



Fair Work Commission

CORPORATE PLAN

2023-24

Covering reporting
periods 2023-24
to 2026-2027



Fair Work
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Acknowledgement of Country

The Fair Work Commission acknowledges the Traditional Custodians of country throughout Australia and their continuing connections to land, sea and community. We pay our respects to their elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



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Message from the General Manager

Statement of preparation

As the accountable authority of the Fair Work Commission, I present our Corporate Plan 2023–24, which covers the periods 2023-24 to 2026–27 as required by section 35(1)(b) of the *Public Governance, Performance and Accountability Act 2013*.

The Fair Work Commission will report against this Corporate Plan and the 2023-24 Portfolio Budget Statements in the annual performance statements that will form part of our 2023-24 Annual Report.

A handwritten signature in black ink, appearing to read 'Murray Furlong'.

Murray Furlong
General Manager

16 August 2023



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Purpose

The Fair Work Commission (Commission) is Australia's national workplace relations tribunal and the independent regulator of registered organisations.

We support simple, fair and flexible workplace relations for employees and employers.

We exercise our functions and powers in accordance with the *Fair Work Act 2009* (Fair Work Act) and have responsibilities in relation to the registration, recognition and accountability of registered organisations under the *Fair Work (Registered Organisations) Act 2009* (Registered Organisations Act).



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Key Activities

Our functions

We exercise our functions and powers in accordance with the Fair Work Act. These functions and powers include:

- dealing with unfair dismissal claims
- dealing with claims to stop workplace bullying or sexual harassment
- dealing with general protections and unlawful termination claims
- setting the national minimum wage and minimum wages in modern awards
- making, reviewing and varying modern awards
- assisting the bargaining process for enterprise agreements
- approving, varying and terminating enterprise agreements
- making orders for equal remuneration
- making orders to stop or suspend industrial action
- dealing with disputes brought to the Commission under the dispute resolution procedures of modern awards and enterprise agreements
- determining applications for entry permits
- promoting cooperative and productive workplace relations and preventing disputes.

We also have responsibilities in relation to the registered organisations under the Registered Organisations Act. These responsibilities include:

- registration, amalgamation and cancellation of registered organisations
- promoting the efficient management of registered organisations
- conducting inquiries and investigations about registered organisations' finances and financial administration
- making and altering registered organisations' rules.



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Our Portfolio Budget Statement planned outcome

The Commission is responsible for delivering a single planned outcome in its 2023-24 Portfolio Budget Statement (PBS):

Simple, fair and flexible workplace relations for employees and employers through the exercise of powers to set and vary minimum wages and modern awards, facilitate collective bargaining, approve agreements, deal with disputes and promote the financial transparency and effective governance of registered employee and employer organisations.

Our key activities

We exercise powers under the Fair Work Act in accordance with the objects of that Act and in a manner that is fair and just and is quick, informal and avoids unnecessary technicalities. We also exercise powers under the Registered Organisations Act in a manner that seeks to embed within registered organisations a culture of good governance, voluntary compliance and high standards of accountability to their members.

Our key activities:

- Set and vary minimum wages and modern awards
- Facilitate collective bargaining
- Approve agreements
- Deal with disputes
- Promote financial transparency and effective governance of registered organisations.



Strategic Pillars

Our key initiatives for 2023-24 support our ongoing commitment to providing simple, fair and flexible workplace relations. These initiatives are categorised into six strategic pillars.

We use these pillars to guide the delivery of our services to ensure we are:

- transparent and accountable to the public
- maintaining high performance by embracing innovation and digital transformation
- accessible for all Australians by supporting simple, fair and flexible workplace relations
- dealing with major cases that affect pay and conditions
- effective in supporting registered organisations voluntarily meet their obligations.
- supported by a skilled, capable and deeply committed workforce





Our key initiatives

In the years ahead, we aim to focus on initiatives which improve access to justice while reducing regulatory burden and complexity for our users.



