

This Corporate Plan has been prepared for the purposes of paragraph 35(1)(b) of the *Public Governance, Performance and Accountability Act 2013*. This plan sets the strategic direction for the Fair Work Ombudsman (FWO) for the reporting periods 2015–16 through to 2018–19.

Our purpose

The FWO is the Australian Government agency responsible for ensuring compliance with workplace relations laws through advice, education and where necessary enforcement.

Our vision

To be valued by the community for supporting compliant, productive and inclusive workplaces.

Our setting

The FWO will provide education and assistance to support businesses to meet regulatory requirements and improve employment practices. By understanding workplace laws and implementing effective employment practices, businesses will be able to make informed decisions and be better equipped to respond to challenges. This will help businesses focus on being successful, creating jobs and contributing to Australia's economic and social wellbeing. The FWO will engage purposefully with businesses to reduce the burden and costs associated with regulatory compliance.

Unlawful employment practices impose significant costs on individuals and society. These behaviours create barriers to workforce participation, weaken the integrity of the workplace relations system, distort the labour market and undermine the principles of fair competition. The FWO will address workplace discrimination issues to support workplace participation of underrepresented groups including: young workers, mature aged workers and people with a disability. We will initiate proportionate action to address non-compliance, and where appropriate seek an enforcement outcome. We will ensure that compliance extends through industry supply chains, reducing potential exploitation of vulnerable segments of the workforce, including overseas workers.

The FWO will develop solutions to address structural and behavioral drivers that lead to widespread non-compliance.

Our priorities, activities & measuring our success

Provide practical workplace relations advice that's easy to access, understand and apply

- Make compliance easy, and equip employees and employers to make good choices in their workplaces, by providing advice through the Fair Work Infoline, Small Business Helpline, website, social media and in the field.
- Provide self-service resources to help workplaces implement best practice, including online learning courses, best practice guides, templates and pay calculators.
- Foster inclusive workplaces based on principles of diversity, fairness, dignity and respect, to help reduce barriers to participation.

Encourage and empower employees and employers to resolve issues in their workplace

- Deliver impartial dispute resolution services to help people solve problems quickly and retain positive workplace relationships.
- Build the skills of employees and employers to positively engage with one another, address issues with minimal intervention and get on with their core business.
- Encourage employers that want to publicly demonstrate their commitment to creating compliant, productive and inclusive Australian workplaces to enter into partnership agreements with us.
- Understand the drivers of non-compliance and develop strategies to address these.
- Measure the impact of our interactions with customers and use this information to improve services.

Measuring our success

- 80% of calls to our Infoline are resolved at the first point of contact (as a percentage of total calls).
- Infoline services are 99% available during advertised hours.
- fairwork.gov.au is available 99% of the time.

Build a culture of compliance with workplace laws

- Show the benefits of complying with workplace laws.
- Focus compliance activities where they will have greatest impact.
- Support those who face significant barriers to taking their own action.
- Take reasonable and proportionate enforcement action, where people deliberately and/or repeatedly do the wrong thing, including enforceable undertakings, letters of caution, infringement or compliance notices and litigation.
- Make decisions based on evidence, data, intelligence and the public interest.
- Develop solutions to address structural and behavioural drivers that lead to widespread non-compliance, including by taking appropriate enforcement action in cases of serious non-compliance.
- Run industry campaigns to check, improve and maintain compliance.
- Conduct comprehensive Inquiries into allegations of serious non-compliance by studying particular workplaces, industries, supply chains or labour markets, and form recommendations and actions based on findings.
- Our Compliance and Enforcement Policy outlines how we seek to ensure compliance with Commonwealth workplace laws.

Work with stakeholders to find solutions to workplace issues and opportunities to collaborate

- Build relationships with stakeholders and the community based on trust and respect.
- Work with culturally and linguistically diverse community networks and intermediaries.
- Consult relevant stakeholders on our work, considering their views and identifying opportunities to collaborate.
- Work with other government agencies to improve services for the community and decrease the burden of regulation.
- Inform policy and stakeholders to achieve better outcomes.

📌 Measuring our success

- Complete four national and two state campaigns in each state and territory each financial year.
- Complete 80% of investigations into complaints about breaches of federal agreements or awards within 90 days (as a percentage of total complaints).

Be a high performing, capable and responsive agency that delivers exceptional customer service and manages risk well

- Build the capability of our people.
- Foster an inclusive workplace culture.
- Demonstrate our commitment to Australian Public Service values.
- Collaborate to achieve the best outcomes.
- Operate within budget and a sound corporate governance framework, to ensure expenditure of public money is ethical, efficient and effective.
- Leverage information communication technologies to transform services to be more efficient and effective.
- Maintain a strategic risk register and assign dedicated risk owners.
- Further develop and implement controls and the capacity to manage risk.
- Maintain planning and reporting processes that use a risk-based approach.
- Embed a culture where staff and leaders take responsibility for managing risk.

📌 Measuring our success

- Procurement policies are consistent with the *Public Governance, Performance and Accountability Act 2013* and the Commonwealth Procurement Rules.
- Financial statements are prepared in accordance with the Finance Minister's Orders.