

Branch Name	Year	s22 irrelevant information												Employee Benefits \$'000	Comment
Advice, Support and Assist	Jun-16	200.6	1.9	76.2	47.4	41.2	20.1	9.8	4.0		200.6	18,311			
	Jun-17	206.1	0.8	70.1	54.2	39.0	27.9	10.1	3.0	1.0	206.1	19,035			
	Jun-18	221.5	1.0	78.5	48.8	46.5	33.3	8.3	4.0	1.0	221.5	19,409			
	Jun-19	217.2		81.2	49.9	45.3	28.8	9.0	2.0	1.0	217.2	19,387			
Customer Services	Jun-20	253.2		107.5	50.2	49.5	33.0	8.1	3.9	1.0	253.2	21,304	s22 irrelevant information		
	Jun-21	209.2		107.0	27.2	32.8	29.4	7.8	3.9	1.0	209.2	22,057			
	Jun-22	236.5		94.6	47.1	49.9	29.0	10.8	4.0	1.0	236.5	21,636			
	Jun-23	240.3	0.6	98.4	54.8	41.8	29.4	11.0	3.3	1.0	240.3	23,221			
	Jun-24	227.6		84.7	61.8	36.4	28.3	11.4	4.0	1.0	227.6	23,067			
Advice and Education	Jun-25	209.0		73.2	51.5	35.4	28.8	14.1	5.0	1.0	209.0	22,892	s22 irrelevant information		

Notes:

- (1) Assumption is that Infoline was the 'Advice, Support and Assist' branch, then became 'Customer Service' and subsequently 'Advice and Education'.
- (2) Employee Benefits based on the full financial year actual labour costs.
- (3) ASL at 30 June each year has been used to ensure consistent breakdowns of ongoing/non-going staff and APS classifications.
- (4) Figures include all staff within the branch in which Infoline staff belong.

Documents released by the Fair Work Ombudsman
Under the Freedom of Information Act

	17/9/18 to 08/07/19	09/07/19 to 08/07/20	09/07/20 to 08/07/21	09/07/21 to 08/07/22	09/07/22 to 08/07/23	09/07/23 to 08/07/24	09/07/24 to 09/07/25	TOTAL
5. Level 1 ASA	0:10:22	0:12:30	0:12:33	0:21:46	0:16:14	0:23:07	0:19:42	0:16:13
12. Call Backs	3,714	16,779	7,018	863	4,107	2,785	2,583	37,849

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Under the Freedom of Information Act

