

Write to us

You can write to us by sending your enquiry to:

Fair Work Ombudsman
GPO Box 9887
In your capital city

You can fax your enquiry to us on:

1800 618 366

Remember to include your phone number so we can contact you.

We will respond to your enquiry within 5 - 7 business days.

Before you write to us

It's a good idea to search the website to find the answer you're looking for before you write to us.

If you can't find the answer, then look at the [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) to find out what information you should include in your letter or fax.

Asking for our help with a workplace issue

For help sorting out a workplace issue, use our step-by-step [Guide to resolving workplace issues \(www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues#guide-to-resolving-workplace-issues\)](http://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues#guide-to-resolving-workplace-issues) .

If you've already followed the steps in our guide and you want to ask for our help, download the Workplace dispute form on our [How to ask for our help page \(www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/how-to-ask-for-our-help\)](http://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/how-to-ask-for-our-help) .

What to do next

- Find out what happens after you send us a Workplace dispute form: [Working with you to resolve workplace issues \(www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/resolving-disputes-with-our-help/default\)](http://www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/resolving-disputes-with-our-help/default)
- Fix payroll errors using our guide on [How to fix an underpayment \(www.fairwork.gov.au/workplace-problems/common-workplace-problems/i-think-ive-underpaid-my-employee\)](http://www.fairwork.gov.au/workplace-problems/common-workplace-problems/i-think-ive-underpaid-my-employee)

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)
- Our Employer Advisory Service (EAS) gives eligible small businesses free tailored written advice on pay and entitlement issues, learn more about this service at [Employer Advisory Service – overview \(https://smallbusiness.fairwork.gov.au/employer-advisory-service\)](https://smallbusiness.fairwork.gov.au/employer-advisory-service) .

You might also be interested in

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

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.