

## Our policies

Find out more information about our internal policies, procedures and plans around:

- [How we do our work](#)
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- [Accessing our information](#)
- [Privacy](#)
- [Diversity and inclusion.](#)

### How we do our work

#### Policies and guidance notes

Guidance notes and policies are our interpretations of the laws we enforce and internal policies and procedures we have in place.

- [Stakeholder Engagement Strategy \(DOCX 161.6KB\)](#) (<https://www.fairwork.gov.au/ArticleDocuments/725/fair-work-ombudsman-stakeholder-engagement-strategy.docx.aspx>) (PDF 166.1KB) (<https://www.fairwork.gov.au/ArticleDocuments/725/fair-work-ombudsman-stakeholder-engagement-strategy.pdf.aspx>) - sets out key principles that we use in stakeholder engagement to ensure our stakeholder interactions are consistent, meaningful, productive, transparent and beneficial for everyone involved. It also has examples of where and how we engage with stakeholders.
- Our [Compliance and Enforcement Policy \(DOCX 1.7MB\)](#) (<https://www.fairwork.gov.au/ArticleDocuments/725/compliance-and-enforcement-policy.docx.aspx>) (PDF 1.9MB) (<https://www.fairwork.gov.au/ArticleDocuments/725/compliance-and-enforcement-policy.pdf.aspx>) has replaced Guidance notes 3, 4, 5, 6 and 8.
- Our [Media Policy \(DOCX 136.6KB\)](#) ([www.fairwork.gov.au/ArticleDocuments/725/fwo-media-policy.docx.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-media-policy.docx.aspx)) (PDF 240.7KB) ([www.fairwork.gov.au/ArticleDocuments/725/fwo-media-policy.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-media-policy.pdf.aspx)) explains why and how we engage with the media.
- Our [Information Access Policy](#) has replaced Guidance note 2. Go to the [Accessing our information page](#) ([www.fairwork.gov.au/About-us/access-accountability-and-reporting/Accessing-our-information/accessing-our-information](http://www.fairwork.gov.au/About-us/access-accountability-and-reporting/Accessing-our-information/accessing-our-information)) for more information.

#### Regulator Performance Framework Key Performance Indicators

The Australian Government released the Regulator Performance Framework (the Framework) as part of 2014 Spring Repeal Day on 22 October 2014. The Framework is an important part of the government's commitment to reducing the cost of unnecessary or inefficient regulation imposed on individuals, business and community organisations by at least \$1 billion a year.

Read more about the Framework, and see how we've performed against the Key Performance Indicators, on the [Regulator Performance Framework page](#) ([www.fairwork.gov.au/about-us/access-accountability-and-reporting/reporting-to-parliament/regulator-performance-framework](http://www.fairwork.gov.au/about-us/access-accountability-and-reporting/reporting-to-parliament/regulator-performance-framework)) .

#### Legislative instruments and delegations

Legislative instruments and delegations outline the powers and responsibilities of certain individuals within FWO.

- [FWO - Delegation of Powers under the FW Act \(DOCX 145KB\)](#) ([www.fairwork.gov.au/ArticleDocuments/725/fwo-delegations-of-powers-2018.docx.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-delegations-of-powers-2018.docx.aspx)) (PDF 409.4KB) ([www.fairwork.gov.au/ArticleDocuments/725/fwo-delegations-of-powers-2018.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-delegations-of-powers-2018.pdf.aspx))
- [FWO - Delegation of Paid Parental Leave Act Powers \(DOCX 48.6KB\)](#) ([www.fairwork.gov.au/ArticleDocuments/725/FWO-Delegation-of-Paid-Parental-Leave-Act-Powers.docx.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/FWO-Delegation-of-Paid-Parental-Leave-Act-Powers.docx.aspx)) (PDF 90.8KB) ([www.fairwork.gov.au/ArticleDocuments/725/FWO-Delegation-of-Paid-Parental-Leave-Act-Powers.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/FWO-Delegation-of-Paid-Parental-Leave-Act-Powers.pdf.aspx))
- [FWO - Directions to Fair Work Inspectors \(DOCX 128.4KB\)](#) ([www.fairwork.gov.au/ArticleDocuments/725/direction-to-inspectors-under-s704.docx.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/direction-to-inspectors-under-s704.docx.aspx)) (PDF 212.8KB) ([www.fairwork.gov.au/ArticleDocuments/725/direction-to-inspectors-under-s704.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/direction-to-inspectors-under-s704.pdf.aspx))
- [FWO - General Authorisation to Consent to Litigation \(DOCX 84.8KB\)](#) ([www.fairwork.gov.au/ArticleDocuments/725/general-authorisation-to-consent-to-litigation.docx.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/general-authorisation-to-consent-to-litigation.docx.aspx)) (PDF 47.7KB) ([www.fairwork.gov.au/ArticleDocuments/725/general-authorisation-to-consent-to-litigation.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/general-authorisation-to-consent-to-litigation.pdf.aspx))