Infoline average speed of answer 2018-2025

2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
17-Sep-18 0:02:09	9-Jul-19 0:10:50	9-Jul-20 0:03:44	9-Jul-21 0:10:20	11-Jul-22 0:07:32	10-Jul-23 0:17:05	9-Jul-24 0:15:42
18-Sep-18 0:04:27	10-Jul-19 0:12:15	10-Jul-20 0:02:07	12-Jul-21 0:20:39	12-Jul-22 0:04:25	11-Jul-23 0:19:40	10-Jul-24 0:16:32
19-Sep-18 0:06:01	11-Jul-19 0:11:23	13-Jul-20 0:07:58	13-Jul-21 0:16:45	13-Jul-22 0:05:22	12-Jul-23 0:21:12	11-Jul-24 0:18:03
20-Sep-18 0:02:06	12-Jul-19 0:07:52	14-Jul-20 0:06:18	14-Jul-21 0:20:35	14-Jul-22 0:06:31	13-Jul-23 0:19:36	12-Jul-24 0:17:31
21-Sep-18 0:01:52	15-Jul-19 0:14:21	15-Jul-20 0:06:59	15-Jul-21 0:22:50	15-Jul-22 0:05:11	14-Jul-23 0:19:13	15-Jul-24 0:21:25
24-Sep-18 0:09:11	16-Jul-19 0:12:19	16-Jul-20 0:04:00	16-Jul-21 0:22:26	18-Jul-22 0:08:08	17-Jul-23 0:17:08	16-Jul-24 0:19:20
25-Sep-18 0:08:05	17-Jul-19 0:14:14	17-Jul-20 0:07:33	19-Jul-21 0:21:27	19-Jul-22 0:03:41	18-Jul-23 0:17:52	17-Jul-24 0:19:11
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27-Sep-18 0:10:48	19-Jul-19 0:14:30	21-Jul-20 0:08:54	21-Jul-21 0:23:02	21-Jul-22 0:05:43	20-Jul-23 0:17:26	19-Jul-24 0:20:31
28-Sep-18 0:12:37	22-Jul-19 0:14:05	22-Jul-20 0:09:07	22-Jul-21 0:20:05	22-Jul-22 0:05:57	21-Jul-23 0:19:20	22-Jul-24 0:20:56
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1-Oct-18	24-Jul-19 0:11:21	24-Jul-20 0:08:48	26-Jul-21 0:23:53	26-Jul-22 0:05:33	25-Jul-23 0:19:38	24-Jul-24 0:18:44
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7-Dec-18 0:10:21	2-Oct-19 0:15:15	2-Oct-20 0:09:42	1-Oct-21 0:30:08	3-Oct-22 0:15:49	3-Oct-23 0:21:52	1-Oct-24 0:21:25
10-Dec-18 0:10:19	3-Oct-19 0:16:46	5-Oct-20 0:11:59	4-Oct-21 0:27:25	4-Oct-22 0:15:29	4-Oct-23 0:20:23	2-Oct-24 0:19:05
11-Dec-18 0:11:32	4-Oct-19 0:13:50	6-Oct-20 0:11:53	5-Oct-21 0:32:27	5-Oct-22 0:16:34	5-Oct-23 0:21:44	3-Oct-24 0:22:42
12-Dec-18 0:09:59	7-Oct-19 0:19:03	7-Oct-20 0:10:53	6-Oct-21 0:32:23	6-Oct-22 0:17:27	6-Oct-23 0:23:04	4-Oct-24 0:17:31
13-Dec-18 0:10:50	8-Oct-19 0:17:05	8-Oct-20 0:10:45	7-Oct-21 0:32:15	7-Oct-22 0:16:50	9-Oct-23 0:20:46	7-Oct-24 0:13:41
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31-Dec-18 0:03:30	23-Oct-19 0:11:10	23-Oct-20 0:08:17	21-Oct-21 0:19:17	24-Oct-22 0:13:10	24-Oct-23 0:17:27	22-Oct-24 0:17:01
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3-Jan-19 0:03:57	25-Oct-19 0:10:49	27-Oct-20 0:10:29	25-Oct-21 0:27:09	26-Oct-22 0:15:21	26-Oct-23 0:19:54	24-Oct-24 0:09:09

