

## Brisbane workers back-paid more than \$230,000

11 April 2012

Hundreds of workers in Brisbane and surrounding suburbs have recently been back-paid a total of \$231,100, Fair Work Ombudsman Nicholas Wilson announced during a visit to Brisbane today.

The largest recovery was \$22,300 for a North Brisbane development coordinator.

Mr Wilson said the female employee lodged a complaint after she was not paid annual leave entitlements, redundancy or wages in lieu of notice when her employment was terminated last year.

“After we contacted the business and explained its obligations, the employee was promptly reimbursed all money owed without the need for further action,” he said

Mr Wilson revealed that other recent recoveries as a result of the Fair Work Ombudsman’s intervention included:

- \$18,300 for a Buranda engineer not paid long service leave entitlements,
- \$17,000 for an executive officer in Aspley not paid wages, annual leave entitlements or redundancy entitlements,
- \$14,800 for a Toowong manager underpaid the minimum hourly rate,
- \$14,100 for a Hemmant engineering worker underpaid long service leave entitlements,
- \$13,000 for a console operator at Ashgrove underpaid penalty rates,
- \$12,100 for an office administrator at Camp Hill underpaid wages, accrued annual leave and long service leave entitlements on termination,
- \$9100 for a Fortitude Valley waiter underpaid the minimum hourly rate,
- \$8700 for a Kallangur sales representative not paid sales commissions,
- \$8600 for a CBD business manager underpaid wages in lieu of notice,
- \$8000 for a Pinkenba customer service worker not paid for attending training,
- \$7400 for several security industry workers at Coopers Plains underpaid the minimum hourly rate and penalty rates,
- \$6500 for a CBD business manager underpaid wages in lieu of notice,
- \$6500 for a customer relations worker at Bracken Ridge underpaid long service leave entitlements,
- \$6500 for a South Brisbane sales manager underpaid wages,
- \$6400 for a Wynnum bookmaker underpaid redundancy entitlements,
- \$6200 for an Archerfield labourer underpaid wages,
- \$6100 for a Hendra business development manager underpaid redundancy entitlements,
- \$6000 for a Camp Hill labourer underpaid the minimum hourly rate, penalty rates, wages in lieu of notice and accrued annual leave entitlements on termination,
- \$6000 for a CBD apprentice chef underpaid the minimum hourly rate,
- \$5800 for a Carina trainee underpaid the minimum hourly rate,
- \$5600 for a Rocklea warehouse packer underpaid penalty rates,
- \$5500 for a Eatons Hill business analyst not paid wages over a three-month period,
- \$5400 for a Kuraby process worker underpaid the minimum hourly rate, and
- \$5200 for a Morningside technician underpaid the minimum hourly rate.

Mr Wilson says he understands that some businesses inadvertently breach workplace laws and Fair Work inspectors always take a fair and flexible approach when they identify contraventions.

“When we find mistakes, we’re here to help and give practical advice to employers on how to voluntarily fix them,” he said.

“All the businesses involved have now corrected the errors that led to the underpayments and put processes in place to ensure they will not happen again.”

Mr Wilson says the Fair Work Ombudsman’s Assisted Voluntary Resolution (AVR) team is now achieving resolution of about half its referrals within the first month.

The Fair Work Ombudsman recovered a total of \$6.082 million in back-pay for 5142 underpaid workers in the Queensland last financial year. Nationally, the Agency recouped \$26.7 million for 17,360 employees.

Workers or employers seeking support should get in touch with the Fair Work Ombudsman via the website - [www.fairwork.gov.au](http://www.fairwork.gov.au) - or call the Fair Work Infoline on 13 13 94. A free interpreter service is available on 13 14 50.

The website has a number of tools and resources, including PayCheck Plus and an Award Finder, to assist business-owners to calculate the correct pay for their employees.

PayCheck Plus calculates minimum rates of pay per hour, per shift or per week and takes account of payments for overtime, penalty rates and allowances.

Last financial year the PayCheck tool was accessed 489,866 times and Payroll Check recorded 83,275 visits.

Free documentation is available Online for employers to use when hiring, managing and dismissing staff, including letters of engagement and probation, timesheet and pay slip templates, leave application forms, a self-audit check list and workplace complaint form.

An 'Industries' section on the website provides extra, specialised information for employers and employees in the retail, cleaning, clerical, hair and beauty, security, vehicle, horticulture, fast food and hospitality industries.

Follow the Fair Work Ombudsman on [@fairwork\\_gov\\_au](https://twitter.com/fairwork_gov_au)  ([http://twitter.com/fairwork\\_gov\\_au](http://twitter.com/fairwork_gov_au)) .

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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

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.