

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2005-2006 SUPPLEMENTARY BUDGET SENATE ESTIMATES HEARING
2 and 3 NOVEMBER 2005**

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: W641-06

Question:

Senator Marshall asked in writing:

Please detail the number of complaints received in 2004/2005 from employers and employees to the OEA, OWS and Building Industry Taskforce, broken down by agency.

Answer:

OEA

There were 331 Complaints received by the OEA. Of these, 301 related to AWA issues

OWS

OWS, including State Governments (Queensland, South Australia, Western Australia and Tasmania) contracted to deliver OWS claim resolution service, received 6,686 claims from employers and employees in 2004-05. Although an employer/employee breakdown is unavailable, virtually all claims received were from employees.

BIT

The Taskforce received 528 calls from Employers and 241 calls from Employees.