4-Jan-19	0:05:12	28-Oct-19	0:14:57	28-Oct-20	0:11:24	26-Oct-21	0:22:36	27-Oct-22	0:14:15	27-Oct-23	0:21:00	25-Oct-24	0:08:29
7-Jan-19	0:10:10	29-Oct-19	0:14:19	29-Oct-20	0:09:50	27-Oct-21	0:26:38	28-Oct-22	0:17:46	30-Oct-23	0:19:47	28-Oct-24	0:20:24
8-Jan-19	0:09:42	30-Oct-19	0:13:55	30-Oct-20	0:12:43	28-Oct-21	0:27:01	31-Oct-22	0:15:28	31-Oct-23	0:18:20	29-Oct-24	0:16:27
9-Jan-19	0:09:30	31-Oct-19	0:14:24	2-Nov-20	0:10:33	29-Oct-21	0:29:54	1-Nov-22	0:12:55	1-Nov-23	0:20:55	30-Oct-24	0:12:51
10-Jan-19	0:10:08	1-Nov-19	0:13:50	3-Nov-20	0:04:50	1-Nov-21	0:27:31	2-Nov-22	0:15:40	2-Nov-23	0:15:54	31-Oct-24	0:10:56
11-Jan-19	0:10:57	4-Nov-19	0:16:15	4-Nov-20	0:11:10	2-Nov-21	0:17:04	3-Nov-22	0:16:11	3-Nov-23	0:20:11	1-Nov-24	0:11:25
14-Jan-19	0:09:28	5-Nov-19	0:10:19	5-Nov-20	0:09:36	3-Nov-21	0:32:39	4-Nov-22	0:16:57	6-Nov-23	0:20:02	4-Nov-24	0:15:32
15-Jan-19	0:08:56	6-Nov-19	0:15:03	6-Nov-20	0:08:21	4-Nov-21	0:33:20	7-Nov-22	0:17:47	7-Nov-23	0:18:09	5-Nov-24	0:12:56
16-Jan-19	0:13:02	7-Nov-19	0:15:04	9-Nov-20	0:12:38	5-Nov-21	0:31:13	8-Nov-22	0:13:48	8-Nov-23	0:21:09	6-Nov-24	0:12:45
17-Jan-19	0:10:41	8-Nov-19	0:14:05	10-Nov-20	0:09:07	8-Nov-21	0:32:31	9-Nov-22	0:16:02	9-Nov-23	0:24:21	7-Nov-24	0:14:33
18-Jan-19	0:13:33	11-Nov-19	0:16:41	11-Nov-20	0:09:46	9-Nov-21	0:30:32	10-Nov-22	0:16:16	10-Nov-23	0:24:50	8-Nov-24	0:16:00
21-Jan-19	0:12:25	12-Nov-19	0:17:02	12-Nov-20	0:07:06	10-Nov-21	0:28:06	11-Nov-22	0:18:39	13-Nov-23	0:24:43	11-Nov-24	0:22:02
22-Jan-19	0:13:06	13-Nov-19	0:14:35	13-Nov-20	0:11:15	11-Nov-21	0:33:33	14-Nov-22	0:18:53	14-Nov-23	0:31:39	12-Nov-24	0:19:43
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5-Jun-19	0:09:57	3-Apr-20	0:13:55	31-Mar-21	0:18:12	28-Mar-22	0:33:54	24-Mar-23	0:27:36	5-Apr-24	0:31:39	8-Apr-25	0:20:53
6-Jun-19	0:10:31	6-Apr-20	0:21:37	1-Apr-21	0:21:04	29-Mar-22	0:27:42	27-Mar-23	0:25:44	6-Apr-24	0:00:06	9-Apr-25	0:21:58
7-Jun-19	0:10:52	7-Apr-20	0:09:19	6-Apr-21	0:28:34	30-Mar-22	0:32:12	28-Mar-23	0:24:15	8-Apr-24	0:30:26	10-Apr-25	0:23:59
10-Jun-19	0:09:32	8-Apr-20	0:06:53	7-Apr-21	0:25:58	31-Mar-22	0:32:53	29-Mar-23	0:29:29	9-Apr-24	0:28:10	11-Apr-25	0:24:24
11-Jun-19	0:11:41	9-Apr-20	0:08:23	8-Apr-21	0:19:50	1-Apr-22	0:29:57	30-Mar-23	0:28:14	10-Apr-24	0:16:02	14-Apr-25	0:26:25
