

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

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2012-2013**

Agency - Fair Work Ombudsman

DEEWR Question No. EW0606_13

Senator Abetz asked on 17 October 2012 , Hansard page 32

Question

FWO - Management of call queue in call centre

Senator ABETZ: You have the same number of people in the call centre, the same wages bill, the same time waiting for calls to be answered—I would have thought you just farmed them out to whoever was not engaged. Are the people who take the employer calls trained differently or separately from those who take the employee calls? Mr Wilson: I do not believe so. Perhaps I will take the detail of that on notice. We do not have someone here from the call centre today, but I can give you some detail about how we manage calls within the queue. I am by no means an expert, but the endeavour of the infoline is to give information which is uniform whether or not you are an employer or an employee or a representative.

Answer

The Fair Work Ombudsman has provided the following response.

The separate employer/employee options available when callers ring the Fair Work Infoline is setup within our Interactive Voice Response (IVR) to enable us to tailor our on hold messaging with information that is specific to the most common enquiries of an employer or employee. The objective is to provide customers with key information without requiring them to wait to speak to an Adviser during peak times.

All information a customer enters into the IVR (including whether they are an employee or employer and the ABN of the business) is delivered to the Adviser when they answer the call. This information can assist the Adviser in more efficiently determining instrument coverage.