

Private firms and workplace advisory services

Members of the public have expressed concern about the conduct of private businesses that offer workplace relations advisory services. We have received complaints from the public that they have been misled into believing that businesses are, or were, connected or affiliated with the Fair Work Ombudsman (FWO) or other government agencies.

The FWO has received complaints relating to a website at the address www.fairworkhelp.com.au and telephone advisory service operated by EmploySURE Pty Ltd.

If any business engages in conduct that misleads consumers about a connection or affiliation with the FWO, the FWO considers it a serious issue. When we become aware of complaints of conduct of this nature, we consider the full range of options available and are willing to take appropriate steps to prevent further misrepresentations likely to mislead consumers.

The tools, advice and services we provide to employers, employees and members of public, including on the Fair Work Infoline and our website, are free. We are not affiliated with, and do not endorse, any commercial providers of advisory or workplace relations services. We will never provide your information to third party businesses to offer fee-based services, and we do not cold call businesses by telephone to recommend or refer the services of any private advisory businesses.

The Commonwealth is also the owner of registered Australian trade marks (www.fairwork.gov.au/website-information/copyright-statement) and takes steps to address any infringement of its rights in those marks in appropriate cases.

If you are concerned that you have been contacted by a firm suggesting that it is affiliated with or endorsed by the FWO, or wish to report any conduct or websites of this nature to the FWO, please contact us by making an online enquiry (www.fairwork.gov.au/contact-us/online-enquiries) , through our feedback form (www.fairwork.gov.au/contact-us/online-enquiries/feedback#provide-feedback-or-request-a-review) or calling our infoline (www.fairwork.gov.au/contact-us/call-us) .

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Contact us

Fair Work Online: 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.