

**SENATE STANDING COMMITTEE ON  
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE  
SUPPLEMENTARY ESTIMATES 2009-10**

**Agency** *Fair Work Ombudsman*

**DEEWR Question No.** **EW434\_10**

Senator Humphries provided in writing.

**Question**

What KPI's has the Office of the Fair Work Ombudsman established to measure the effectiveness of the investigations you carry out?

**Answer**

*The Fair Work Ombudsman has provided the following response:*

The Fair Work Ombudsman (FWO) measures the effectiveness of investigations carried out using the KPI as set out in the 2009-10 Portfolio Budget Statements.

The KPI established is that 80 per cent of FWO investigations should be completed within 90 days.