

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2010-2011**

Outcome 5 - Workplace Relations

DEEWR Question No.EW0010_11

Senator Abetz provided in writing.

Question

FAIR WORK INFORMATION CAMPAIGN - NEGATIVE FEEDBACK

Have you had any problems or difficulties with the information providers? Have you received any complaints from attendees or negative feedback? What processes are in place to allow participants receiving the information to provide feedback or complaints?

Answer

All providers have met their reporting and funding agreement requirements to date. The Department worked closely with all providers to ensure that services were provided in accordance with the funding agreement.

Program participants were given the opportunity to provide feedback by completing evaluation forms. Overall attendees indicated that the program was well received with the majority rating the program 4 out of 5 in relation to increasing their knowledge of the Fair Work system. A minority of attendees indicated that the program did not meet their needs. The Department will review all feedback as part of its evaluation of the effectiveness of the program.

The Department is aware of two specific complaints. The first complaint related to a lack of information about modern awards being provided at a seminar. The department explained to the complainant that information about particular modern awards was in fact outside the scope of the program. The second complaint related to a type setting error with the Arabic segment of a multi-language flyer. The flyer invited small business to access the Fair Work for Small Business website. The organisations to which the flyer was distributed were informed of the error and provided with replacement text.