

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

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

Agency - Fair Work Ombudsman

DEEWR Question No.EW0768_11

Senator Abetz asked on 23/02/2011, Hansard page 25.

Question

KEY PERFORMANCE INDICATORS

Mr Wilson—We will take that question as it is posed and consider it. The key performance indicators which we have do not so much revolve around the average. Rather, they talk about the portion of matters which are finalised within a certain number of days and a different number of gates for those days. Senator ABETZ—Yes. Mr Wilson—No, we do not have the average information as such, but we can talk about the time that matters are passing the various gates that we do have. Senator ABETZ—If you could provide that to us possibly on notice.

Answer

The Fair Work Ombudsman provided the following answer

In the 2009/2010 financial year, the average age of complaints at the point of finalisation was 65 days.