

Accommodation industry focus of new campaign in Queensland

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The accommodation industry is the latest focus of the Fair Work Ombudsman in Queensland.

Fair Work inspectors will audit up to 125 hotels, motels and caravan parks over the next three months as part of a new education and compliance campaign.

Inspectors will check that employers are paying staff their full entitlements, including minimum pay rates and penalty rates, and are complying with record-keeping obligations.

Inspectors will audit records of businesses in Brisbane, on the Gold Coast and Sunshine Coast, Airlie Beach, Bundaberg, Cairns, Dalby, Gladstone, Hervey Bay, Mt Isa, Rockhampton, Roma, Stanthorpe, St George, Toowoomba and Townsville.

Educational information relating to workplace laws will also be promoted to accommodation providers throughout Queensland through various channels, including employer associations.

In Queensland, the accommodation industry is one of the main sources of underpayment complaints to the Fair Work Ombudsman.

Nationally, the accommodation-and-hospitality industry generated the highest number of calls to the Fair Work Infoline last financial year.

Fair Work Ombudsman Nicholas Wilson says a key focus of the Queensland accommodation campaign is making employers aware of the free resources available to assist them to understand and comply with workplace laws.

"The campaign will also benefit employers who are complying with workplace laws because our auditing of compliance with minimum pay rates will help to ensure businesses are competing on a level playing field," he said.

Mr Wilson says in cases where non-compliance is identified, the preference of inspectors will be to assist employers to voluntarily rectify their issues and put processes in place to ensure the issues do not arise again.

The Fair Work Ombudsman's website - www.fairwork.gov.au - has a number of tools and resources, including PayCheck Plus and an Award Finder, to assist business-owners 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.

An 'Industries' section on the website provides extra, specialised information for employers and employees in the hospitality industry, including accommodation providers.

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.

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. A free interpreter service is available on 13 14 50.

The Fair Work Ombudsman recovered a total of \$6.082 million back-pay for 5142 underpaid workers across all industries in Queensland last financial year - and \$796,000 of this was recovered through targeted campaign activity.

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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.