Fair Work Commission completes first stage of Future Directions

The Fair Work Commission officially concluded the first phase of its Future Directions strategy today (6 December 2013), with the launch of its final key initiatives. In October last year the Commission launched Future Directions, detailing 25 initiatives the Commission would introduce in 2013.

These initiatives were grouped around four themes:

- promoting fairness and improving access;
- efficiency and innovation;
- increasing accountability; and
- productivity and engaging with industry.

Each of the 25 initiatives in Future Directions has now been implemented.

Today the Commission announced the completion of the final projects including:

- The launch of a revitalised website. Currently in beta form, users are asked to provide their feedback on the site before its official launch in January 2014.
- The introduction of a virtual tour of the Commission. The tour currently focuses on unfair dismissal applications with further jurisdictions, including anti-bullying and general protections, to follow.
- The launch of 26 revised and simpler forms and an additional two smart forms. Further forms will be updated in coming months.

Justice Ross said the initiatives launched today would benefit one-time users and unrepresented parties in particular.

“Coming to any court or tribunal for the first time can be daunting and it is important that our processes are as transparent and accessible as possible,” he said.

“The virtual tour explains in clear, simple terms what parties to unfair dismissal matters can expect. In addition our new website has clear entry points for users, directing them to the information most relevant to them, whether they are an employer, employee, small business employer or practitioner.”

A final progress report in relation to the implementation of the Future Directions initiatives was released today. Justice Ross said that the ‘implementation of the first stage of Future Directions has been a collective effort’. Justice Ross thanked the Commission’s staff, Members and key stakeholders for their hard work, commitment, feedback and advice during this important project.
Justice Ross said while this first phase of *Future Directions* was complete, plans were already underway for the next phase of the Commission’s change program, to be launched in early 2014.

“The implementation of *Future Directions* has significantly improved the services we provide the community,” Justice Ross said. “The next phase of *Future Directions*, which will run over two years, will build on the work we have already done.”

As with all *Future Directions* initiatives, the Commission invites feedback on the new website, virtual tour and forms. Interested parties are also invited to provide feedback and suggestions for projects to be included in the next phase of *Future Directions*.

All feedback should be sent to futuredirections@fwc.gov.au.

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