

EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

**SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE
2008-09 BUDGET ESTIMATES HEARING**

Agency **Workplace Ombudsman**

DEEWR Question No. EW633_09

Senator Boyce asked on 3 June 2008, EEWL Hansard page 60.

Question

Phone calls received

The number of phone calls we [Workplace Ombudsman] had? And if you could describe how you classify them and why.

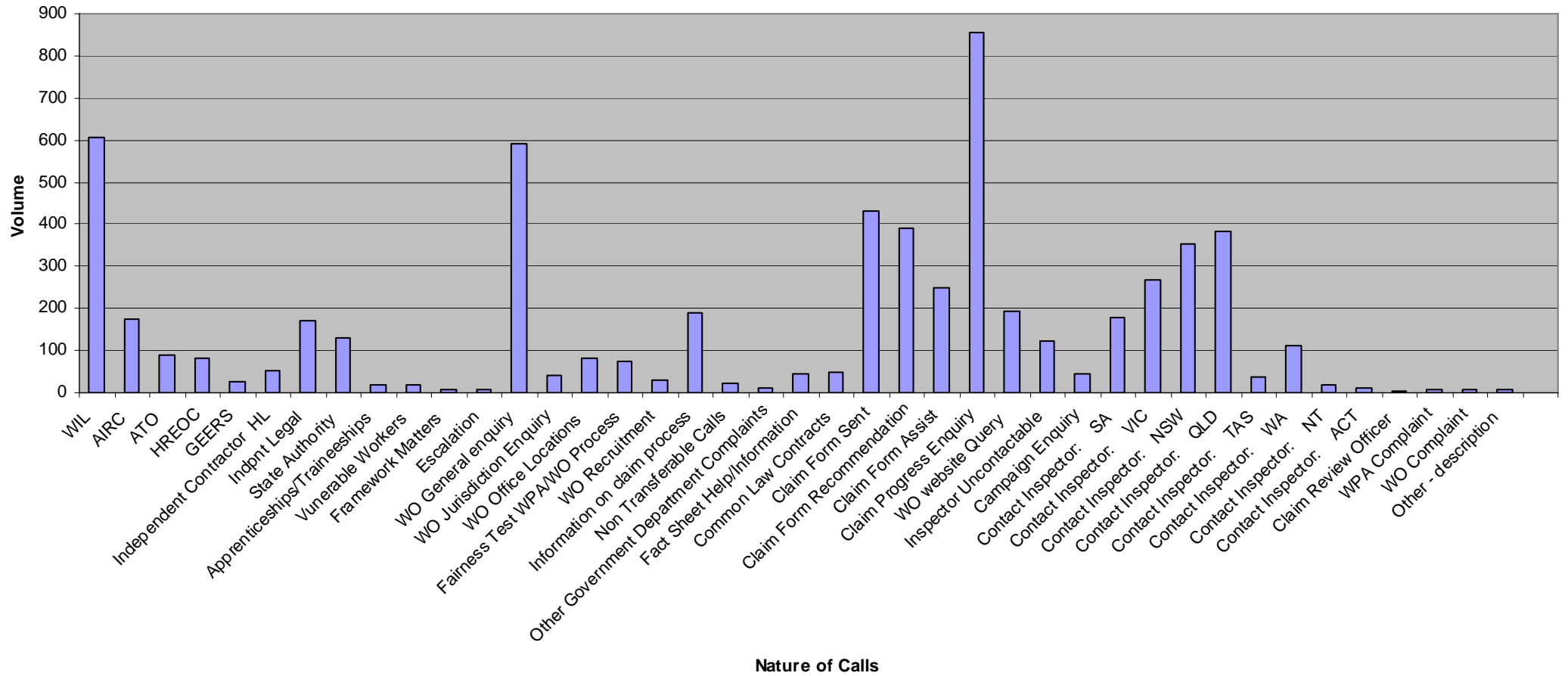
Answer

The Workplace Ombudsman has provided the following response:

The Workplace Ombudsman recently commenced recording data in relation to the number and type of phone calls received. The total number of calls received in May 2008 was 6182 and the total number of calls received in June 2008 was 6223. These figures are indicative of the average number of calls taken by the Workplace Ombudsman per month.

A graph relating to both May and June is attached for your information. These graphs include a break down of the calls received by topic. The Workplace Ombudsman classifies phone calls for accountability, staff training and productivity purposes.

CSC Response Team Call Logs May 2008



June Total Call Log Graph

