

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

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

Agency *Fair Work Ombudsman*

DEEWR Question No. **EW435_10**

Senator Humphries provided in writing.

Question

How are you tracking in relation to meeting those KPI's?

Note: The context of this question relates to EW434_10 – Senator Humphries asked 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 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 investigations into the total number of complaints regarding contraventions of federal agreements or awards be completed within 90 days. The KPI was attained as follows:

- 72% of complaints were finalised within 90 days in July 2009,
- 75% in August 2009, and
- 73% in September 2009.