12-Jun-19	0:11:21	14-Apr-20	0:18:57	9-Apr-21	0:17:25	2-Apr-22		31-Mar-23	0:24:13	11-Apr-24	0:23:14	15-Apr-25	0:21:46
13-Jun-19	0:11:13	15-Apr-20	0:11:28	12-Apr-21	0:13:28	4-Apr-22	0:32:05	1-Apr-23		12-Apr-24	0:22:53	16-Apr-25	0:23:03
14-Jun-19	0:10:34	16-Apr-20	0:09:42	13-Apr-21	0:11:33	5-Apr-22	0:25:11	3-Apr-23	0:27:00	15-Apr-24	0:25:17	17-Apr-25	0:21:30
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18-Jun-19	0:09:06	20-Apr-20	0:19:36	15-Apr-21	0:14:31	7-Apr-22	0:29:05	5-Apr-23	0:29:47	17-Apr-24	0:22:59	22-Apr-25	0:25:33
19-Jun-19	0:10:25	21-Apr-20	0:04:04	16-Apr-21	0:10:58	8-Apr-22	0:23:24	6-Apr-23	0:29:58	18-Apr-24	0:26:36	23-Apr-25	0:31:11
20-Jun-19	0:11:37	22-Apr-20	0:04:52	19-Apr-21	0:15:34	9-Apr-22		11-Apr-23	0:35:30	19-Apr-24	0:26:00	24-Apr-25	0:26:08
21-Jun-19	0:12:09	23-Apr-20	0:08:42	20-Apr-21	0:10:58	11-Apr-22	0:29:53	12-Apr-23	0:32:47	22-Apr-24	0:23:24	28-Apr-25	0:32:23
24-Jun-19	0:10:37	24-Apr-20	0:12:09	21-Apr-21	0:13:22	12-Apr-22	0:14:04	13-Apr-23	0:35:15	23-Apr-24	0:22:48	29-Apr-25	0:31:17
25-Jun-19	0:10:22	27-Apr-20	0:16:22	22-Apr-21	0:10:21	13-Apr-22	0:20:01	14-Apr-23	0:36:36	24-Apr-24	0:20:15	30-Apr-25	0:29:22
26-Jun-19	0:11:28	28-Apr-20	0:12:17	23-Apr-21	0:09:19	14-Apr-22	0:15:03	15-Apr-23		26-Apr-24	0:21:53	1-May-25	0:24:18
27-Jun-19	0:09:47	29-Apr-20	0:13:39	26-Apr-21	0:07:04	19-Apr-22	0:34:13	17-Apr-23	0:34:47	29-Apr-24	0:23:27	2-May-25	0:31:42
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2-Jul-19	0:12:33	4-May-20	0:00:50	29-Apr-21	0:10:32	22-Apr-22	0:31:54	20-Apr-23	0:43:11	2-May-24	0:18:06	7-May-25	0:29:33
3-Jul-19	0:14:20	5-May-20	0:00:19	30-Apr-21	0:16:11	26-Apr-22	0:29:24	21-Apr-23	0:35:41	3-May-24	0:23:43	8-May-25	0:22:40
4-Jul-19	0:12:37	6-May-20	0:00:29	3-May-21	0:13:34	27-Apr-22	0:23:45	24-Apr-23	0:35:58	6-May-24	0:17:00	9-May-25	0:23:45
5-Jul-19	0:12:52	7-May-20	0:00:22	4-May-21	0:15:17	28-Apr-22	0:19:37	26-Apr-23	0:34:20	7-May-24	0:18:39	12-May-25	0:30:44
8-Jul-19	0:13:22	8-May-20	0:00:10	5-May-21	0:21:53	29-Apr-22	0:24:36	27-Apr-23	0:36:09	8-May-24	0:17:09	13-May-25	0:24:55
Avg ASA	0:10:22	11-May-20	0:00:56	6-May-21	0:17:09	2-May-22	0:15:29	28-Apr-23	0:31:23	9-May-24	0:17:37	14-May-25	0:31:07
		12-May-20	0:00:56	7-May-21	0:18:34	3-May-22	0:12:41	29-Apr-23		10-May-24	0:15:03	15-May-25	0:31:09
