

## Our commitment to you

The [Customer service charter](#) and [Customer experience statement](#) outline our commitment to you. It sets out:

- who we are and our goals
- what our services are
- what you can expect from our services
- how you can access them
- what to do if you aren't satisfied with our service.

### Customer service charter

The customer service charter outlines the nature of the services you can expect from us, including what you can do if you are not satisfied with our service.

#### Who we are

We are an independent Australian Government agency that works with Australians to educate, promote fairness and ensure justice in the workplace.

To achieve this, we work with employees, employers and the community to promote harmonious, productive and cooperative workplaces. We provide advice and help you understand your workplace rights and responsibilities. We assist you to resolve your workplace disputes and enforce compliance with Australia's workplace laws.

#### Our Vision

Fair Australian workplaces.

#### Our mission

Work with Australians to educate, promote fairness and ensure justice in the workplace.

#### Achieving the goal

To achieve our vision of fair Australian workplaces, we know that we must:

- empower people with information that is timely and can be relied upon
- educate individuals and organisations about better ways of working and resolving workplace disputes
- give confidence to the community that their rights will be observed
- hold people accountable for their workplaces.

#### Our services

We advise and assist, educate, resolve disputes and ensure compliance through:

- our website - [www.fairwork.gov.au](http://www.fairwork.gov.au) - the first point of contact for information and advice about Australia's workplace relations system
- Fair Work Infoline – you can call us on 13 13 94
- our offices – in all capital cities and regional locations across Australia. Find information about our office locations on our [Offices](#) ([www.fairwork.gov.au/Contact-us/Offices/offices](http://www.fairwork.gov.au/Contact-us/Offices/offices)) page.

We also undertake educational activities and campaigns and provide information services, best practice guides and general educational information to the public. These services and campaigns are run at national, state and local levels and can target specific industries.

If someone believes that they haven't received their minimum entitlement at work they can lodge a request for assistance with us. When we receive a request for assistance, we'll make a decision about the best way to resolve the matter. In the first instance, we encourage people to talk to their employer about their concerns and try to resolve the issue at the workplace level. We also provide assisted voluntary resolution and mediation. In some cases where a workplace dispute cannot be voluntarily resolved between the parties, we consider whether to undertake an investigation.

In circumstances where breaches of workplace laws have significant consequences, are of public interest or relate to a vulnerable

community group, we take legal action to enforce compliance with workplace laws.

## Working with you

We are committed to giving you the highest quality service. Our services are underpinned by the following five principles.

### 1. Accessibility

We provide information and assistance in several ways - online, over the phone, and in person.

#### How to access our services?

For information on workplace relations matters you can:

- visit our website [www.fairwork.gov.au](http://www.fairwork.gov.au)
- call the Fair Work Infoline on 13 13 94
- talk to the Fair Work Inspector or their manager if you have lodged a request for assistance with us
- write to us at GPO Box 9887 in your capital city.

If you need an interpreter or a TTY service, or if you have a hearing or speech impairment, you can contact one of the numbers below and ask for the Fair Work Infoline (13 13 94):

- Translating and Interpreting Services (TIS) on 13 14 50
- National Relay Services (NRS) [☎ \(http://relayservice.gov.au/\)](http://relayservice.gov.au/) for TTY services on 13 36 77
- Speak and Listen on 1300 555 727.

### 2. Responsiveness

We aim to offer the best possible service and are continually looking to improve upon our performance. In addition to treating customer with dignity and respect, we are also committed to the following delivery timeframes:

- we will resolve 80% of requests for assistance in 90 days
- the Fair Work Infoline will resolve 80% of matters at the first contact
- the Fair Work Infoline will be available 99% of the time during advertised hours
- our website will be available 99% of the time.

### 3. Ongoing communication and review

We will always endeavour to answer your questions and concerns on the spot. Where you have made a request for assistance, you can expect to receive regular updates as well as official notification when it is finalised.

If you have any concerns about how your request for assistance is progressing, you can talk to the Inspector who is assigned to your case or their manager.

If you are not satisfied with the outcome of your request for assistance, you can [request a review \(www.fairwork.gov.au/contact-us/online-enquiries/feedback\)](http://www.fairwork.gov.au/contact-us/online-enquiries/feedback).

### 4. Fairness

We treat all members of the public fairly, impartially, and without bias.

We don't act on behalf of anyone and don't represent any person (with the limited exception of cases where we initiate or take over legal proceedings on behalf of an individual as outlined in the Fair Work Act (2009)).

### 5. Accountability

If the FWO provides incorrect advice about minimum wages or conditions of employment, and that advice is relied on and followed in good faith, the FWO:

- will not pursue a penalty for not paying the correct entitlements before the person is advised of the mistake
- will assist in any dispute to resolve concerns about outstanding entitlements
- may require that outstanding entitlements be paid and that correct entitlements are paid once the incorrect advice is identified
- will accept legal liability for incorrect advice in accordance with the law.

The reliability of our advice is dependent on the information you provide to us at the time of your enquiry.

The Fair Work Ombudsman, Fair Work Inspectors and other staff employed by the Fair Work Ombudsman are bound by the Public Service Act 1999. This means that they are bound by the Australian Public Service Code of Conduct and have to uphold the highest ethical standards at all times.

### Your privacy

Your personal details will be kept private and confidential at all times, unless they are required to be released for legal purposes.

Under the Freedom of Information Act 1982 you can ask to see any documents that we hold. Other parties may also have a legal entitlement to access your information through Freedom of information.

## Your responsibilities

When dealing with our staff, we ask that you be courteous and respectful at all times.

There are a number of ways you can make it easier and quicker for us to assist you:

- When requesting assistance be as specific as you can - this will help us find the information that applies to you.
- When making a request for assistance provide as much detail and evidence as possible.
- If you have an enquiry about an active request for assistance, have your reference number handy and ready to quote.
- If you need to correct or update the information you have given us or if you wish to withdraw your request for assistance, tell us as soon as possible.

[Back to top](#)

## Customer experience statement

### What you can expect from us

Whenever you contact us, you can expect to be treated in a courteous, respectful and timely manner. Our main concern is to help you with your enquiry and we will take all necessary steps to make sure you are satisfied with our service.

We will make sure you receive practical advice that can be relied upon based on the information you provide to us at the time. If we can't help with your enquiry, we will direct you to the right place.

We recognise that your situation is unique and will take the time to discuss and understand your individual circumstances.

We expect that your interaction with our staff will provide you with a greater understanding of your rights and responsibilities under the Australian workplace relations system.

### What do you think of our service?

We welcome your comments and feedback about your experience with us and our services. Your feedback helps us deliver a better service.

Go to our [Feedback page \(www.fairwork.gov.au/Contact-us/Online-enquiries/feedback\)](http://www.fairwork.gov.au/Contact-us/Online-enquiries/feedback) to complete our feedback form.

[Back to top](#)

### You might also be interested in

- Freedom of information in [Accessing our information \(www.fairwork.gov.au/about-us/access-accountability-and-reporting/accessing-our-information/accessing-our-information\)](http://www.fairwork.gov.au/about-us/access-accountability-and-reporting/accessing-our-information/accessing-our-information)
- An overview of [How we will help \(www.fairwork.gov.au/How-we-will-help/default\)](http://www.fairwork.gov.au/How-we-will-help/default)

Page reference No: 2373

## 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.