

## FWO helps create fairer workplaces in Vic

30 October 2012

More than 186,000 Victorian employees and employers sought advice from the Fair Work Infoline in the last financial year.

Fair Work Ombudsman Nicholas Wilson said nationally, wages and conditions again topped the list of reasons why people called for advice and assistance.

“Of the 683,900 people who called the Fair Work Infoline in the last financial year across the country, 38 per cent asked about wages, 20 per cent asked about conditions and 13 per cent asked about termination of employment,” he says.

“Once again, Victorian employers and employers were proactive in their efforts to find out more about their workplace rights and responsibilities.”

The Fair Work Ombudsman’s annual report also shows that the Agency finalised 7394 workplace complaints in Victoria last financial year.

Just over \$7.7 million in back-pay was recovered for a total of 3877 workers in Victoria – with many employers voluntarily rectifying their workplace contraventions.

Of that, a total of \$1.2 million in outstanding entitlements was recovered as a result of the Fair Work Ombudsman’s pro-active targeted campaign activity in Victoria.

Four national targeted wage campaign audits were conducted in the retail, security, clerical and vehicle repair and maintenance industries.

A further four campaigns were conducted in Victoria in industries including Mornington Peninsula record-keeping, building industry apprentices, regional transport and hairdressing.

Fair Work inspectors finalised 1211 targeted campaign audits throughout Victoria in the last financial year.

Victorian employers were keen to receive information about their responsibilities.

“We selected specific employers and regions that we know employ migrants, young people and other vulnerable workers,” Mr Wilson says.

“For the first time, every targeted wage audit campaign began with an education phase to help employers understand their obligations under workplace laws.

“We also successfully trialled the use of ‘webinars’ in campaigns, with inspectors directly answering questions without employers having to leave their businesses at busy times of the day.

“We find some workplace contraventions are the result of a lack of information or employers make mistakes interpreting the information they have.

“However, some are either unaware or ignore their responsibilities and our proactive campaign work helps them resolve issues and avoid repeating their breaches in future.”

Nationally, the Fair Work Ombudsman finalised 28,412 complaints and conducted 6547 audits, recovering \$39 million for almost 18,500 underpaid workers.

Mr Wilson said: “Our aim is to change long-term behaviour by providing tailored information about what people need to pay, or should be paid.

“For example, around three-quarters of the 392 completed audits in this financial year’s National Security Industry Follow-Up Campaign showed employers were meeting their obligations.

“In contrast, in 2009 we found less than half - 47 per cent - of employers in this industry were meeting their obligations.

“This is a significant turnaround that shows industries will change behaviours with sufficient information and assistance.”

“In the past year, the Fair Work Ombudsman has been working to reframe its services in a way that helps more people, more

significantly," Mr Wilson says.

"We will continue to work in partnership with employers and employees in the coming months and years to promote harmonious, productive and cooperative workplaces right across the country."

A copy of the Fair Work Ombudsman's 2011-12 Annual Report is available at [www.fairwork.gov.au/annualreport](http://www.fairwork.gov.au/annualreport) ([www.fairwork.gov.au/about-us/access-accountability-and-reporting/annual-reports](http://www.fairwork.gov.au/about-us/access-accountability-and-reporting/annual-reports))

Follow the Fair Work Ombudsman on [Twitter @fairwork\\_gov\\_au](https://twitter.com/fairwork_gov_au) ([http://twitter.com/fairwork\\_gov\\_au](http://twitter.com/fairwork_gov_au)) or find us on [Facebook](https://www.facebook.com/fairwork.gov.au) (<https://www.facebook.com/fairwork.gov.au>) .

Media inquiries:

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

**Page reference No: 3724**

## 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.