

**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: W098-07

Question:

Senator Wong asked at *Hansard* page 99

In relation to reference materials used by call centre staff, can the department provide a copy of the fact sheets?

Answer:

WorkChoices Infoline Support has designed, developed and implemented a knowledge bank to assist WorkChoices Infoline Advisors provide accurate, up-to-date responses to all enquiries. The knowledge bank stores all available industrial instruments that sit within the new Federal System, together with supporting information. This supporting information is available in a number of formats such as information trees, scripts, FAQs, award summaries and fact sheets; which include transitional information, operational procedures, media releases and technical advice. All supporting information is searchable by topic and text search.

Attached are copies of the WorkChoices fact sheets, which are one component of the knowledge bank.

Please Find the following Fact sheets attached:

WorkChoices and who is covered
WorkChoices and state awards and agreements
WorkChoices and employee protections
WorkChoices and the Office of Workplace Services
WorkChoices and Australian families
WorkChoices and awards
WorkChoices and Federal awards and agreements
WorkChoices and minimum rates of pay
WorkChoices and annual leave
WorkChoices and parental leave
WorkChoices and the Australian Fair Pay and Conditions Standard
WorkChoices and ordinary hours
WorkChoices and time and wage records
WorkChoices and personal carer's leave
WorkChoices and termination of employment
WorkChoices and unions
WorkChoices and union membership
WorkChoices and industrial action
WorkChoices and workplace disputes
WorkChoices and junior rates
WorkChoices and disability wages
WorkChoices and apprentices and trainees
WorkChoices and employees on commission
WorkChoices and Victoria
WorkChoices and young people
WorkChoices and outworkers
WorkChoices and multiple business agreements
WorkChoices and greenfields agreements
WorkChoices and employee collective agreements
WorkChoices and incorporating