

**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: W161-07**

**Question:**

Senator Wong asked at *Hansard* Page 26:

Call Centre staff: Of the staff employed for the purposes of the WorkChoices hotline and so forth there has been an increase from 875 to 1171, how many for each of these numbers are call centre staff?

**Answer:**

For 2005/06 the workplace advice and education component is approximately 125 staff (ASL) out of the 875. For 2006/07 it is approximately 280 staff of the 1171. These figures include all contact centre, advisory, and support staff.