

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

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2011-2012**

Agency - Fair Work Ombudsman

DEEWR Question No. EW0736_12

Senator Abetz asked on 19 October 2011, Hansard page 34

Question

FWO - Call centre volume on 26 August

Senator ABETZ: Was there any particular reason why on the Friday before 2 September—sorry, I do not have a calendar with me—you would have had a higher than average call volume? Mr O'Shea: I do not have that information. Senator ABETZ: Take that on notice. If you can tell us what necessitated the tweet, that would be helpful. Mr O'Shea: I could add that that period of time following the wage decision obviously involves more callers calling our info line. Senator ABETZ: When was the wage decision? Mr O'Shea: I do not have that in front of me. Mr Wilson: It was from 1 July. Senator ABETZ: Yes, from 1 July, so one would anticipate that by the end of August most of those calls would have died down. That would be two months. Mr Wilson: Yes, indeed. We will give you a proper answer on the subject, but the volume of calls varies on a daily basis. Senator ABETZ: Of course.

Answer

The Fair Work Ombudsman has provided the following response.

The Fair Work Ombudsman was not experiencing higher than usual call volumes on Friday 26 August 2011.

The number of calls received by the Fair Work Infoline on Friday 26 August 2011 was approximately 2800. This was consistent with call volumes received in the preceding and succeeding weeks.

The Fair Work Ombudsman did not utilise Twitter to inform followers about call volumes on or around the 26 August 2011. However, the Fair Work Ombudsman does occasionally 'tweet' in relation to our call times.

Call wait times for the Fair Work Infoline are available at all times from the Fair Work Ombudsman website: www.fairwork.gov.au.