

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

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

Agency **Fair Work Australia**

DEEWR Question No. **EW618_10**

Senator Fisher asked on 22 October 2009 EEWL Hansard page 53.

Question

What is the measurement method that is being used or is proposed to be used to ensure the performance of obligations under sections 581 and 577?

Answer

Fair Work Australia has provided the following response:

The following performance indicators are outlined in the Portfolio Budget Statement and Fair Work Australia (FWA) will report against these in its 2009-2010 Annual Report.

- Improve or maintain the time lapsed from lodging applications to finalising conciliations in unfair dismissal applications.
- Improve or maintain average time taken to list applications relating to industrial action.
- Improve or maintain the average agreement approval time.

Reports from the FWA case management system will provide the measurement data against the above indicators.

FWA will continue to monitor a range of indicators to gauge its performance, including monitoring activity levels of the website, FWA Help Line, counter services and the number of lodgments. Adjustments to staffing levels and/or processes are implemented as a result of this monitoring. Since 1 July;

- Changes have been made to internal systems to enable multiple applications lodged by an organisation to be processed at the same time.
- Adjustments have been made to Help Line staffing levels.
- The number of languages in which information is available on the FWA website has been expanded.
- Processes have been established with the Fair Work Ombudsman to monitor and improve service outcomes for individuals and organisations.