

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

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

**Agency - Fair Work Ombudsman**

**DEEWR Question No.EW0556\_11**

**Senator Abetz asked on 20/10/2010, Hansard page 23.**

**Question**

**FWO - PAY CALCULATOR**

Senator ABETZ—Let us not debate what we mean by the term ‘glitch’. Has any concern been expressed that the pay calculator may not be as accurate as it ought to be? Mr Wilson—As I said in response to the earlier question, we have had industrial parties come to us and query the information. In a few instances that has been as a result of incorrect data; in other instances there has been an interpretation issue. Senator ABETZ—So in short, without verballing you, the answer is yes, you are aware and the Fair Work Ombudsman has acknowledged that, at least in some, the error has been on the part of information that has been inputted by your staff. Is that correct? Mr Wilson—Yes. Senator ABETZ—That is fine. It is a new system and these things are bound to happen, so I am not overly critical of the system that you are seeking to implement. We are agreed it has happened in some circumstances. Are you able to tell us how many such complaints or indications that there may be an error have been provided to you which has required an adjustment to the information? Mr Wilson—No, I am not. We would have to take that on notice.

**Answer**

*The Fair Work Ombudsman has provided the following response:*

There are more than 50,000 individual classifications linked in the Fair work Ombudsman’s pay and classification database (ie. pre modern award classifications linked to modern award classifications). This supports more than the 100,000 individual transitional pay rates available through the online tools, including full time, part time and casual rates for the same classification linkage.

From February 2010 up until 23 October 2010, the Fair Work Ombudsman recorded 152 enquiries relating to the online pay tools from external sources (eg. employer organisations and unions).

58 of these enquiries related directly to rates of pay. Of these, 31 have resulted in a change to the online tools, 22 resulted in no change and 5 are still under consideration.

Of the 94 enquiries that did not directly relate to a wage rate query, 9 resulted in a

change to the online tools (eg typos or display errors), 79 resulted in no change and 6 are still under consideration.