




President's performance statement, Q1 2022-23

- [1] I am pleased to provide an update on the Commission's performance at the end of Q1 2022-23.
- [2] The Commission's Annual Report was recently tabled in Parliament on 26 October 2022. The report highlighted several achievements, including that in 2021-22 we once again met each of our Portfolio Budget Statement (PBS) targets and we have continued to improve timeliness across case types.
- [3] In Q1 2022-23, we are meeting or exceeding our PBS targets. For the period of 1 July – 30 September 2022:
- the median time to approve agreements without undertakings is 12 days from lodgement, exceeding the PBS target of 32 days, and
 - the median time from lodgement to first staff conciliation in unfair dismissal cases is 34 days, meeting the PBS target of 34 days.
- [4] The Commission is also performing strongly against our internal benchmarks established under the 2022-23 performance framework, which has been operational since 1 July 2022.
- [5] For the period of 1 July – 30 September 2022, we received 7,686 lodgements and finalised 8,269 cases, with a clearance rate of 107%. We finalised 50% of all cases within 7 weeks of lodgement and 90% within 16 weeks of lodgement. We are not currently carrying backlogs in any case type.

Table 1 – Timeliness measures and results for processing and finalising all cases, Q1 2022-23

Case Type	Performance Measure	Target	Result
All Cases	An overall clearance rate is maintained	95%	107%
All Cases	Applications are processed within 3 working days of lodgement	90%	99%
All Cases	Cases (overall) are finalised within 8 weeks of lodgement	50%	74%
All Cases	Cases (overall) are finalised within 16 weeks of lodgement	90%	90%

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- [6] The performance of our enterprise agreement operations continues to be strong, with all enterprise agreements (including those which require undertakings) approved within a median of 15 days, and 90% approved within 5 weeks. This quarter continues a trend of 4 years of sustained improvement, and we continue to approve agreements as quickly as possible while still discharging our statutory responsibilities. This timeliness provides certainty for businesses and their employees.
- [7] Whilst timeliness has been a strong focus for the Commission, as it will continue to be, speed does not come at the expense of quality. For this reason, our 2022-23 performance framework includes outcome, quality and user experience measures which provide a wholistic approach to performance measurement.
- [8] Of the 2,138 published decisions in Q1 2022-23, only 0.32% of decisions were successfully appealed; and over 85% of disputes about awards, agreements and unfair dismissals were resolved informally by Members and staff.
- [9] We also received encouraging feedback from the people who accessed our services, with 83% of feedback across 5 metrics in our various feedback channels indicating a positive experience.
- [10] I would like to thank all Members and staff for their efforts and dedication, which is evidenced by these performance standards and contributes to effective service delivery for the Australian public.

PRESIDENT