

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

**QUESTIONS ON NOTICE
Additional Estimates 2012-2013**

Agency - Fair Work Ombudsman

DEEWR Question No. EW0895_13

Senator Abetz asked on 13 February 2013, Hansard page 36

Question

National Employment Standards fact sheets

Senator ABETZ: ... The Fair Work Ombudsman has on its website, or refers people on its website, to the 10 National Employment Standards and fact sheets behind that. Are you able to tell us which one of those is downloaded the most? Do you have a system to determine that? Mr Wilson: We do. Senator ABETZ: Is that readily available and, if not, can you take it on notice? Mr Wilson: We will have to take that on notice, Senator, but we do track the downloads of that sort of information, yes. Senator ABETZ: Are you able to tell us of those 10 National Employment Standards the order in which they are enquired about—which are downloaded the most but also which you get the most telephone calls or letters or emails about? Are you able to dissect that or not, without too much work? Mr Wilson: We can give you some information. It will not be a precise correlation but we can say the standard National Employment Standards, the 10 matters, and then we can say that through the telephone service we have this many calls about annual leave, this many calls about public holidays—we can do that kind of dissection. But it is not precisely about the National Employment Standard itself. Senator ABETZ: All right. As good as you can get it—I would appreciate it.

Answer

The Fair Work Ombudsman has provided the following response:

Factsheets regarding the National Employment Standards (NES) are available for download from the Fair Work Ombudsman's (FWO) website www.fairwork.gov.au.

The following table provides the number of NES fact sheets downloaded in the 2011–12 financial year, and in the current financial year to 31 December 2012:

Factsheet	No. of Downloads		
	2011-12 FY	1 July 2012 – 31 Dec 2012	Total
Notice of termination and redundancy pay and the NES	80,865	42,213	123,078
Long service leave and the NES	76,314	45,585	121,899

Personal / carer's leave and compassionate leave and the NES	55,130	30,192	85,322
Annual leave and the NES	51,533	26,956	78,489
Parental leave and related entitlements	40,071	24,854	64,925
Maximum weekly hours and the NES	31,142	16,819	47,961
Fair Work Information Statement and the NES	26,007	14,164	40,171
Requests for flexible working arrangements	18,665	11,417	30,082
Public holidays and the NES	19,678	7,837	27,515
Community service leave and the NES	7,800	4,270	12,070

The following table provides quantities of enquiries logged by the Fair Work Infoline which relate to the National Employment Standards (NES) in the 2011 – 12 financial year and in the current financial year to date:

Enquiry Type	No. of enquiries logged		
	2011-12 FY	1 July 2012 – 28 Feb 2013	Total
Termination of Employment / Notice or payment in lieu	32,425	17,537	49,962
Termination of Employment / Redundancy	18,221	12,081	30,302
Leave / Annual Leave	17,458	10,215	27,673
Leave / Long Service Leave	17,573	9,196	26,769
Leave / Personal Carer's Leave	14,840	8,601	23,441
Leave / Parental Leave	8,606	4,900	13,506
Entitlements / Overtime	7,316	4,156	11,472
Entitlements/Public Holidays	6,837	2,865	9,702
Conditions / NES Factsheet	2,728	954	3,682
Conditions / NES	1,908	1,503	3,411
Leave / Compassionate Leave	1,565	867	2,432
Conditions / Flexible Working Arrangements	792	443	1,235
Leave / Community Service Leave	385	173	558
Fair Work Information Statement	170	96	266