

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

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

**Agency - Fair Work Australia**

**DEEWR Question No.EW0279\_11**

**Senator Abetz asked on 1/06/2010, Hansard page 100.**

**Question**

**FWA INDUCTION**

Senator ABETZ—It has been indicated to me that induction for new employees takes about half a day; is that correct? Mr Lee—The most recent induction was around that time, yes. Senator ABETZ—And then, after that half-a-day induction, are any of them put on the front desk at Fair Work Australia? Mr Lee—I would have to take that on notice. I could not tell you that.

**Answer**

Fair Work Australia has provided the following response:

Following the initial induction of new staff to Fair Work Australia, training and awareness programs are undertaken for all staff – associates, for example, complete an extensive five day program. Service team staff (which includes counter staff) are provided on the job training in relation to the Fair Work Australia case management system as this is their predominant task within Fair Work Australia. An awareness of the various functions and processes before Fair Work Australia is an integral part of this on the job training. During and subsequent to this on the job training, all service team staff will attend the counter to accept the lodgement of applications. All service team staff are in close proximity to each other and are able to assist each other when attending the counter.