

## Infoline recognised for customer service

24 August 2016

The Fair Work Ombudsman has again been recognised for the exceptional customer service provided by its Fair Work Infoline.

The Agency has won the coveted award for “Best Government Contact Centre with Over 30 Staff” at the Government Contact Centre Excellence Awards 2016.

It is the second time the Fair Work Infoline has received the top honour, taking out the award in 2014.

The Infoline has also finished as a finalist on several occasions.

Fair Work Ombudsman Natalie James says she is extremely proud of the high quality of services delivered by Fair Work Infoline Advisers.

“Our Advisers are experts in their field and play such a valuable role in educating the Australian community about their rights and obligations under workplace laws,” she said.

“The judges were particularly impressed with the Fair Work Infoline’s management of customer demand and improvement of customer experience.”

The Infoline implemented several new measures in 2014-15, including an “in-queue call back” service to improve the experience for callers.

This helped to achieve average wait times of six minutes on what are normally the Infoline’s busiest days of the year.

Recent innovations also contributed to 39,000 additional customers using the Pay and Conditions Tool (PACT) to calculate their wages during July, an 11 percent increase.

July is typically the busiest time for the Agency’s frontline teams following the implementation of the annual National Minimum Wage rise.

Fair Work Infoline Advisers use PACT when calculating wages for callers. PACT provides answers to the vast majority of Infoline enquiries and can be used by everyone. Visit [www.calculate.fairwork.gov.au](http://www.calculate.fairwork.gov.au) (<http://www.calculate.fairwork.gov.au>) to learn more.

Callers to the Fair Work Ombudsman are also encouraged to sign up to the Agency’s ‘My Account’ portal at [www.fairwork.gov.au](http://www.fairwork.gov.au) (<http://www.fairwork.gov.au>) .

Employers and employees registered with ‘My Account’ can view and save pay rates and awards applicable to their business, seek advice online, receive alerts about minimum wage increases, and view recommended information about workplace laws in their industry.

The Fair Work Infoline also has a dedicated Small Business Helpline that small business owners can access at request when contacting the Fair Work Infoline on 13 13 94. A free interpreter service is available on 13 14 50.

Information to assist people from culturally and linguistically diverse backgrounds has been translated into 27 languages and is available on the website.

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

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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.