- FWO - Delegation of Freedom of Information s10A and s23 (DOCX 88.1KB) (<https://www.fairwork.gov.au/ArticleDocuments/725/fwo-delegation-of-freedom-of-information-s10A-and-s23-2018.docx.aspx>) (PDF 76.4KB) (<https://www.fairwork.gov.au/ArticleDocuments/725/fwo-delegation-of-freedom-of-information-s10A-and-s23-2018.pdf.aspx>)

## Procedures for handling suspected breaches of the code of conduct

This sets out how we:

- handle breaches of the Australia Public Service code of conduct
- decide on the sanctions (if any), when an employee breaches the code of conduct.

Download the procedures:

- Procedures for handling suspected code of conduct breaches (DOC 112.5KB) ([www.fairwork.gov.au/ArticleDocuments/725/Procedures-for-handling-suspected-breaches-of-the-Code-of-Conduct.doc.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/Procedures-for-handling-suspected-breaches-of-the-Code-of-Conduct.doc.aspx)) (PDF 112.8KB) ([www.fairwork.gov.au/ArticleDocuments/725/Procedures-for-handling-suspected-breaches-of-the-Code-of-Conduct.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/Procedures-for-handling-suspected-breaches-of-the-Code-of-Conduct.pdf.aspx))

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## Who we work with

We work with many different government agencies, employer and employee organisations and various authorities to promote and enforce compliance with workplace laws.

If during the course of our work we become aware of situations or issues that may be relevant to another government agency or authority, we may refer that information to the appropriate agency or authority. For example, we have an agreement with the [Department of Home Affairs](https://www.homeaffairs.gov.au/) [about visa protections for migrant workers in some circumstances](#). See [Visa holders & migrants](http://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants) ([www.fairwork.gov.au/find-help-for/visa-holders-and-migrants](http://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants)) for more information.

If we identify issues that may be criminal in nature, we refer this information to the Australian Federal Police [using a set referral process](https://www.afp.gov.au/what-we-do/referrals-investigation-services-government/referrals) (<https://www.afp.gov.au/what-we-do/referrals-investigation-services-government/referrals>) [for more information](#). For example, this may occur if we :

- are investigating a matter and we identify that there may be suspected people trafficking involved, or
- identify breaches of the Fair Work Act 2009 that are criminal offences, such as when an employer or employee organisation gives, receives or solicits bribes. For more information about these offences, visit the [Registered Organisation Commission's corrupting benefits page](http://www.roc.gov.au/compliance/corrupting-benefits/corrupting-benefits-and-disclosures) (<http://www.roc.gov.au/compliance/corrupting-benefits/corrupting-benefits-and-disclosures>) [for more information](#).

Sometimes our agreement to work with another organisation is formalised through a Memorandum of Understanding.

## Memorandums of Understanding

Memorandums of Understanding (MoUs) are created between us and other organisations. These are made publically available with permission from the other organisation and are provided below.

