

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

**2004-2005 BUDGET SENATE ESTIMATES HEARING  
31 MAY AND 1 JUNE 2004**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**Outcome 1: An effectively functioning labour market**

**Output Group 1.1: Labour market policy and analysis**

**Outputs 1.1.2: Research, evaluation and reporting**

**Question Number: W032-05**

**Question:**

Senator Campbell asked at *Hansard* page 45:

In regards to the Mitsubishi closures

- (a) How many calls have been made to the assistance hotline?
- (b) The average waiting time on the hotline?
- (c) How many people are working on the hotline?
- (d) When was the hotline actually available?

**Answer:** The hotline is run by Centrelink. While the Department of Employment and Workplace Relations provided some scripts to assist Centrelink operators advise callers about the labour adjustment package and Job Network services, these questions should be directed to Centrelink.