

2017-18 Annual Report

18 October 2018

The Fair Work Ombudsman's Annual Report for 2017-18 has been tabled in Parliament, highlighting the wide range of services and resources the regulator offers to employers and employees.

In the past financial year, the FWO helped workers and businesses resolve more than 28,000 workplace disputes, a five per cent increase on the previous year.

The agency assisted over 376,000 callers and there was a record 16.7 million visits to www.fairwork.gov.au.

Calculations on the [Pay and Conditions Tool \(https://calculate.fairwork.gov.au/\)](https://calculate.fairwork.gov.au/) increased by 10 per cent in 2017-18, and anonymous reports increased by 44 per cent to over 15,000.

Over the last financial year, Fair Work Inspectors completed more than 4,500 workplace audits and recovered close to \$30 million for workers.

There was also a 49 per cent increase in penalties handed down by the courts in 2017-18 to \$7.2 million, including the highest penalty under the Fair Work Act of \$660,020 in a [matter \(www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/august-2017/2017-08-02-mhoney-penalty-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/august-2017/2017-08-02-mhoney-penalty-release) involving a migrant worker.

With a focus on making workplace information more accessible to migrant workers, the Fair Work Ombudsman expanded its in-language resources in 2017-18.


Launched in July 2017, the FWO received almost 1,300 reports in languages other than English via the in-language Anonymous Report tool (www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/july-2017/20170731-migrant-worker-anon-report-tool) .

The [website translator \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/february-2018/20180219-website-plugin-in-mr\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/february-2018/20180219-website-plugin-in-mr) has been used to translate more than 130,000 pages of workplace information since its launch in February 2018. In-language resources were accessed more than 230,000 times.

In April 2018, the [Small Business Showcase \(www.fairwork.gov.au/small-business-showcase\)](http://www.fairwork.gov.au/small-business-showcase) was launched to help small businesses check their obligations, receiving nearly 50,000 views.

"The Fair Work Ombudsman has designed tailored tools so that the broadest possible range of workers and businesses can assess information about their workplace rights and obligations," Fair Work Ombudsman Sandra Parker said.

"Our services and resources play a key role in building a culture of compliance in Australian workplaces. I look forward to continuing our important work educating employers and employees, protecting vulnerable workers, and improving overall workplace compliance over the next year," Ms Parker said.

Follow 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)

View the [2017-18 Fair Work Ombudsman Annual Report \(www.fairwork.gov.au/annual-reports/annual-report-2017-18/\)](http://www.fairwork.gov.au/annual-reports/annual-report-2017-18/)

Advice and assistance



In-language Information

230 000 views for our in-language information

Over 130 000 web pages translated

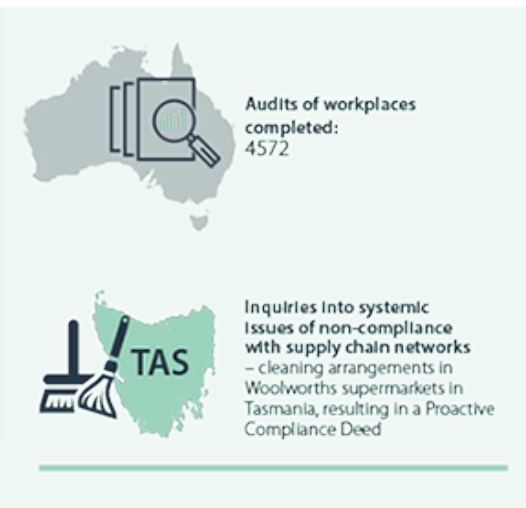
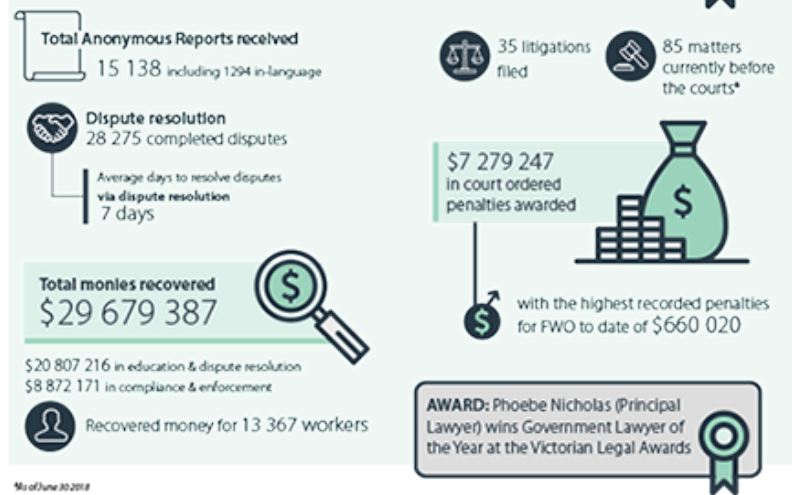
(most popular is Simplified Chinese with over 60 000 pages translated) with web translation tool

Social media followers

100,986 Facebook
18,038 Twitter

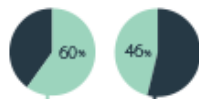
RECORD MY HOURS
AWARD: Gold at both the 2017 Sydney Design Awards and the 2017 GOV Design Awards

Dispute resolution and enforcement activities:



Gender equity

Sustained gender equality at executive levels



82 female executive level managers

6 female senior executive level managers



Gender equality in legal briefs

In 2017–18, we briefed female counsel 55 times and male counsel 35 times



Development of a Gender Equality Action Plan 2018–21

Accreditation by the Australian Breastfeeding Association as a Breastfeeding Friendly Workplace



Media inquiries:

Mira Millane, Media Adviser

Mobile: 0439 835 855

mira.millane@fwo.gov.au (mailto:mira.millane@fwo.gov.au)

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.