### Australian Defence Force

- Australian Defence Force and Fair Work Ombudsman MoU (DOC 253.5KB) ([www.fairwork.gov.au/ArticleDocuments/725/australian-defence-force-and-fair-work-ombudsman-mou.doc.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/australian-defence-force-and-fair-work-ombudsman-mou.doc.aspx)) (PDF 95.9KB) ([www.fairwork.gov.au/ArticleDocuments/725/australian-defence-force-and-fair-work-ombudsman-mou.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/australian-defence-force-and-fair-work-ombudsman-mou.pdf.aspx))

### Australian Hotels Association

- Australian Hotels Association and Fair Work Ombudsman MoU (DOCX 52.7KB) ([www.fairwork.gov.au/ArticleDocuments/725/australian-hotels-association-mou-2018.docx.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/australian-hotels-association-mou-2018.docx.aspx)) (PDF 211.8KB) ([www.fairwork.gov.au/ArticleDocuments/725/australian-hotels-association-mou-2018.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/australian-hotels-association-mou-2018.pdf.aspx))

### Australian Security Industries Association Limited

- Australian Security Industry Association Limited and Fair Work Ombudsman MoU (DOCX 1.3MB) ([www.fairwork.gov.au/ArticleDocuments/725/asial-mou.docx.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/asial-mou.docx.aspx)) (PDF 2.9MB) ([www.fairwork.gov.au/ArticleDocuments/725/asial-mou.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/asial-mou.pdf.aspx))

### Department of Immigration and Citizenship

- Department of Immigration and Citizenship and Fair Work Ombudsman MoU (PDF 1MB) ([www.fairwork.gov.au/ArticleDocuments/725/diac-and-fwo-mou.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/diac-and-fwo-mou.pdf.aspx))

### Fair Work Agencies

- Fair Work Commission, Fair Work Building and Construction and Fair Work Ombudsman MoU (PDF 115.4KB) ([www.fairwork.gov.au/ArticleDocuments/725/fair-work-commission-fair-work-building-and-construction-and-fair-work-ombudsman-mou.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/fair-work-commission-fair-work-building-and-construction-and-fair-work-ombudsman-mou.pdf.aspx))

## Recruitment and Consulting Services Association

- [Recruitment and Consulting Services Association and the Fair Work Ombudsman \(DOCX 413.6KB\)](http://www.fairwork.gov.au/ArticleDocuments/725/recruitment-and-consulting-services-association-memorandum-of-understanding.docx.aspx) ([www.fairwork.gov.au/ArticleDocuments/725/recruitment-and-consulting-services-association-memorandum-of-understanding.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/recruitment-and-consulting-services-association-memorandum-of-understanding.pdf.aspx)) (PDF 2.9MB)

## Regulation and Contract Management, South Australian Department of State Development

- [Regulation and Contract Management, South Australian Department of State Development \(DOCX 178.6KB\)](http://www.fairwork.gov.au/ArticleDocuments/725/rcm-and-fwo-mou.docx.aspx) ([www.fairwork.gov.au/ArticleDocuments/725/rcm-and-fwo-mou.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/rcm-and-fwo-mou.pdf.aspx)) (PDF 2.7MB)

## Restaurant and Catering Association

- [Restaurant and Catering Association and Fair Work Ombudsman MoU \(DOCX 65.2KB\)](http://www.fairwork.gov.au/ArticleDocuments/725/restaurant-and-catering-mou-2018.docx.aspx) ([www.fairwork.gov.au/ArticleDocuments/725/restaurant-and-catering-mou-2018.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/restaurant-and-catering-mou-2018.pdf.aspx)) (PDF 1.1MB)

## Victorian Registration and Qualifications Authority

- [Victorian Registration and Qualifications Authority and Fair Work Ombudsman MoU \(DOCX 170.2KB\)](http://www.fairwork.gov.au/ArticleDocuments/725/mou-vrqa-and-fwo-2017.docx.aspx) ([www.fairwork.gov.au/ArticleDocuments/725/mou-vrqa-and-fwo-2017.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/mou-vrqa-and-fwo-2017.pdf.aspx)) (PDF 2.8MB)

## Relationship reports

We work closely with other organisations to achieve joint priorities.

