hold during a call was 2 minutes and 29 seconds.
- The average wait time for a call to be answered was 7 minutes and 28 seconds.
- The longest wait time for a call that was answered was 34 minutes and 5 seconds.
- The longest wait time for a call that was abandoned was 34 minutes and 9 seconds.