Fairness and access to justice

Access to justice for all Australians by supporting simple, fair and flexible workplace relations

Key initiatives include:

- Maintain strong timeliness performance across all case types and ensure that no backlogs develop
- Government Reforms - Finalise implementation of *Fair Work Legislation Amendment (Secure Jobs Better Pay) Act 2022* amendments
- Government Policy - Implement anticipated future changes to our functions (announced but not confirmed at date of publication)
- Optimise and embed online hearings as a core service delivery method
- Improve support for CALD communities, including providing translated information on our website in community languages



Accountability

The Commission is transparent and accountable to the public

Key initiatives include:

- Prioritise the use of data and analytics to monitor and maintain current performance across all case types
- Prepare 2021-2024 General Manager Reports (s.653 of the Fair Work Act)
- Review and amend General Manager's Reporting Guidelines required by s.255 of the Registered Organisations Act



Innovation & performance

High performance is maintained by embracing innovation and digital transformation

Key initiatives include:

- Progress implementation of online lodgment so that parties can primarily engage with us online (Start Online, Stay Online)
- Replace video conferencing system nationally to improve the experience for those who participate in proceedings
- Minimise the regulatory burden for small business employers accessing our services, including through enhanced online services
- Build capability of the parties who use our services, including through embedding our eLearning modules in Learning Management Systems
- Pilot additional support to parties after their cases have concluded (system and human-based approach to minimising harm)



Organisational capability

A skilled and capable workforce is a key enabler of performance

Key initiatives include:

- Implement the Commission's Diversity and Inclusion strategy 2023-28
- Undertake a wide-ranging review of the Commission's physical facilities, with the objective of establishing key design principles to support leading-edge service delivery
- Build organisational capability through the Commission's Learning & Development strategy 2022-2025
- Progress the implementation of the Australian Public Service Reform Agenda



Major cases

Resolve cases that affect pay and conditions across the national economy

Key cases include:

- Maintain the Modern Awards system, including undertaking the review of certain C14 (National Minimum Wage rates in Modern Awards and the proposed review of modern awards on request by the Minister for Employment and Workplace Relations
- Progress Gender Pay Equity and/or Care and Community Sector Expert Panel cases, including the Aged care industry work value case
- Undertake Annual Wage Review
- Conduct other cases that are of significant interest to the public and key cases considering new provisions arising from the Secure Jobs Better Pay Act in an open and transparent manner



Supporting Registered Organisations

Promote the good governance, accountability and compliance of registered organisations

Key cases include:

- Complete external Registered Organisations Governance and Compliance Review and implement changes to improve support for Registered Organisations
- Develop and publish a contemporary compliance and enforcement policy
- Provide guidance on how the Commission will exercise its new Enforceable Undertaking (EU) and Infringement Notice powers
- Develop and publish updated 2023/24 model financial statements



Operating Environment

Setting

The nature of the Commission's work is continually evolving. For many years we have adapted to changing social and economic circumstances, and we will continue to do so for this reporting period and beyond.

We deal with more individual rights-based disputes, such as unfair dismissal applications, than collective dispute matters. The majority of parties engaging with us are self-represented, first-time participants. It is important that everyone, including users with limited workplace relations knowledge, can access our services. We continually look to improve our information and guidance materials about our functions and case management practices. This includes the development of online learning modules to assist parties in preparing for their matter with us or to provide more information about our jurisdictions.

We are committed to improving access to justice. We are making ongoing improvements to our online lodgment services and interactive online forms for high volume application types, such as unfair dismissal applications. We regularly engage with our users to ensure our services are user-friendly and meet the evolving needs of the Australian community. We support users from culturally and linguistically diverse (CALD) backgrounds through the provision of in-language resources which contain information about the Commission and how to access our services. Free interpreting services are also available to everyone who accesses our services.

The Commission consists of the President, Vice Presidents, Deputy Presidents, Commissioners, part-time Expert Panel members, the General Manager and staff. The Australian Public Service (APS) Reform agenda aims to build a stronger APS that delivers better outcomes for the community, acts as a model employer and contributes to a fairer and more inclusive Australia. Our strategic pillars closely align with the APS Reform priorities of an organisation that:

- embodies integrity in everything it does
- puts people and business at the centre of policy and services
- is a model employer
- has the capability to do its job well.

