

## Regulator recoups \$21,000 back-pay for two Hervey Bay hotel managers

27 September 2010

Two hotel managers in Hervey Bay, Queensland, have been back-paid \$21,300 after an investigation by the Fair Work Ombudsman.

The managers - who were employed at the same business - lodged complaints with the Fair Work Ombudsman after they were underpaid.

Fair Work inspectors found the two had been short-changed their annual leave entitlements, long service leave and not given time off for overtime worked, as agreed by their employer.

After inspectors contacted the hotel and explained its obligations, the two workers were reimbursed all outstanding entitlements.

Fair Work Ombudsman Executive Director Michael Campbell says the underpayments were inadvertent and the result of the employer's lack of understanding of its responsibilities under the relevant award.

"Employers need to be fully aware of their Award obligations to their workers," he said.

Mr Campbell says that in most cases, the Agency will not prosecute employers for accidental contraventions if they are voluntarily rectified.

"We have a flexible, fair approach and our preference is always to work with employers to educate them and help them voluntarily rectify any non-compliance issues we identify," he said.

The Fair Work Ombudsman has a range of user-friendly resources on its website – [www.fairwork.gov.au](http://www.fairwork.gov.au) – to assist employees and employers check minimum rates of pay.

Small to medium-sized businesses without human resources staff can also ensure they are better equipped when hiring, managing and dismissing employees by using free template employment documentation with step-by-step instructions or accessing a series of Best Practice Guides.

Employers and employees seeking advice or assistance can also contact the Fair Work Infoline on 13 13 94. Translations are available by calling 13 14 50.

NB: we are unable to provide further information on the case above.

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### Contact us

Fair Work Online: [www.fairwork.gov.au](http://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

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