

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

**2005-2006 BUDGET SENATE ESTIMATES HEARING  
30, 31 MAY and 3 JUNE 2005**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**Outcome 2: Higher productivity, higher pay workplaces**

**Output Group 2.2: Workplace relations implementation**

**Output 2.2.4: Workplace relations services**

**Question Number: W346-06**

**Question:**

Senator Marshall asked in writing:

Can the Department provide details of services provided specifically for young people and people from culturally and linguistically diverse groups?

Please detail the current costs of providing these services. In addition, what information and support will be provided to these groups if a unitary system is established?

**Answer:**

The Department provides a range of services to help employers and employees understand and exercise their rights, obligations and choices under the federal workplace relations system. In providing these services, the Department takes account of the particular needs of such clients as young people and people from culturally and linguistically diverse groups. For example, young workers can access the Department's WageLine telephone service to get up to date information on their wages and conditions entitlements. The Department's Workplace portal has information aimed at assisting young people. They can also access the "young workers" page on the Department's WageNet site to help them understand their rights and find out where to get help to enforce them. The Department also has youth liaison officers. The Department undertakes targeted educative and compliance activities in industries which have a high proportion of young workers and people from culturally and linguistically diverse groups, such as the fast food, hospitality and retail industries. People from culturally and linguistically diverse groups can access the Department's telephone and online services through the use of an interpreter and translation service.

No cost breakdown of providing these services is available.

As the workplace relations reform package represents fundamental changes to the existing workplace relations system, it will be essential to develop widespread community understanding of the new measures. A comprehensive communication and education programme will accompany the workplace relations reform package, including for young people and people from culturally and linguistically diverse groups.

As part of the programme, the Department and the Office of the Employment Advocate will provide education and assistance to employees and employers to ensure they understand and comply with their obligations under the new workplace relations system.