In particular, the implementation of our Learning and Development Strategy 2022-25 (L&D strategy) aims to support the building of capability of our staff to do their jobs well and create an environment of continuous learning and improvement.



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As the independent regulator of federally registered employer and employee organisations, we actively communicate and engage with registered organisations to promote voluntary compliance with their statutory obligations. We seek to encourage these organisations to act in the best interests of their members, ensuring that members' money is spent in a transparent, properly authorised manner which complies with all legislated obligations. To support registered organisations voluntarily comply with their obligations under Registered Organisations Act, we assist them to foster cultures of good governance and financial reporting and accountability.

We acknowledge the Australian Government's workplace relations reforms agenda. Recent legislative changes introduced by the *Fair Work Legislation Amendment (Secure Jobs Better Pay) Act 2022* (Secure Jobs Better Pay Act), including amendments to the Fair Work Act, the Registered Organisations Act and the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009*, have significantly impacted our work. We aim to implement any future changes to our powers or functions in an open and transparent way.

Cooperation

We work closely with all organisations in our operating environment to ensure our services meet the evolving needs of the community we serve. We aim to be open and transparent with our stakeholders and partners, including employer and employee associations, law firms, academia and community-based organisations.

To support the implementation of cross-portfolio initiatives, legislative reforms and the operation of the workplace relations framework, we continue to collaborate with the Department of Employment and Workplace Relations, the Fair Work Ombudsman, and other relevant government bodies.

We aim to build and maintain relationships with registered organisations and their peak bodies. We have guidance, self-help tools and educational materials designed to assist registered organisations to better understand their compliance obligations. We consult and gather feedback throughout the year to inform the development and updating of the tools and resources we provide.

The Workplace Advice Service is an important contributor to our efforts to provide access to justice. Through a network of partner organisations, each year we facilitate over 4,000 sessions of free legal assistance for dismissal, general protections, workplace bullying and sexual harassment matters. Further details and a [full list of partner organisations](#) are available on our website.



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Other important forums for cooperation include:

- our user groups including the Small Business Reference Group, Legal Profession Reference Group, Employment Termination User Group and the Collaborative Approaches Program User Group.
- engagement with payroll software vendors, payroll compliance advisors and peak bodies including Digital Service Providers Australia and New Zealand (DSPANZ) in relation to the Modern Awards Pay Database and the Modern Awards Pay Database API.
- user research and testing with individuals, small businesses and other organisations to inform the design and delivery of Commission projects and services.
- our working groups to assist with the implementation of legislative reforms, including the sexual harassment working group, Enterprise Agreements and Bargaining Advisory Group and the Registered Organisations Commission Transition Advisory Committee.



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Regulator responsibilities

Our regulatory functions

Our regulatory functions are set out in *Fair Work (Registered Organisations Act) 2009*. These functions were transferred to our General Manager on 6 March 2023 when the former Registered Organisations Commission (ROC) was abolished under the *Fair Work Legislation Amendment (Secure Jobs Better Pay) Act 2022*.

As the independent regulator of federally registered employer and employee organisations, we promote high standards of accountability and transparency of registered organisations and their office holders to their members. We assist registered organisations in fulfilling their statutory obligations.

Ministerial expectations

A Ministerial Statement of Expectations and Regulator Statement of Intent will be developed and made publicly available on our website.

How we regulate

Our regulatory approach is grounded in clear communication and interaction and proactive engagement with registered organisations to promote good governance and voluntary compliance. We seek to remedy non-compliance through a balance of voluntary cooperation, education and assistance.

We aim to apply best practice regulator principles in exercising our functions:

- **Continuous improvement and building trust** – regulators adopt a whole-of-system perspective, continuously improving their performance, capability and culture to build trust and confidence in Australia's regulatory settings.
- **Risk based and data driven** – regulators manage risks proportionately and maintain essential safeguards while maintaining regulatory burden, and leveraging data and digital technology to support those they regulate to comply and grow.
- **Collaboration and engagement** – regulators are transparent and responsive communications, implementing regulations in a modern and collaborative way.

