

National clerical worker campaign reveals strong level of workplace compliance

19 July 2012

More than three quarters of businesses which employ clerical workers are compliant with federal workplace law, random audits by the Fair Work Ombudsman show.

The Fair Work Ombudsman launched a national campaign last year in response to significant calls and complaints from clerical workers.

Results released today reveal that 1232 employers (76 per cent) of a total of 1621 businesses scrutinised throughout Australia are compliant.

The campaign focussed on employers covered by the Clerks (Private Sector) Award 2010 and specifically those in accountancy and recruitment.

The ACT recorded the highest compliance rate of 85 per cent, followed by NSW and WA with 84 per cent each, SA and the NT with 82 per cent each, Tasmania with 76 per cent, Queensland with 71 per cent and Victoria with 69 per cent.

A total of 389 businesses (24 per cent) recorded contraventions. Of these, 63 per cent were technical breaches relating to time and wage records and pay slip requirements and 31 per cent were underpayment breaches. Six per cent of employers recorded both.

To date, Fair Work inspectors have recouped a total of \$171,024 nationally for 280 employees who had been underpaid.

This comprises \$87,645 for 98 employees in Victoria, \$46,752 for 143 employees in Queensland, \$21,669 for 19 employees in NSW, \$8855 for eight employees in South Australia, \$3977 for eight employees in Western Australia, \$2055 for three employees in Tasmania and \$71 for one employee in the ACT.

Forty nine employers remain under further investigation.

The Fair Work Ombudsman received more than 4000 complaints from clerical workers between 2008 and 2010 - 36 per cent of which were sustained.

Analysis of the Fair Work Ombudsman's call centre statistics also showed that between January, 2010 and May, 2011 there were almost 11,500 inquiries from clerical workers.

In the lead-up to last year's campaign, the Fair Work Ombudsman contacted more than 42,500 accountancy and labour-hire and recruitment companies and more than 23,000 female clerical workers aged between 22 and 25 to provide information about its free resources.

An interactive webinar also attracted almost 500 participants.

A copy of the National Clerical Worker Campaign 2011 final report is available on the Fair Work Ombudsman website.

Employers or employees seeking information and advice should visit www.fairwork.gov.au or call the Fair Work Infoline on 13 13 94.

[National Clerical Workers Campaign Report \(PDF 1.4MB\) \(www.fairwork.gov.au/ArticleDocuments/714/National-Clerical-Workers-Campaign-Report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/714/National-Clerical-Workers-Campaign-Report.pdf.aspx)

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Media inquiries:

Ryan Pedler, Assistant Director, Media &, Stakeholder Relations
(03) 9954 2561, 0411 430 902
ryan.pedler@fwo.gov.au

Contact us

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