

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

**QUESTIONS ON NOTICE  
Budget Estimates 2010-2011**

**Outcome 5 - Workplace Relations**

**DEEWR Question No.EW0009\_11**

**Senator Abetz provided in writing.**

**Question**

**FAIR WORK INFORMATION CAMPAIGN- EFFECTIVENESS OF PROGRAM**

How have you been measuring the effectiveness of the program? What are the results that you have determined thus far? E.g. how effective has the program been to date? Last time you mentioned hits on websites as an example. Have you been provided with data about this?

**Answer**

The program is being evaluated on criteria such as the number of attendees at seminars, the number of users of web based tools and feedback from providers and participants.

Final reports from providers indicate the program achieved good participation rates. Providers delivered 3,512 education activities in all states and territories including metropolitan, regional, rural and remote areas and in a wide range of industries. More than 53,800 people attended these activities and many more accessed web based information materials. The Council of Small Business of Australia reported 56,758 website visits and the Australian Human Resources Institute reported 45,184 visits.

Feedback from attendees indicates the program was well received. Providers have indicated in their final reports to the Department that the majority of participants rated the program 4 out of 5 in relation to increasing knowledge of the Fair Work system.