Our current [Compliance and Enforcement Policy](#) provides an overview of how we perform our statutory compliance and enforcement functions under the Registered Organisations Act.



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We primarily seek to embed a culture of good governance and voluntary compliance within organisations by providing education, assistance and advice to organisations, their officers and members, and the public. This promotes self-regulation and internal management systems by organisations.

We work closely with registered organisations to achieve our shared objectives.

In early 2023, we established the ROC Transition Advisory Committee to support registered organisations through the transition period following the transfer of regulatory functions to the Commission. The committee includes representatives from each of the three peak bodies (the Australian Industry Group, Australian Council of Trade Unions and Australian Chamber of Commerce and Industry). The purpose of the Committee is to assist the General Manager in achieving his functions under the Registered Organisations Act.

We have commissioned an independent review to look at the service delivery of registered organisations governance and compliance functions. The Registered Organisations Governance and Compliance External Review [Terms of Reference](#) outline the background and purpose of this review. All registered organisations have been invited to participate in the review.

The recommendations and findings from the review will assist us to improve how we undertake our regulatory functions.



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Capability and Culture

Workforce

Our people are the core of our organisation, and we understand that workforce capability and culture is critical to the delivery of contemporary services to the Australian community.

Our APS Employee Census results confirm that our staff are professional, engaged, and have a clear sense of purpose both in their work and of the Commission's greater objectives. Our Learning and Development Strategy 2022-2025 establishes our commitment to learning, capability and professional development. It addresses the diverse learning and development needs of Members and staff to encourage a culture of continuous learning across the organisation.

We will continue to build our workforce capabilities in data science, advanced analytics, digital education and digital transformation more broadly. We continue to prioritise user-centred design and systems-based evaluation to ensure our services meet the current and future needs of our users.

We are committed to ensuring that our workplace is a space where every person feels safe and respected, and we recognise that a positive workplace is key to the health and wellbeing of our Members and staff. As part of our commitment to safe and positive workplaces, we have successfully implemented a range of initiatives following our joint collaboration with the Australian Human Rights Commission and Comcare.

Our Diversity and Inclusion Strategy 2023-2028 represents our formal commitment to workplace diversity and inclusion. The strategy sets out how we will create and celebrate a diverse and inclusive workplace and why it is essential, not just for our organisation, but for people who access our services and the broader Australian community.

We recognise the value and importance of an appropriate work/life balance. We will continue to support our people with flexible working arrangements that meet both their needs and at the same time those of the organisation.



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Capital investment and ICT

Our capital investment priorities are primarily focused on information and communication technology (ICT) and property. Our ICT priorities include maintaining a minimum level 2 cyber security maturity standard as set by the Australian Cyber Security Centre, gaining ICT efficiencies where possible and utilising technology in a way that meets the needs of our users, our strategic priorities and the outcomes for which we are funded. In relation to our properties in each state and territory, we are implementing a national security uplift project, and working to establish facilities that meet the needs of our Members and staff and the Australian community in a post-COVID-19 environment. We regularly review our ICT and property footprint to find efficiencies, while ensuring our operational and strategic priorities are met.



Risk

Risk oversight and management

We recognise the importance of identifying and monitoring risks, and we continue to refine our risk management practices in line with the risk management framework outlined in the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). Our General Manager, as the Accountable Authority, is responsible for ensuring we meet the requirements of the PGPA Act.

Our risk management policy and framework assists in meeting the objects of the PGPA Act. We operate in an environment where our services must meet high standards in terms of quality and timeliness. We embed risk management principles into our operations to successfully deliver on our functions and to deliver key initiatives.

We actively manage risk by:

- maintaining a risk management policy and framework
- maintaining, updating and regularly reviewing a strategic risk register and responding to emerging risk
- conducting an internal audit program, including regular audits
- independent oversight by an external audit committee.

