

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

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

Agency - Fair Work Ombudsman

DEEWR Question No. EW0742_12

Senator Abetz asked on 19 October 2011 , Hansard page 43

Question

FWO - conflicting advice

Senator ABETZ: Are you able now to provide to us a numerical record as to how many complaints you have received about conflicting advice? Mr Wilson: I do not know whether we can and I will take that aspect on notice.

Answer

The Fair Work Ombudsman provided the following response.

The Fair Work Ombudsman is able to report on enquiries logged under certain complaint enquiry types, however, it is not able to separately identify complaints received that were specifically about conflicting advice.

In the 2010-2011 financial year, the Fair Work Ombudsman received 125 complaints captured under the category 'advice given' (125 complaints is 0.02% of all calls). These complaints may include complaints specifically about conflicting advice.

The Fair Work Ombudsman is aware of one particular case where a client made an enquiry expressing concerns about discrepancies in the advice provided by the Fair Work Ombudsman's online wage tools. The rates were corrected and a written response provided to the client.