

## Before you call

Find out the information you'll need on a call to our Fair Work Infoline. This information will help us give you accurate advice. If you don't have this information when you call, we may need you to find it out and call us back.

You can often find this information:

- in employment contracts or letters of offer
- on pay slips or records
- on workplace noticeboards or intranets.

You can also ask your employer, union representative or work colleagues these questions.

Once you have this information, [Call us \(www.fairwork.gov.au/contact-us/call-us/default\)](http://www.fairwork.gov.au/contact-us/call-us/default) . It's a good idea to stay on our website when you call us so our advisers can show you where to find the information you need.

## Business and job details

What is the:

- trading and/or legal name
- ABN
- industry of the business
- the job title and typical duties
- employment status (e.g. full-time/part-time/casual).

If the business is in Western Australia, we'll need to know whether it is a Pty Ltd, Inc. or Ltd company.

## Agreement details

Does the business have a registered agreement in place? Yes/No

If yes, what is the:

- name of the agreement
- code of the agreement
- type of agreement (e.g. AWA, ITEA, enterprise agreement).

If you're unsure, you can search for a registered agreement on the [Fair Work Commission website](https://www.fwc.gov.au/awards-and-agreements/agreements/find-agreement)  (<https://www.fwc.gov.au/awards-and-agreements/agreements/find-agreement>)

## Previous enquiries

If you've contacted us before, please have your Customer Reference Number (CRN), Matter Number (MAT) or Enquiry Reference Number available.

## Apprentices

If your enquiry is about an apprentice, you may also need to know:

- the name of apprenticeship & certificate level
- the stage/year of the apprenticeship
- whether they were under 21 when they started their apprenticeship
- what year of school they completed
- if they started the apprenticeship before 1 January 2014
- what year they are in at school (if the apprenticeship is school-based).

If you're in Queensland, you may also need to know if the business hired an apprentice before:

- 27 March 2006, or
- 1 January 2010.

## Trainees

If your enquiry is about a trainee, you may also need to know:

- name of traineeship & certificate level
- what year of school they completed
- when they completed it (i.e. what calendar year)
- whether the traineeship is full-time or part-time
- what year they are in at school (if the traineeship is school-based)

If you're in Queensland, you may also need to know if the business hired a trainee before:

- 27 March 2006, or
- 1 January 2010.

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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.