### Australian Securities and Investments Commission

- [Fair Work Ombudsman and Australian Securities and Investments Commission Relationship Report 2015-16 \(DOCX 1.4MB\)](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-asic-relationship-report-2015-16.docx.aspx) ([www.fairwork.gov.au/ArticleDocuments/725/fwo-asic-relationship-report-2015-16.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-asic-relationship-report-2015-16.pdf.aspx)) (PDF 216.5KB)

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## Accessing our information

This is our policy on accessing information that we hold.

Download the policy:

- [Information Access Policy \(DOCX 177.2KB\)](http://www.fairwork.gov.au/ArticleDocuments/725/information-access-policy.docx.aspx) ([www.fairwork.gov.au/ArticleDocuments/725/information-access-policy.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/information-access-policy.pdf.aspx)) (PDF 209.6KB)

Visit the [Accessing our information](http://www.fairwork.gov.au/About-us/access-accountability-and-reporting/Accessing-our-information/accessing-our-information) page for more information about accessing information under the Information Access Policy.

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## Privacy

### Privacy Policy

This is our policy on dealing with personal information.

Download the summary of the policy for an overview:

- [Privacy policy summary \(DOCX 149.3KB\)](http://www.fairwork.gov.au/ArticleDocuments/725/privacy-policy-summary.docx.aspx) ([www.fairwork.gov.au/ArticleDocuments/725/privacy-policy-summary.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/privacy-policy-summary.pdf.aspx)) (PDF 46.6KB)

Download the policy:

- [Privacy policy \(DOCX 157.6KB\)](http://www.fairwork.gov.au/ArticleDocuments/725/Privacy-policy.docx.aspx) ([www.fairwork.gov.au/ArticleDocuments/725/Privacy-policy.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/Privacy-policy.pdf.aspx)) (PDF 249.6KB)

Visit the [Privacy](http://www.fairwork.gov.au/website-information/privacy) page for more information on privacy when using our website.

### Legal professional privilege policy

This is a guide on how we deal with claims for Legal Professional Privilege.

Download the policy:

- [Fair Work Ombudsman Legal Professional Privilege Policy \(DOCX 56.5KB\) \(www.fairwork.gov.au/ArticleDocuments/725/Legal-professional-privilege-policy.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/725/Legal-professional-privilege-policy.docx.aspx)

## Procedures for handling public interest disclosures

This sets out how we handle public interest disclosures.

Download the procedures:

- [Procedures for handling public interest disclosures \(DOCX 166.8KB\) \(www.fairwork.gov.au/ArticleDocuments/725/Procedures-for-handling-public-interest-disclosures.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/725/Procedures-for-handling-public-interest-disclosures.docx.aspx) (PDF 4.1MB) ([www.fairwork.gov.au/ArticleDocuments/725/Procedures-for-handling-public-interest-disclosures.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/Procedures-for-handling-public-interest-disclosures.pdf.aspx))

For further information about making a public interest disclosure, or if you'd like to contact an officer authorised to receive public interest disclosures, email [PublicInterestDisclosure@fwo.gov.au](mailto:PublicInterestDisclosure@fwo.gov.au) (<mailto:publicinterestdisclosure@fwo.gov.au>)

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## Diversity and inclusion

### Diversity and inclusion strategy

Our Diversity and inclusion strategy sets out how we will achieve our goals to:

- ensure access and opportunity for all
- increase awareness through training and sharing our experiences
- drive and exemplify an inclusive, flexible and collaborative workplace.