Our Audit Committee provides assurance to the General Manager on our financial and performance reporting, risk oversight and management, systems of internal control and internal audit programs.

We will continue to ensure that high standards of governance, performance and accountability are met, that public resources are appropriately managed, and that meaningful information is provided to Parliament and the community, including through our Annual Report.

Key risks

We adopt a systematic approach to risk management which informs our strategic planning, project delivery and day-to-day operations. We capture risks on a strategic risk register which is regularly reviewed, updated and monitored by our Executive, Senior Management Group and Audit Committee.



A risk to our operations is ensuring that we maintain our reputation as an independent and expert workplace relations tribunal. We manage this risk by performing our functions and exercising our powers according to statute, in a manner that is fair and just; quick, informal and avoids unnecessary technicalities; open and transparent, and promotes harmonious and cooperative workplace relations.

Another risk is ensuring that our systems meet the evolving expectations of users and that our people, processes, systems, and technology are aligned to deliver high quality, efficient and effective services to the community. We treat this risk by continually reviewing and upgrading our ICT environment and maintaining a digital user-focused strategy. We have a Learning and Development Strategy in place to support our staff and encourage an environment of continuous learning and improvement. We also have our Diversity and Inclusion Strategy, which promotes diversity, embeds inclusion, and builds upon a culture of respect and engagement to ensure we continue to serve the diverse range of people who access our services.

It is important that we have the capability and capacity to maintain adequate governance systems and processes to ensure compliance with each of our statutory and policy requirements. Our Executive Management Committee, Operational Performance Committee, Major Investments Committee and independent audit committee regularly review our compliance with regulatory requirements and performance against timeliness and other benchmarks.

A significant risk to us and our users is the potential impact of not adequately protecting our digital data. We work to achieve and maintain a minimum Level Two maturity rating for the Australian Cyber Security Centre's Essential Eight. This includes ensuring all staff and Members have cyber security risk awareness training and education and the use of multi-factor authentication. We also regularly monitor and take steps to combat any current and emerging digital threats.

As the independent regulator of registered organisations, there is a risk if we are unable to deliver effective and contemporary regulatory practices across our education, advice and compliance operations. To mitigate this risk, we deliver policies and programs that meet statutory requirements, timeframes, intended regulatory outcomes and stakeholder expectations. We adopt a positive risk culture and make balanced and informed decisions to embed new and innovative ways of implementing policy, programs and projects using evidence-based data and digital enhancements.



Performance

Performance framework

Our performance measures inform the community about how we deliver on our purpose and functions and provide accountability on the responsible and effective use of public resources.

As detailed in the Operating Environment and Regulator Responsibilities sections of this Corporate Plan, some of our functions have changed since the previous reporting period due to legislative reforms introduced by the passage of the *Fair Work Legislation Amendment (Secure Jobs Better Pay) Act 2022*. The new functions include the transfer of (former) Registered Organisations Commission functions to us in March 2023. We have created a key activity for these registered organisation regulatory functions.

We have 6 performance measures for 2023-24, including 4 from our 2022-23 Corporate Plan and 2 new measures:

- Timely finalisation of all matters; and
- Timely finalisation of lodgments to arrange registered organisations elections.

We have discontinued 2 performance measures from our 2022-23 Corporate Plan:

- Median time taken to finalising conciliations in unfair dismissal applications; and
- Staff are offered an opportunity to experience work outside their usual role, participate in a cross-organisational project or be involved in a service improvement project.

These amendments help clarify our significant work, functions and priorities, and embed the changes to our functions in a cohesive way.

The key activities and performance measures in this Corporate Plan replace the key activities, performance measures and targets set out in Table 2.1.2 of our 2023-24 Portfolio Budget Statements (PBS). We have identified 4 measures in this Corporate Plan as PBS performance measures for 2023-24 budget year and forward estimates.

We continue to review and enhance our performance framework, informed by PGPA Act guidance and best practice principles. An external review of our registered organisations regulatory functions is being undertaken. We plan to introduce further enhancements to our performance framework in our 2024-25 Corporate Plan.



