

Online enquiries

Can't find what you need on our website? To ask for our help, tell us about your workplace issue by making an online enquiry in My account.

If you already have an account with us, [go to the enquiries form now \(www.fairwork.gov.au/my-account/submit-a-new-enquiry\)](http://www.fairwork.gov.au/my-account/submit-a-new-enquiry) .

Don't have an account with us yet? [Register for My account now \(www.fairwork.gov.au/my-account/registerpage.aspx\)](http://www.fairwork.gov.au/my-account/registerpage.aspx) , then click on 'My enquiries' to submit your enquiry.

After you submit your enquiry, we'll review it and get back to you shortly, usually on the same or next business day.


What can you enquire about

You can enquire about information on:

- Australian workplace relations laws
- minimum employment conditions and entitlements
- how we can help if you are trying to resolve a workplace issue.

There are certain areas of employment law that we can't provide information on. Visit these pages to find out where to get assistance:

- [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 website](http://www.humanservices.gov.au/business/services/centrelink/employment-status-verification/)  (<http://www.humanservices.gov.au/business/services/centrelink/employment-status-verification/>)


What you need to know before making an online enquiry

Submitting an online enquiry takes most people around 5-10 minutes. We'll ask you questions about your situation so we can give you accurate advice.

Make sure you know the:

- business name
- Australian Business Number (ABN) - we'll help you find the ABN if you don't know it
- business address and phone number
- employee's occupation and main duties
- employee's start and end date (if no longer employed)
- employee's pay rate.

You don't need to send us any paperwork when you submit your enquiry. If we need evidence, eg. pay slips, time sheets and contracts, we'll ask you to send them to us later.

Is your workplace covered by an enterprise agreement or other registered agreement? We'll be able to help you more quickly if you can tell us the name and document reference number of the agreement covers you. Find your registered agreement on the [Fair Work Commission website](https://www.fwc.gov.au/search/document/agreement)  (<https://www.fwc.gov.au/search/document/agreement>) .

Submitting your online enquiry

When you're ready, submit your online enquiry in My account.

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Appointments

Most of your workplace relations questions can be answered on our website or over the phone but in some cases we may ask you to come into one of our offices to meet with us face to face.

Submit your enquiry online and if an appointment is needed we'll organise a time to meet with you at one of our offices depending on the location you nominated on the enquiry form. We may also ask you to bring some information along, such as a pay slip or employment contract.

Do you need to send an enquiry?

Our website has a lot of useful information. Before you make an enquiry it's a good idea to search our website for information on:

- pay - visit our [Minimum wages page \(www.fairwork.gov.au/pay/minimum-wages/default\)](http://www.fairwork.gov.au/pay/minimum-wages/default) , use our [Pay Calculator \(http://calculate.fairwork.gov.au/FindYourAward\)](http://calculate.fairwork.gov.au/FindYourAward) to calculate pay rates or check out our [Pay guides \(www.fairwork.gov.au/pay/minimum-wages/pay-guides\)](http://www.fairwork.gov.au/pay/minimum-wages/pay-guides) for a summary of pay rates, allowances and common penalty rates
- leave - visit our [Leave \(www.fairwork.gov.au/Leave/default\)](http://www.fairwork.gov.au/Leave/default) page or use our [Leave Calculator \(http://calculate.fairwork.gov.au/Leave\)](http://calculate.fairwork.gov.au/Leave) to work out annual and sick leave entitlements
- ending employment - visit our [Notice and final pay page \(www.fairwork.gov.au/Ending-employment/notice-and-final-pay/default\)](http://www.fairwork.gov.au/Ending-employment/notice-and-final-pay/default) or use our [Notice and Redundancy Calculator \(http://calculate.fairwork.gov.au/EndingEmployment\)](http://calculate.fairwork.gov.au/EndingEmployment) to work out what employees are entitled to when employment ends.

Privacy statement

We are committed to protecting your privacy. When you subscribe to email alerts we only use your personal information to send email alerts about the topics you have subscribed to. For more information, go to the [Privacy \(www.fairwork.gov.au/Website-information/privacy\)](http://www.fairwork.gov.au/Website-information/privacy) page.

We may also contact you for customer experience surveying. If you do not want to be contacted for customer experience surveying please indicate this when submitting your enquiry online.

You might also be interested in

- [Offices \(www.fairwork.gov.au/Contact-us/Offices/offices\)](http://www.fairwork.gov.au/Contact-us/Offices/offices)

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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.