

Senate Standing Committee on Education Employment and Workplace Relations

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

Agency - Fair Work Ombudsman

DEEWR Question No.EW0568_11

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

Question

FWO HOTLINE

Senator FISHER—Could you please, and in respect of the earlier information that you volunteered, if we can translate the question that you will take on notice about the number of inquiries; the number of complaints; the number of investigations in respect of which states the work was done; over what period of time was the relevant employment, not necessarily disclosing the identity of the employers but any information about the employers themselves that the ombudsman has. If you could put all of that sort of detail in your answer to the question on notice. And in terms of period of time, let us say, can you provide that information for 2007-08, 2008-09 and 2009-10. Tell me if this will be too onerous as you have had a transition in between. If that is too onerous, when you hear my next question you may be able to suggest how you can do it better because I know the organisation has transitioned in that period, apart from everything else. Do you discern a trend in the volume of inquiries and/or claims from workers in the insulation industry over that period of time?

Answer

The Fair Work Ombudsman has provided the following response:

Inquiries

From 2007 to 2010 the Fair Work Ombudsman (and predecessor agencies) has identified the following inquiries received by the Fair Work Infoline relating to the insulation industry. This data is indicative only as it is based on a free text search of inquiries where 'insulation' was identified.

Inquiries received per year as identified by a free text search of 'insulation'					
State	2007-08 financial year	2008-09 financial year	2009-10 financial year	July-October 2010	TOTAL
QLD	39	61	218	33	351
NSW	38	56	192	32	318
VIC	42	80	138	24	284
WA	31	18	38	5	92
SA	22	14	32	8	76
ACT	5	1	11	0	17
TAS	1	2	9	1	13
Unspecified	2	0	5	5	12
NT	1	1	4	0	6
Total	181	233	647	108	1169

Of the insulation inquiries received by the Fair Work Infoline, the 5 most common inquiry types are as follows:

Top 5 Inquiry Types					
	2007-08 financial year	2008-09 financial year	2009-10 financial year	July- October 2010	TOTAL
Conditions	124	183	314	27	648
Termination of Employment	13	6	78	12	109
Wages	0	0	64	40	104
Referrals	11	19	61	7	98
Claims	0	0	45	13	58

Complaints

The Fair Work Ombudsman (and its predecessor agencies) is unable to provide data for complaints made in relation to insulation installers prior to the 2009/10 financial year as the case management system did not specify insulation installers as a separate category type. Specific information relating to complaints is therefore not available.

However, the following complaint numbers were noted as having been received in relation to insulation installers during the 2009/10 financial year and from 1 July 2010 to 30 October 2010:

Complaints received			
	2009/10 financial year	2010/11 financial year	Total
QLD	27	1	28
NSW	37	1	38
VIC	36		36
WA	1		1
SA	2		2
ACT	0		0
TAS	0		0
NT	2		2
Total	105	2	107

Complaints received in 2009/10 financial year by month	
Jul-09	2
Aug-09	1
Sep-09	1
Oct-09	4
Nov-09	8
Dec-09	8
Jan-10	6
Feb-10	8
Mar-10	39
Apr-10	11
May-10	9
Jun-10	8
Total	105