		13-May-20	0:00:51	10-May-21	0:18:32	4-May-22	0:15:47	1-May-23	0:23:36	13-May-24	0:17:22	16-May-25	0:33:20
		14-May-20	0:00:33	11-May-21	0:17:33	5-May-22	0:09:54	2-May-23	0:23:38	14-May-24	0:22:36	19-May-25	0:27:05
		15-May-20	0:04:12	12-May-21	0:16:42	6-May-22	0:09:38	3-May-23	0:22:02	15-May-24	0:19:46	20-May-25	0:19:56
		18-May-20	0:01:53	13-May-21	0:19:09	7-May-22		4-May-23	0:12:11	16-May-24	0:17:47	21-May-25	0:19:21
		19-May-20	0:01:12	14-May-21	0:18:27	9-May-22	0:08:26	5-May-23	0:16:36	17-May-24	0:20:20	22-May-25	0:23:56
		20-May-20	0:02:18	17-May-21	0:14:45	10-May-22	0:04:06	8-May-23	0:00:53	20-May-24	0:19:32	23-May-25	0:27:39
		21-May-20	0:02:57	18-May-21	0:10:22	11-May-22	0:05:07	9-May-23	0:00:54	21-May-24	0:18:36	26-May-25	0:26:25
		22-May-20	0:07:34	19-May-21	0:12:57	12-May-22	0:06:22	10-May-23	0:06:59	22-May-24	0:21:07	27-May-25	0:22:12
		25-May-20	0:14:05	20-May-21	0:13:22	13-May-22	0:12:15	11-May-23	0:11:22	23-May-24	0:20:56	28-May-25	0:29:32
		26-May-20	0:06:27	21-May-21	0:15:29	16-May-22	0:08:08	12-May-23	0:13:00	24-May-24	0:20:19	29-May-25	0:23:57
		27-May-20	0:10:19	24-May-21	0:16:23	17-May-22	0:06:31	15-May-23	0:18:40	27-May-24	0:20:25	30-May-25	0:30:17
		28-May-20	0:09:47	25-May-21	0:11:35	18-May-22	0:11:56	16-May-23	0:11:54	28-May-24	0:25:04	2-Jun-25	0:19:42
		29-May-20	0:12:49	26-May-21	0:15:49	19-May-22	0:02:26	17-May-23	0:13:20	29-May-24	0:22:53	3-Jun-25	0:28:45
		1-Jun-20	0:14:30	27-May-21	0:15:25	20-May-22	0:06:44	18-May-23	0:14:51	30-May-24	0:22:31	4-Jun-25	0:24:07
		2-Jun-20	0:10:50	28-May-21	0:19:07	23-May-22	0:05:12	19-May-23	0:14:03	31-May-24	0:20:13	5-Jun-25	0:27:03
		3-Jun-20	0:11:17	31-May-21	0:20:25	24-May-22	0:04:22	22-May-23	0:18:16	3-Jun-24	0:20:41	6-Jun-25	0:33:52
		4-Jun-20	0:12:01	1-Jun-21	0:17:26	25-May-22	0:04:19	23-May-23	0:13:02	4-Jun-24	0:18:19	9-Jun-25	0:21:01
		5-Jun-20	0:10:19	2-Jun-21	0:22:07	26-May-22	0:04:01	24-May-23	0:12:37	5-Jun-24	0:21:07	10-Jun-25	0:28:41
		8-Jun-20	0:14:12	3-Jun-21	0:16:15	27-May-22	0:09:45	25-May-23	0:18:45	6-Jun-24	0:22:42	11-Jun-25	0:29:38
		9-Jun-20	0:13:24	4-Jun-21	0:18:14	30-May-22	0:09:40	26-May-23	0:14:31	7-Jun-24	0:22:38	12-Jun-25	0:26:22
		10-Jun-20	0:12:46	7-Jun-21	0:17:05	31-May-22	0:05:04	29-May-23	0:11:06	10-Jun-24	0:08:22	13-Jun-25	0:30:34
		11-Jun-20	0:10:49	8-Jun-21	0:15:24	1-Jun-22	0:05:32	30-May-23	0:13:40	1			

