

## Senate Standing Committee on Education and Employment

### QUESTIONS ON NOTICE Additional Estimates 2013-2014

#### Agency - Fair Work Ombudsman

Department of Employment Question No. EM0143\_14

Senator Cameron asked on 27 February 2014, Hansard page 29

#### Question

#### FWO - Engagement with employers

Senator CAMERON: Can you take on notice, then, to advise me as to how you measure the impact of engagement with employers, how many engagements you have had with employers and what have been the outcomes of that engagement consistent with the methodology you have just outlined. Ms James: I am happy to take that on notice. The volume might be something we would need to think about.

#### Answer

The Fair Work Ombudsman seeks to have a broad reach within the community using various methodologies to engage with millions of people each year. All the agency's activities are designed to assist employers and employees understand and meet their rights and obligations. The Fair Work Ombudsman seeks to improve its services on an ongoing basis through the regular review of our services and the consideration of feedback from stakeholders.

Since the launch of the Small Business Helpline on 6 December 2013 to 21 February 2014, the Fair Work Ombudsman answered 33 391 calls.

In the 2012-13 financial year the Fair Work Ombudsman had the following engagements with employers and employees:

Education and Compliance Activities		
Calls answered		522,782
Emails and live chats answered		93,123
Website	Visits to website	10.3 million
	Unique visitors to website	5.9 million
Pay tool visits		1,292,825
Education tools (downloads)	Fact sheets	1,115,282
	Templates (letters and documents)	438,810
	Best Practice Guides	93,882
National Franchise Program – number of franchisors partnered with		6
Complaints completed		26,574

Audits finalised	5,675
Number of litigation proceedings filed	50
Number of Enforceable Undertakings executed	12
<b>Social Media</b>	
Facebook	The Fair Work Ombudsman made 300 posts which were seen 19 million times and the page received more than 5000 'likes'.
Twitter	The Fair Work Ombudsman made 700 tweets, had 3,909 followers and had its tweets re-tweeted more than 1000 times.
YouTube	The Fair Work Ombudsman's 73 videos were viewed 264,266 times and acquired over 100 subscribers.