

Help resolving workplace issues

Need help sorting out an issue in your workplace? We have a range of tools to help you resolve issues in your workplace. Our experience shows that disagreements are more likely to be resolved quickly if employees and employers work together to agree on a solution before we get involved.

Why workplace disputes happen

Often issues arise because:

- employers and employees don't know what the law is
- communication has broken down.

What you can do to sort out workplace issues

Resolving workplace issues on your own can be quick and easy with the right tools. Our guide to resolving workplace issues will help you find the information you need, have an effective conversation in the workplace, fix any underpayments and get back to work.

Even if the employee has left the employer, we encourage you to try to work out issues between yourselves before making a formal request to us for help.

Guide to resolving workplace issues

Follow our step-by-step guide to resolving workplace issues:

- Step 1: Find out what we can help with (<https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/step-1-find-out-what-we-can-help-with>)
- Step 2: Check the law (<https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/step-2-check-the-law>)
- Step 3: Sorting out the issue in the workplace (<https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/step-3-sorting-out-the-issue-in-the-workplace>)
- Step 4: Ask for our help (<https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/step-4-asking-for-our-help>)

Need more help to sort out a workplace issue?

Already followed the steps above and can't sort out the issue at the workplace? Also in this section find out:

- how to Ask for our help (<https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/step-4-asking-for-our-help>)
- what happens when we're Working with you to resolve workplace issues (<https://www.fairwork.gov.au/How-we-will-help/How-we-help-you/Help-resolving-workplace-issues/working-with-you-to-resolve-workplace-issues>)
- what's involved with Taking your own action in small claims court (<https://www.fairwork.gov.au/How-we-will-help/How-we-help-you/Help-resolving-workplace-issues/taking-legal-action-in-the-small-claims-court>) .

You can also watch our Compliance policy video to see the different ways we help employers and employees resolve their workplace issues.

Prefer to report a workplace concern anonymously?

Concerned someone isn't complying with workplace laws but don't want to get involved directly? You can choose to give us the information anonymously.

We won't contact you after you make a report but the information you give us will be used to plan our current and future education and enforcement activities. We're also authorised to give information to other Commonwealth, State or Territory bodies where it's likely to help with the administration or enforcement of a law.

Help for small business

- 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

- Our [Compliance and enforcement policy \(DOCX 1.7MB\) \(www.fairwork.gov.au/ArticleDocuments/725/compliance-and-enforcement-policy.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/725/compliance-and-enforcement-policy.docx.aspx) (PDF 1.9MB) (www.fairwork.gov.au/ArticleDocuments/725/compliance-and-enforcement-policy.pdf.aspx)

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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