16-Jun-20 0:11:03 11-Jun-21 0:17:04 6-Jun-22 0:08:21 2-Jun-23 0:15:33 14-Jun-24 0:22:32 19-Jun-25 0:27:12
 17-Jun-20 0:11:16 14-Jun-21 0:18:22 7-Jun-22 0:06:36 5-Jun-23 0:17:29 17-Jun-24 0:18:49 20-Jun-25 0:20:18
 18-Jun-20 0:05:52 15-Jun-21 0:15:13 8-Jun-22 0:08:51 6-Jun-23 0:11:21 18-Jun-24 0:15:59 23-Jun-25 0:26:20
 19-Jun-20 0:01:42 16-Jun-21 0:13:43 9-Jun-22 0:07:10 7-Jun-23 0:15:28 19-Jun-24 0:19:33 24-Jun-25 0:14:57
 22-Jun-20 0:09:16 17-Jun-21 0:12:38 10-Jun-22 0:07:01 8-Jun-23 0:14:05 20-Jun-24 0:20:00 25-Jun-25 0:12:54
 23-Jun-20 0:02:33 18-Jun-21 0:12:07 13-Jun-22 0:02:30 9-Jun-23 0:17:47 21-Jun-24 0:19:50 26-Jun-25 0:15:10
 24-Jun-20 0:05:26 21-Jun-21 0:20:22 14-Jun-22 0:09:28 12-Jun-23 0:12:06 24-Jun-24 0:19:54 27-Jun-25 0:18:09
 25-Jun-20 0:03:20 22-Jun-21 0:12:34 15-Jun-22 0:11:28 13-Jun-23 0:20:45 25-Jun-24 0:17:11 30-Jun-25 0:16:33
 26-Jun-20 0:03:10 23-Jun-21 0:15:37 16-Jun-22 0:19:23 14-Jun-23 0:13:50 26-Jun-24 0:15:24 1-Jul-25 0:11:44
 29-Jun-20 0:10:05 24-Jun-21 0:13:00 17-Jun-22 0:14:27 15-Jun-23 0:18:48 27-Jun-24 0:17:39 2-Jul-25 0:12:43
 30-Jun-20 0:06:37 25-Jun-21 0:16:54 20-Jun-22 0:10:57 16-Jun-23 0:19:43 28-Jun-24 0:18:10 3-Jul-25 0:17:29
 1-Jul-20 0:05:24 28-Jun-21 0:13:01 21-Jun-22 0:12:32 19-Jun-23 0:19:22 1-Jul-24 0:16:42 4-Jul-25 0:14:28
 2-Jul-20 0:01:19 29-Jun-21 0:14:57 22-Jun-22 0:16:00 20-Jun-23 0:16:07 2-Jul-24 0:10:04 7-Jul-25 0:19:49
 3-Jul-20 0:00:44 30-Jun-21 0:15:45 23-Jun-22 0:17:00 21-Jun-23 0:15:35 3-Jul-24 0:10:14 8-Jul-25 0:16:38
 6-Jul-20 0:04:59 1-Jul-21 0:11:53 24-Jun-22 0:16:33 22-Jun-23 0:15:23 4-Jul-24 0:08:47 9-Jul-25 0:17:59
 7-Jul-20 0:02:23 2-Jul-21 0:11:23 27-Jun-22 0:08:11 23-Jun-23 0:16:28 5-Jul-24 0:12:57 **Grand Total** 0:19:42
 8-Jul-20 0:02:01 5-Jul-21 0:13:08 28-Jun-22 0:03:56 26-Jun-23 0:18:54 8-Jul-24 0:17:45
Avg ASA 0:12:30 6-Jul-21 0:07:46 29-Jun-22 0:06:04 27-Jun-23 0:17:54 **Grand Total** 0:23:07
 7-Jul-21 0:12:07 30-Jun-22 0:02:48 28-Jun-23 0:18:29
 8-Jul-21 0:10:24 1-Jul-22 0:07:27 29-Jun-23 0:16:04
Grand Total 0:12:33 4-Jul-22 0:12:20 30-Jun-23 0:14:21
 5-Jul-22 0:09:41 3-Jul-23 0:13:39
 6-Jul-22 0:08:17 4-Jul-23 0:16:07
 7-Jul-22 0:06:38 5-Jul-23 0:15:48
 8-Jul-22 0:02:51 6-Jul-23 0:15:43
Grand Total 0:21:46 7-Jul-23 0:14:08
Grand Total 0:16:14

