

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

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

**Agency - Fair Work Ombudsman**

**DEEWR Question No.EW0567\_11**

**Senator Cameron asked on 20/10/2010, Hansard page 38.**

**Question**

**FWO - INQUIRIES**

Senator FISHER—Has the Ombudsman had inquiries made of it by workers in the insulation industry. If so, can you give us some details? Mr Ronson—The Fair Work Ombudsman received a number of inquiries and complaints earlier in the year particularly around the February period. We also received one particular representation from the National Secretary of the Construction, Forestry, Mining and Energy Union regarding the employment practices of some installers. Senator FISHER—Okay, can you provide further details of each. Can you provide further details in February: the number of calls, the nature of calls, whether they translated into claims, from where the work alleged to be done—you know, by the worker—was done, states, duration of employment et cetera. Mr Ronson—To give you a precise response I will have to take that question on notice.

**Answer**

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

During February 2010, 84 inquiries were received by the Fair Work Infoline that were identified as relating to the insulation industry. 27 percent related to termination of employment inquiries, 19percent to wages, and 18percent to employment conditions. Of the 84 inquiries, approximately 33percent came from Queensland, 29percent from New South Wales, and 24percent from Victoria.

The Fair Work Ombudsman's inquiry database is unable to disclose how many of these inquiries resulted in complaints being lodged.

The Fair Work Ombudsman received 8 complaints in relation to insulation installers in February 2010. In March 2010, the Fair work Ombudsman received 39 complaints in relation to insulation installers.

In February 2010, the Fair Work Ombudsman received a letter from the National Secretary of the Construction, Forestry, Mining and Energy Union (CFMEU) regarding the concerns that the union held with respect of employment practices of home insulation installers.