

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

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

Agency - Fair Work Ombudsman

DEEWR Question No.EW0569_11

Senator Fisher asked on 20/10/2010, Hansard page 39.

Question

INSULATION INDUSTRY

Senator FISHER—That is in respect of call data, what about in respect of investigation and claims data? Mr Ronson—That data is far more easily obtainable. Senator FISHER—Can I ask for all of that the same and then some, if you understand what I mean, on notice? Mr Ronson—You mean going back to 2007-08? Senator FISHER—Yes. Mr Ronson—Certainly.

Answer

The Fair Work Ombudsman has provided the following response:

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.

However, the following complaint numbers were recorded 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