

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

**QUESTIONS ON NOTICE
Additional Estimates 2011-2012**

Agency - Fair Work Ombudsman

DEEWR Question No. EW0907_12

Senator Abetz provided in writing.

Question

FWO - Complaints about advice given

What steps have been taken to verify the PayCheck a. Conflicting advice

Answer

The Fair Work Ombudsman has provided the following response

There is a quality assurance process in place to check information entered into the suite of pay tools developed by the Fair Work Ombudsman. Where there is a need to amend data within the computer system that supports the pay tools, an advisor must present the proposed amendment and the reason for the amendment, in writing, to a team leader for review. Once reviewed and approved by the team leader, the advisor will action their request to amend pay tool information.

In addition, there are feedback mechanisms available in the tools for clients to raise any questions regarding the results of the tools.

A full list of all changes made to rates of pay in the online tools since 1 July 2011 has been published at Fairwork Online (www.fairwork.gov.au). The Fair Work Ombudsman encourages users to subscribe to an RSS feed that will notify them of changes to the rates.

The Fair Work Ombudsman is not able to determine who has accessed our tools to obtain rates of pay; therefore we cannot contact them individually to alert them when we have made a change.