

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

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

Agency - Fair Work Ombudsman

DEEWR Question No.EW0261_11

Senator Cameron asked on 1/06/2010, Hansard page 66.

Refers to previous DEEWR Question No [EW0959_10](#)

Question

COMPLAINTS REGARDING MAJOR INDUSTRY RETAIL AND MANUFACTURING

Senator CAMERON—In response to questions on notice put to you at the last budget estimates, you indicated that Fair Work Australia had recovered \$726,426 in the building and construction industry for employees in the six month period from 31 January 2010. You also indicated that your predecessor had dealt with 4,962 complaints, finalised 4,640 complaints and recovered \$5,732,922. How does this compare with other major industries, such as manufacturing, retail and hospitality? I read the lips and it is a 'take it on notice', is it? Mr Wilson—Yes, we will take that on notice. I am afraid that we are not that resourced. Can you just repeat, please, the industries you were interested in? Senator CAMERON—Any major industry, but manufacturing, retail and hospitality. Mr Wilson—Certainly in relation to retail and hospitality that should not be a difficult task. As to manufacturing, I am not sure whether we code. Mr Loizides—Yes. Mr Wilson—We do. Do we have that information with us? Mr Loizides—No. I can break it down in terms of numbers of complaints at the moment, but I cannot break it down into those other metrics. I can tell you, for example, in the retail industry we received from 1 July 2009 to 30 April 2010 2,800 complaints. In transport/warehousing it is 1,100 complaints; construction, 1,100- odd; and manufacturing, about 1,000. We can provide those metrics to you on notice. Senator CAMERON—I suppose the areas I would be interested in are manufacturing, retail, hospitality, transport and agriculture. Mr Loizides—We can provide those. Mr Wilson—For what period do you want them? Senator CAMERON—I suppose to make a comparison in the six months to 31 January 2010, and if you can provide the comparison in the period from 27 March 2006 to 30 June 2009—the period you have reported in your answers to questions on notice. Mr Wilson—I think we can do that.

Answer

The Fair Work Ombudsman has provided the following response:

In the period **1 July 2009 to 30 April 2010**, the Fair Work Ombudsman received the following number of complaints and recovered the corresponding amounts of monies in the Accommodation and Food Services, Agriculture, Forestry and Fishing, Manufacturing, Retail Trade, and Transport, Postal and Warehousing industries:

<u>Industry</u>	<u>Complaints</u>	<u>Money</u>
-----------------	-------------------	--------------

	Received	Recovered
Accommodation and Food Services	2878	\$1,128,462
Agriculture, Forestry and Fishing	414	\$198,319
Manufacturing	1057	\$680,848
Retail Trade	2740	\$1,291,758
Transport, Postal and Warehousing	1154	\$507,784
Total	8243	\$3,807,171

In the period **27 March 2006 to 30 June 2009**, the Fair Work Ombudsman's predecessors received the following number of complaints and recovered the corresponding amounts of monies in the same industries:

Industry	Complaints Received	Money Recovered
Accommodation and Food Services	10651	\$6,683,295
Agriculture, Forestry and Fishing	1619	\$1,304,229
Manufacturing	4157	\$3,772,365
Retail Trade	10926	\$8,276,203
Transport, Postal and Warehousing	2805	\$2,840,913
Total	30158	\$22,877,005