

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

**2006-2007 SUPPLEMENTARY BUDGET SENATE ESTIMATES HEARING  
2<sup>ND</sup> NOVEMBER 2006**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**OFFICE OF WORKPLACE SERVICES**

**Outcome 1 : The rights and obligations of workers and employers under the  
*Workplace Relations Act 1996* are understood and enforced fairly**

**Output Group 1.1 : Education and Compliance Services**

**Question Number: W431-07**

Question:

Senator Wong asked in writing:

What steps does OWS take to ensure it is an effective regulatory agency?

**Answer:**

OWS takes a number of steps, including:

- Ensuring appropriate corporate governance;
- Ensuring sufficient resources are available to handle the OWS' workload;
- Establishing accessible offices in metropolitan and regional Australia (27 in total, including 20 in regional centres);
- Providing initial and ongoing training for all staff;
- Monitoring performance;
- Publicising the OWS' role, activities and contact details;
- Investigating all claims received that fall within the federal jurisdiction;
- Undertaking a significant targeted compliance program; and
- Working with other federal and State compliance agencies.

**Estimated Cost:** To prepare this answer has taken approximately 2.5 hours at a cost of \$50.00