

Call us

Our number is 13 13 94. We're open 8am - 5.30pm Monday to Friday (except for [public holidays \(www.fairwork.gov.au/leave/public-holidays\)](http://www.fairwork.gov.au/leave/public-holidays)).

The average wait time can be around 30 minutes. While you're waiting, have a look at the information below - it could answer your question or help save time on your call.

Find information about:

- [pay rates, calculating leave, notice and redundancy entitlements](#)
- [finding the right award](#)
- [small business tools and resources](#)
- [how to get help](#)
- [resolving workplace issues](#)
- [difficult conversations, starting a new job or managing performance](#)
- [reporting something anonymously](#)
- [getting information tailored for you](#)
- [where else to get help.](#)

If you can't find the information you need on our website, you can try searching [our Library \(www.fairwork.gov.au/library\)](http://www.fairwork.gov.au/library) . You can also make an [online enquiry \(www.fairwork.gov.au/contact-us/online-enquiries\)](http://www.fairwork.gov.au/contact-us/online-enquiries) .

To get help calling us, use [Hearing or Speech Impairment services](#) or the [Translating and Interpreting service](#).

Before you call

Be prepared for your call by reading our [Before you call page \(www.fairwork.gov.au/contact-us/call-us/before-you-call\)](http://www.fairwork.gov.au/contact-us/call-us/before-you-call) . Having all the information we need available 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.

Pay and entitlement questions

Use the same [Pay and Conditions Tool \(https://calculate.fairwork.gov.au/findyouraward\)](https://calculate.fairwork.gov.au/findyouraward) that our advisers use and get your answer right away.

For pay rates, penalties and allowances, use our [Pay Calculator \(http://calculate.fairwork.gov.au/FindYourAward\)](http://calculate.fairwork.gov.au/FindYourAward) or [Pay Guides \(www.fairwork.gov.au/pay/minimum-wages/pay-guides\)](http://www.fairwork.gov.au/pay/minimum-wages/pay-guides) .

To find leave entitlements, try our [Leave Calculator \(http://calculate.fairwork.gov.au/Leave\)](http://calculate.fairwork.gov.au/Leave) .

Use our [Notice and Redundancy Calculator \(http://calculate.fairwork.gov.au/EndingEmployment\)](http://calculate.fairwork.gov.au/EndingEmployment) to calculate entitlements when employment ends.

Finding the right award

Use our 3-step [Find my award tool \(www.fairwork.gov.au/awards-and-agreements/awards/find-my-award/\)](http://www.fairwork.gov.au/awards-and-agreements/awards/find-my-award/) to help find the right award that you're covered by.

Small business information

We want to help businesses get it right. Visit our [Small business \(www.fairwork.gov.au/find-help-for/small-business/default\)](http://www.fairwork.gov.au/find-help-for/small-business/default) page for information and resources you can rely on, including:

- hiring employees
- managing employees
- record-keeping and pay slips.

Getting help

Our interactive 'Get help' tool helps you find answers to questions about pay, leave, ending employment and resolving workplace

issues. [Get help now. \(www.fairwork.gov.au/how-we-will-help/get-help#/content\)](http://www.fairwork.gov.au/how-we-will-help/get-help#/content)

Resolving workplace issues

Need help sorting out an issue in your workplace? Follow our [step-by-step guide to resolving workplace issues \(www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues\)](http://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues).

Help with difficult conversations, starting a new job or managing performance

Complete our online courses in our [Online learning centre \(www.fairwork.gov.au/how-we-will-help/online-training/online-learning-centre/default\)](http://www.fairwork.gov.au/how-we-will-help/online-training/online-learning-centre/default) to learn new skills and strategies to help you:

- start a new job
- have a difficult conversation in the workplace
- manage performance
- hire new employees.

Making an anonymous report

Help us keep workplaces fair (www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-us-keep-workplaces-fair) - if you know someone who's not getting a fair go or have heard of a business or organisation that isn't playing by the rules, you can [share your information with us anonymously. \(www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-us-keep-workplaces-fair\)](http://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-us-keep-workplaces-fair)

Tailor your information

My account tailors specific information and recommends content that is relevant to you. [Sign up for a My account \(www.fairwork.gov.au/my-account/registerpage.aspx\)](http://www.fairwork.gov.au/my-account/registerpage.aspx) to:

- submit an online enquiry
- save results from our Pay, Shift, Leave and Notice and Redundancy Calculators
- get information tailored to your needs.

Already have an account with us? [Log in \(www.fairwork.gov.au/my-account/fwosignin.aspx\)](http://www.fairwork.gov.au/my-account/fwosignin.aspx) now.

Where else to get help

Find out where to go for help with:

- [bullying and harassment \(www.fairwork.gov.au/employee-entitlements/bullying-and-harassment\)](http://www.fairwork.gov.au/employee-entitlements/bullying-and-harassment)
- [taxation \(www.fairwork.gov.au/pay/tax-and-superannuation\)](http://www.fairwork.gov.au/pay/tax-and-superannuation)
- [unfair dismissal \(www.fairwork.gov.au/ending-employment/unfair-dismissal\)](http://www.fairwork.gov.au/ending-employment/unfair-dismissal).

For information on separation certificates, visit the [Department of Human Services !\[\]\(f1c5da15572e3e09d343161be98f508d_img.jpg\) \(http://www.humanservices.gov.au/business/services/centrelink/employment-status-verification/\)](http://www.humanservices.gov.au/business/services/centrelink/employment-status-verification/) website.

Hearing or speech impairment

Connect to the [National Relay Service !\[\]\(eabd9f9ababee93effadc3b380fe65fd_img.jpg\) \(http://relayservice.gov.au/\)](http://relayservice.gov.au/) (internet relay) and ask for 13 13 94.

Call TTY (teletypewriter) on 1800 555 677 and ask for 13 13 94.

Call Speak and Listen (speech-to-speech relay) on 1800 555 727 and ask for 13 13 94.

Translation services and language assistance

Call the Translating and Interpreting Service (TIS) on 13 14 50.

You can also visit our [Language help page \(www.fairwork.gov.au/contact-us/language-help/default\)](http://www.fairwork.gov.au/contact-us/language-help/default) for employment information in 30 languages.

Calling from outside Australia

You can call us from outside Australia using our international number on +61 2 6120 8989.

Help for small business

- Contact the small business helpline for quick and easy access to our advisers and workplace relations information. Call the helpline on 13 13 94 and press option 3
- Find tools, resources and information you might need on our [Small business page \(www.fairwork.gov.au/Find-help-for/Small-business/default\)](http://www.fairwork.gov.au/Find-help-for/Small-business/default) .

You might also be interested in

- [Online enquiries \(www.fairwork.gov.au/Contact-us/Online-enquiries/online-enquiries\)](http://www.fairwork.gov.au/Contact-us/Online-enquiries/online-enquiries)
- [Write to us \(www.fairwork.gov.au/contact-us/write-to-us\)](http://www.fairwork.gov.au/contact-us/write-to-us)
- [Language help \(www.fairwork.gov.au/contact-us/language-help/default\)](http://www.fairwork.gov.au/contact-us/language-help/default)

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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.