Download the strategy:

- [Fair Work Ombudsman Diversity and Inclusion Strategy 2018 - 2021 \(PDF 2.9MB\) \(https://www.fairwork.gov.au/ArticleDocuments/549/fair-work-ombudsman-diversity-and-inclusion-strategy-2018-2021.pdf.aspx\)](https://www.fairwork.gov.au/ArticleDocuments/549/fair-work-ombudsman-diversity-and-inclusion-strategy-2018-2021.pdf.aspx) (DOCX 901.9KB) (<https://www.fairwork.gov.au/ArticleDocuments/549/fair-work-ombudsman-diversity-and-inclusion-strategy.docx.aspx>)

### Multicultural Access and Equity Action Plan

Our Multicultural Access and Equity Action Plan ensures that everyone who deals with us gets equal access to our services, including people from diverse cultural backgrounds.

Download the plan:

- [Fair Work Ombudsman's Multicultural Access and Equity Action Plan 2016-19 \(DOCX 150KB\) \(www.fairwork.gov.au/ArticleDocuments/725/fwo-multicultural-access-and-equity-plan-2016-2019.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-multicultural-access-and-equity-plan-2016-2019.docx.aspx) (PDF 261.3KB) ([www.fairwork.gov.au/ArticleDocuments/725/fwo-multicultural-access-and-equity-plan-2016-2019.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-multicultural-access-and-equity-plan-2016-2019.pdf.aspx))

### Gender Equality Action Plan

Our Gender Equality Action Plan sets out how we will embed gender equality across our agency.

We will strive to:

- drive a culture where gender equality is valued and considered in planning and decision making
- achieve greater gender equality in senior leadership (EL2 and above)
- increase the take-up of flexibility arrangements amongst all employees
- incorporate measurement and evaluation of our progress into current reporting and communicate progress to the agency annually.

Download the plan:

- [Gender Equality Action Plan 2018 - 2021 \(PDF 4.9MB\) \(https://www.fairwork.gov.au/ArticleDocuments/549/fair-work-ombudsman-gender-equality-action-plan-2018-2021.pdf.aspx\)](https://www.fairwork.gov.au/ArticleDocuments/549/fair-work-ombudsman-gender-equality-action-plan-2018-2021.pdf.aspx) (DOCX 158.3KB) (<https://www.fairwork.gov.au/ArticleDocuments/549/fair-work-ombudsman-gender-equality-action-plan.docx.aspx>)

### Reconciliation Action Plan

Our Reconciliation action plan sets out how we will:

- build and support a culturally diverse and inclusive workforce, which understands and appreciates Aboriginal and Torres Strait Islander culture
- ensure our approach to delivering workplace relations service and advice for Aboriginal and Torres Strait Islander organisations, employers and employees will be culturally relevant, respectful and inclusive.

Download the plan:

- [Fair Work Ombudsman Reconciliation Action Plan March 2017 - February 2019 \(DOCX 971.2KB\) \(www.fairwork.gov.au/ArticleDocuments/725/fwo-reconciliation-action-plan-17-19.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-reconciliation-action-plan-17-19.docx.aspx) (PDF 2.9MB) ([www.fairwork.gov.au/ArticleDocuments/725/fwo-reconciliation-action-plan-17-19.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/fwo-reconciliation-action-plan-17-19.pdf.aspx))

### What to do next

- Visit the [Australian Public Service Commission's website](https://www.apsc.gov.au/code-conduct)  (<https://www.apsc.gov.au/code-conduct>) for information on the code of conduct

### You might also be interested in

- [Compliance and enforcement policy \(www.fairwork.gov.au/about-us/our-purpose/compliance-and-enforcement-policy\)](http://www.fairwork.gov.au/about-us/our-purpose/compliance-and-enforcement-policy)
- [Annual reports \(www.fairwork.gov.au/about-us/access-accountability-and-reporting/annual-reports\)](http://www.fairwork.gov.au/about-us/access-accountability-and-reporting/annual-reports)
- [Research reports \(www.fairwork.gov.au/about-us/access-accountability-and-reporting/research-reports\)](http://www.fairwork.gov.au/about-us/access-accountability-and-reporting/research-reports)
- [Inquiry reports \(www.fairwork.gov.au/about-us/access-accountability-and-reporting/inquiry-reports\)](http://www.fairwork.gov.au/about-us/access-accountability-and-reporting/inquiry-reports)

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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.