

## How to ask for our help

The best way to ask for our help with sorting out a workplace issue is to make an online enquiry. It's faster, secure and you'll be able to save our replies to refer to later.

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.

### If you can't make an online enquiry

If you can't make an online enquiry, you can fill out a workplace dispute form and post it to us. Download the [Workplace dispute form \(DOCX 736.7KB\) \(www.fairwork.gov.au/ArticleDocuments/725/workplace-dispute-form.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/725/workplace-dispute-form.docx.aspx) (PDF 579.6KB) ([www.fairwork.gov.au/ArticleDocuments/725/workplace-dispute-form.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/725/workplace-dispute-form.pdf.aspx)) .

### What happens next

Please note postal delivery times vary. Allow up to 1 week for forms posted to us by regular service within Australia. After we receive your workplace dispute form we'll review it and get back to you shortly, usually on the same or next business day.

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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

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.