

Statement from the Fair Work Ombudsman: Private firms and workplace advisory services

4 July 2017

The Fair Work Ombudsman has received complaints from members of the public who claim they have been misled into believing that private businesses are, or were, connected or affiliated with the Fair Work Ombudsman or other government agencies.

We have received complaints relating to a website at the address www.fairworkhelp.com.au and telephone advisory services operated by EmploySURE Pty Ltd.

The tools, advice and services we provide to employers, employees and members of the public are provided free of charge. This includes assistance provided via our infoline and the resources available through our website.

The Fair Work Ombudsman is not affiliated with any commercial providers of advisory or workplace relations service nor do we provide endorsements of any such providers.

The Fair Work Ombudsman never provides information about people who contact us to third party businesses to offer fee-based services and we do not cold call businesses to recommend or refer the service of any private advisory business.

If any business engages in conduct that misleads consumers about a connection or affiliation with the FWO, the FWO considers it a serious issue.

When we become aware of complaints of conduct of this nature, we consider the full range of options available and are willing to take appropriate steps to prevent misrepresentations likely to mislead consumers.

The Commonwealth is also the owner of [registered Australian trade marks \(www.fairwork.gov.au/website-information/copyright-statement\)](http://www.fairwork.gov.au/website-information/copyright-statement) and takes steps to address any infringement of its rights in those marks in appropriate cases.

If you are concerned that you have been contacted by a firm suggesting that it is affiliated with or endorsed by the FWO, or wish to report any conduct or websites of this nature to the FWO, please contact us by making an [online enquiry \(www.fairwork.gov.au/contact-us/online-enquiries\)](http://www.fairwork.gov.au/contact-us/online-enquiries), through our [feedback form \(www.fairwork.gov.au/contact-us/online-enquiries/feedback#provide-feedback-or-request-a-review\)](http://www.fairwork.gov.au/contact-us/online-enquiries/feedback#provide-feedback-or-request-a-review) or [calling our infoline \(www.fairwork.gov.au/contact-us/call-us\)](http://www.fairwork.gov.au/contact-us/call-us).

Follow Fair Work Ombudsman Natalie James on Twitter [@NatJamesFWO](https://twitter.com/NatJamesFWO) (<http://twitter.com/NatJamesFWO>), the Fair Work Ombudsman [@fairwork_gov_au](https://twitter.com/fairwork_gov_au) (http://twitter.com/fairwork_gov_au) or find us on Facebook www.facebook.com/fairwork.gov.au (<http://www.facebook.com/fairwork.gov.au>).

Sign up to receive the Fair Work Ombudsman's media releases direct to your email inbox at www.fairwork.gov.au/mediareleases (www.fairwork.gov.au/mediareleases).

We are not affiliated with, and do not endorse, any commercial providers of advisory or workplace relations services. Read our [full statement on Private firms and workplace advisory services \(www.fairwork.gov.au/about-us/our-role/corporate/private-firms-and-workplace-advisory-services\)](http://www.fairwork.gov.au/about-us/our-role/corporate/private-firms-and-workplace-advisory-services) for more information.

Media inquiries:

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Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: 13 13 94

Need language help?

Contact the Translating and Interpreting Service (TIS) on 13 14 50

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94

Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94

The Fair Work Ombudsman is committed to providing advice that you can rely on. The information contained on this website is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or workplace relations professional. Visitors are warned that this site may inadvertently contain names or pictures of Aboriginal and Torres Strait Islander people who have recently died.