

## Results of Queensland accommodation campaign released

9 December 2012

The Fair Work Ombudsman today released the findings of an education and compliance campaign focussing on Queensland's accommodation industry.

The accommodation industry was selected for a campaign because it is among the sectors that generate the highest number of complaints across the state.

Fair Work inspectors checked the books of 197 hotels, motels and caravan parks to ensure they were paying workers correctly and complying with pay slip and record-keeping obligations.

Of the 189 audits completed, inspectors found 141 employers (75 per cent) were compliant, while 48 (25 per cent) recorded contraventions.

Of the non-compliant employers, 30 were found to have underpaid employees, while 18 had only record-keeping contraventions.

Businesses with contravention were found at locations including Airlie Beach, Brisbane, Bundaberg, Cairns, Gladstone, Gold Coast, Ipswich, Rockhampton, Sunshine Coast, Toowoomba and Townsville.

Compliance rates varied between regions. The Gold Coast recorded a 94 per cent compliance rate, while Townsville recorded a rate of 56 per cent.

A total of \$156,000 in wages and entitlements has been recovered for more than 300 underpaid employees as a result of the campaign.

Fair Work inspectors educated non-compliant employers about their obligations under workplace laws and assisted them to voluntarily rectify their issues and back-pay workers.

One employer has back-paid \$110,000 to more than 180 employees across three Brisbane hotels it operates after it was found to have underpaid minimum hourly rates and penalty rates.

Fair Work Ombudsman Nicholas Wilson says the campaign helped to increase employers' awareness of workplace laws and the resources available to assist them.

The Fair Work Ombudsman is conducting a national hospitality and accommodation campaign over the next three years promoting the range of free tools, templates and advice available at [www.fairwork.gov.au/hospitality](http://www.fairwork.gov.au/hospitality) ([www.fairwork.gov.au/how-we-will-help/helping-the-community/campaigns/national-campaigns/hospitality-campaign](http://www.fairwork.gov.au/how-we-will-help/helping-the-community/campaigns/national-campaigns/hospitality-campaign)).

Workers or employers seeking support should get in touch with the Fair Work Ombudsman via the website or call the Fair Work Infoline on 13 13 94.

### Find out more:

- [Qld Accommodation Campaign 2012 report \(PDF 403.3KB\) \(www.fairwork.gov.au/ArticleDocuments/714/Qld-Accomm-Campaign-2012-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/714/Qld-Accomm-Campaign-2012-report.pdf.aspx)
- [Qld Accommodation Campaign 2012 report \(DOCX 416.5KB\) \(www.fairwork.gov.au/ArticleDocuments/714/Qld-Accomm-Campaign-2012-report.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/714/Qld-Accomm-Campaign-2012-report.docx.aspx)

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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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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.