

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION  
LEGISLATION COMMITTEE**

**2005-2006 SUPPLEMENTARY BUDGET SENATE ESTIMATES HEARING  
2 and 3 NOVEMBER 2005**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**Outcome 1: Efficient and effective labour market assistance**

**Output Group 1.2: Labour market programme management and delivery**

**Output 1.2.2: Employment Services**

**Question Number: W429-06**

**Question:**

Senator Wong asked at *Hansard* page 13:

Since the provision of this report, has the department developed objective and measurable performance indicators, as outlined in paragraph 52 of the report?

**Answer:**

For further information on this issue, see the Department's response to the audit report (pages 181-189) and the answer to W432-06.

In short, the Department did not agree that it would be productive to attempt to develop an itemised list of actions by which to measure performance against the Code and Service Guarantee, where the concepts being tested do not lend themselves to such an approach.