

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

**2006-2007 BUDGET SENATE ESTIMATES HEARING  
29<sup>TH</sup> AND 30<sup>TH</sup> 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: W101-07**

**Question:**

Senator Wong asked at *Hansard* page 101:

Can the department provide an analysis of the nature of calls received broken down by the various categories and what each of those categories captures, eg do calls about penalty rates or overtime get categorised as a wages query or as an other conditions query?

**Answer:**

Callers to the WorkChoices Infoline may raise several related questions during an enquiry. The advisor handling the enquiry exercises their judgement in deciding which category best applies. Calls about penalty and allowance rates fall in the "Conditions" category.

A table setting out enquiries from 27 March to 23 June 2006 by type is at Attachment A.

## Attachment A

Type	Subtype	No.
<b>Alternative Dispute Resolution</b>		<b>41</b>
<b>Claim Kit Follow-up</b>		<b>120</b>
<b>Claim Kit Request</b>		<b>5,114</b>
<b>Conditions</b>	Unspecified	<b>7,545</b>
<b>Conditions</b>	Annual Leave	<b>4,057</b>
	Meal Breaks	<b>853</b>
	Notice and Payment in Lieu of Notice	<b>4,325</b>
	Other Leave	<b>4,468</b>
	Overtime	<b>1,199</b>
	Penalties and Allowances	<b>2,007</b>
	Personal Leave	<b>3,558</b>
	Public Holidays	<b>2,591</b>
	Severance and Redundancy pay	<b>4,101</b>
	Wages	<b>50,034</b>
	Other	<b>5,857</b>
<b>Enforcement Matters</b>	Unspecified	<b>319</b>
	Agreement Making	<b>276</b>
	Freedom of Association	<b>23</b>
	Other	<b>234</b>
	Right of Entry	<b>23</b>
<b>Events and Bookings</b>		<b>5,741</b>
<b>Existing Claims (Includes pre W/C claims)</b>	Unspecified	<b>191</b>
	OWS	<b>580</b>
	State Department	<b>49</b>
<b>Independent Contractor</b>		<b>31</b>
<b>Termination</b>	Unspecified	<b>3,320</b>
	Constructive Dismissal	<b>31</b>
	Notice Period	<b>292</b>
	Redundancy	<b>68</b>
	Unfair	<b>1,639</b>
	Unlawful	<b>850</b>
	Unlawful Termination Assistance Scheme	<b>1</b>
<b>Other (e.g. superannuation, tax, common law contracts, callers seeking definitions of Constitutional Corporations, Trusts etc). NB: Also includes all email enquiries on wages and conditions (approx. 6%).</b>		<b>12,923</b>