

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

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

Agency - Fair Work Ombudsman

DEEWR Question No. EW0607_13

Senator Abetz asked on 17 October 2012, Hansard page 33

Question

FWO - Quality of calls answered by call centre

Senator ABETZ: In not the last but the previous financial year, 2010-11, you got 91.3 per cent. Are you able to provide us some detail as to what the quality result means? What does quality in that context mean, how is it judged and how it is determined? The percentage is increasing, but on a raw reading of it it looks as though nearly 10 per cent might be deficient. I trust that is not the case, because that would be a fairly high percentage. Mr Wilson: We will get you an answer on that. Senator ABETZ: Yes, on notice.

Answer

The Fair Work Ombudsman has provided the following response:

The Fair Work Infoline quality program assesses accuracy of advice in conjunction with adherence to the Fair Work Ombudsman's business processes. This means, in practice, Quality Assessors listen to a sample of recorded calls and assess a variety of areas, such as:

- whether the Advisor was polite and professional
- whether the correct greeting was used at the start of the call
- whether the caller was referred to the appropriate agency where needed, such as to the Australian Taxation Office for tax enquiries
- whether the required core questions were asked
- whether accurate information was provided in line with the guidance material available to Advisors, such as being within FWO jurisdiction
- whether the Advisor identified underlying or related issues
- whether the Advisor confirmed the caller's understanding
- whether the call reference number was offered
- whether the call wrap up was appropriate.

Different criteria are given different weighting in the final assessment of the call. The result is an average score of all enquiries assessed, and best reflects adherence to internal call handling processes.