

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

**2006-2007 BUDGET SENATE ESTIMATES HEARING
29TH AND 30TH MAY 2006
EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

QUESTIONS ON NOTICE

Outcome 2: Higher productivity, higher pay workplace

Output Group 2.2: Workplace relations implementation

Output 2.2.3: Workplace relations services

Question Number: W094-07

Question:

Senator Campbell asked at *Hansard* page 94:

Can the department provide details of the call loads for each of the centres - Sydney, Melbourne and Perth

Answer:

The WorkChoices InfoLine operates as one distributed contact centre with 3 locations. Callers may be answered at any of the sites depending on the nature of the call. The tables in Attachment A set out the numbers of calls answered in each location for the period 27 March – 30 June 2006.

27 March – 30 June 2006

SITE	Calls Answered
Melbourne	72795
Sydney	52068
Perth	10632
TOTALS	135495