Planned Outcome

Simple, fair and flexible workplace relations for employees and employers through the exercise of powers to set and vary minimum wages and modern awards, facilitate collective bargaining, approve agreements, deal with disputes, and promote the financial transparency and effective governance of registered employee and employer organisations.

The Fair Work Commission delivers its planned outcome through one Program: dispute resolution, minimum wages and conditions, orders, approvals of agreements, and promoting effective governance of registered organisations.

This Program includes:

- Exercising powers under the Fair Work Act in a manner that is fair and just, is quick, informal and avoids unnecessary technicalities.
- Exercising powers under the Registered Organisations Act in a manner that seeks to embed within organisations a culture of good governance, voluntary compliance with the law and high standards of accountability to their members.

Our key activities that contribute to the delivery of this outcome are:

- Set and vary minimum wages and modern awards
- Facilitate collective bargaining
- Approve agreements
- Deal with disputes
- Promote the financial transparency and effective governance of registered organisations.



Performance measures

Performance measure	2023-24 target	2024-25 to 2026-27
Annual wage review to be completed to enable an operative date of 1 July	Publication by 30 June	As per 2023-24

❖ **Key activity:** Set and vary minimum wages and modern awards

Method: Measured as the date the Annual Wage Review decision is published and finalisation result is recorded on the electronic file. The target is met where the date of publication and finalisation result is equal to, or before, 30 June each year.

❖ **Data source:** The date of publication and finalisation result is recorded in the Case Management System. The Annual Wage Review decision, National Minimum Wage Order, and Determinations are also published on the Fair Work Commission website.

❖ **Type of measure:** This is an output measure that is a proxy for effectiveness against the statutory requirements under the Fair Work Act for the Commission to annually conduct an Annual Wage Review, in compliance with the relevant requirements under the Act, with effect by 1 July in the following year.

Given this, completing the Annual Wage Review and issuing the decision within the legislated timeframe is an appropriate proxy for effectiveness in fulfilling the statutory requirements under the Act.

❖ **PBS performance measure:** Yes

Changes from 2022-23: This performance measure and target are unchanged.

Performance measure	2023-24 target	2024-25 to 2026-27
Timely approval of enterprise agreements approved without undertakings or amendments	50% approved within 32 days	As per 2023-24

❖ **Key activity:** Approve agreements

❖ **Method:** Analysis of the 50th percentile for agreement approval applications that were finalised in the reporting cycle and were approved under s.186 of the Fair Work Act. Measured as the time elapsed from the date of lodgment to the date the approval decision is published and finalisation result is entered on the electronic file.



❖ **Data source:** The date of lodgment and date of approval decision and finalisation result are recorded in the Case Management System. Agreement approval decisions are also published on the Commission's website.

❖ **Type of measure:** This is a quantitative measure of service delivery timeliness.

❖ **PBS performance measure:** Yes

Changes from 2022-23: The language used to describe this performance measure and target has been changed from how they appeared in the 2022-23 Corporate Plan to reflect reporting best practice. The measure and target themselves and the methodology used to calculate the result has not changed.

Performance measure	2023-24 target	2024-25 to 2026-27
User experience rating	At least 75% positive rating	As per 2023-24

❖ **Key activity:** Deal with disputes

- ❖ **Method:** Analysis of results from online surveys of user experiences of our services, including:
- Surveys of employees, employers and representatives that are administered after users have accessed our Unfair dismissal and General protections (dismissal) staff conciliation services.
 - Surveys of employee and small business employer Workplace Advice Service (WAS) recipients after they have attended a consultation with a WAS partner.

The user satisfaction rating is drawn from measures of:

- Satisfaction with our management of the unfair dismissal/general protections (dismissal) case
 - Satisfaction with our service to arrange the WAS consultation
 - Satisfaction with time taken to resolve/deal with the case
 - Fairness (even-handedness) of the staff Conciliator
 - Ease of accessibility of the WAS.
-

❖ **Data source:** Online survey forms that all users are eligible to complete following an Unfair dismissal and General protections (dismissal) staff conciliation service, and consultation with a WAS partner.

❖ **Type of measure:** This is a qualitative effectiveness measure of user experience.

❖ **PBS performance measure:** No. We intend to expand and enhance this measure in future cycles.



Changes from 2022-23: The timeliness measure from the Unfair dismissal and General protections (dismissal) surveys has reverted to a simple measure of satisfaction with the time taken from a framing of expectations that was implemented in 2022-23.

Performance measure	2023-24 target	2024-25 to 2026-27
Timely finalisation of lodgments to arrange registered organisations elections	50% finalised within 4 weeks 90% finalised within 8 weeks	As per 2023-24
❖ Key activity: Promote financial transparency and effective governance of registered organisations		
❖ Method: Analysis of the 50 th and 90 th percentiles of all lodgments to arrange registered organisations elections that were finalised in the reporting cycle. Measured as the time elapsed from the date of lodgment to the date the finalisation result is entered on the electronic file.		
❖ Data source: The date of lodgment and date of finalisation result is recorded in the Case Management System.		
❖ Type of measure: This is a quantitative measure of service delivery timeliness, and a regulatory measure.		
❖ PBS performance measure: Yes		

Changes from 2022-23: This is a new performance measure introduced for 2023-24.

Performance measure	2023-24 target	2024-25 to 2026-27
Timely finalisation of matters	50% finalised within 8 weeks 90% finalised within 16 weeks	As per 2023-24
❖ Key activity: All functions of the Commission. The Commission maintains a focus on the timely case management of all matters, across all functions and activities to achieve its purpose.		
❖ Method: Analysis of the 50 th and 90 th percentiles of all matters that were finalised in the reporting cycle. Measured as the time elapsed from the date of lodgment to the date the finalisation result is entered on the electronic file.		
❖ Data source: The date of lodgment and date of finalisation result is recorded in the Case Management System.		



❖ **Type of measure:** This is a quantitative measure of service delivery timeliness, and proxy measure of efficiency. The timely finalisation of matters prevents workload backlogs from developing and demonstrates the efficient use of Commission resources.

❖ **PBS performance measure:** Yes

Changes from 2022-23: This is a new performance measure introduced for 2023-24.

Performance measure	2023-24 target	2024-25 to 2026-27
Employee engagement	Higher than the APS-overall score	As per 2023-24

❖ **Key activity:** All functions of the Commission.
The Commission requires an engaged workforce so that people, processes, systems, and technology are aligned to achieve its purpose.

❖ **Method:** Employee engagement index score

This score is based on a model of “Say”, “Stay” and “Strive”:

- Say – the employee is a positive advocate of the organisation.
 - Stay – the employee is committed to the organisation and wants to stay as an employee.
 - Strive – the employee is willing to put in discretionary effort to excel in their job and help their organisation succeed.
-

❖ **Data source:** Employee survey (Australian Public Service Employee Census) administered to all staff inclusive of full-time, part-time, casual and contractors working for the Commission on a date set by the Australian Public Service Commission.

❖ **Type of measure:** This is a subjective effectiveness measure of our commitment to deliver high-quality services to the community through investment in our workforce

❖ **PBS performance measure:** No

Changes from 2022-23: The target has been updated to be a comparison to the APS-overall score, aiming to not just meet, but to exceed the APS-overall score. The target published in the Commission’s 2022-23 Corporate Plan erroneously compared our performance to *small* agencies. The Commission is a ‘*smaller operational*’ agency under the Australian Public Service Commission categorisation of APS agencies by size and function.

Contact the Fair Work Commission

Online

www.fwc.gov.au

Phone

1300 799 675

9am to 5pm Monday to Friday



If you need an interpreter, call TIS National on **131 450**



If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit communications.gov.au/national-relay-service



YouTube To view the Commission's YouTube channel visit youtube.com/user/FairWorkAu



To view the Commission's LinkedIn page, visit au.linkedin.com/company/fair-work-commission-au