	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	GRAND TOTAL
TOTALS	0:10:22	0:12:30	0:12:33	0:21:46	0:16:14	0:23:07	0:19:42	0:16:13

Infoline Call back numbers 2018 - 2025

2018-19	2019-20		2020-21		2021-22		2022-23		2023-24		2024-25		
13-Oct-18	2	9-Jul-19	34	20-Jul-20	1	12-Jul-21	64	15-Aug-22	8	10-Jul-23	17	10-Jul-24	9
15-Oct-18	157	10-Jul-19	52	21-Jul-20	5	13-Jul-21	58	16-Aug-22	14	11-Jul-23	10	11-Jul-24	20
16-Oct-18	53	11-Jul-19	55	23-Jul-20	11	14-Jul-21	63	19-Aug-22	11	12-Jul-23	12	18-Jul-24	18
17-Oct-18	124	15-Jul-19	95	27-Jul-20	22	15-Jul-21	33	22-Aug-22	41	13-Jul-23	14	22-Jul-24	7
18-Oct-18	69	16-Jul-19	24	3-Aug-20	1	16-Jul-21	80	23-Aug-22	7	14-Jul-23	14	23-Jul-24	10
19-Oct-18	68	17-Jul-19	48	4-Aug-20	3	19-Jul-21	112	24-Aug-22	18	17-Jul-23	11	24-Jul-24	5
22-Oct-18	323	18-Jul-19	17	7-Aug-20	19	20-Jul-21	44	25-Aug-22	5	18-Jul-23	11	25-Jul-24	17
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19-Nov-18	113	22-Jul-19	71	17-Aug-20	1	22-Jul-21	55	31-Aug-22	14	20-Jul-23	22	29-Jul-24	10
21-Nov-18	7	24-Jul-19	3	19-Aug-20	8	26-Aug-21	8	2-Sep-22	6	24-Jul-23	12	31-Jul-24	7
28-Nov-18	13	25-Jul-19	25	21-Aug-20	6	14-Sep-21	15	7-Sep-22	25	26-Jul-23	15	1-Aug-24	4
30-Nov-18	19	26-Jul-19	74	31-Aug-20	6	15-Sep-21	28	8-Sep-22	25	27-Jul-23	7	2-Aug-24	7
3-Dec-18	74	29-Jul-19	63	4-Sep-20	1	22-Sep-21	5	12-Sep-22	92	28-Jul-23	7	5-Aug-24	12
4-Dec-18	32	30-Jul-19	24	7-Sep-20	8	23-Sep-21	9	13-Sep-22	3	31-Jul-23	33	6-Aug-24	14
5-Dec-18	6	31-Jul-19	58	8-Sep-20	1	28-Sep-21	29	14-Sep-22	16	1-Aug-23	30	7-Aug-24	14
6-Dec-18	1	1-Aug-19	50	9-Sep-20	5	29-Sep-21	24	15-Sep-22	28	2-Aug-23	17	8-Aug-24	22
10-Dec-18	17	2-Aug-19	16	11-Sep-20	6	4-Oct-21	6	16-Sep-22	8	3-Aug-23	15	9-Aug-24	18
11-Dec-18	10	5-Aug-19	85	14-Sep-20	7	15-Mar-22	6	19-Sep-22	11	4-Aug-23	5	12-Aug-24	26
12-Dec-18	38	6-Aug-19	23	15-Sep-20	30	16-Mar-22	17	20-Sep-22	12	7-Aug-23	10	13-Aug-24	12
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19-Dec-18	14	9-Aug-19	35	21-Sep-20	4	28-Mar-22	15	27-Sep-22	8	10-Aug-23	2	19-Aug-24	18
20-Dec-18	85	12-Aug-19	33	22-Sep-20	2	29-Mar-22	16	28-Sep-22	16	14-Aug-23	15	21-Aug-24	10
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14-Jan-19	14	14-Aug-19	18	28-Sep-20	4	31-Mar-22	14	30-Sep-22	40	16-Aug-23	7	28-Aug-24	7
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21-Jan-19	44	16-Aug-19	20	30-Sep-20	15	22-Jun-22	41	4-Oct-22	55	21-Aug-23	20	2-Sep-24	4
22-Jan-19	63	19-Aug-19	143	1-Oct-20	25			5-Oct-22	54	22-Aug-23	7	4-Sep-24	7
23-Jan-19	93	20-Aug-19	70	2-Oct-20	19			6-Oct-22	31	23-Aug-23	10	9-Sep-24	14
24-Jan-19	52	21-Aug-19	45	6-Oct-20	32			7-Oct-22	32	25-Aug-23	7	16-Sep-24	19
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29-Jan-19	43	23-Aug-19	7	9-Oct-20	35			11-Oct-22	39	5-Sep-23	3	24-Sep-24	15
30-Jan-19	23	26-Aug-19	156	16-Oct-20	11			12-Oct-22	71	8-Sep-23	19	28-Sep-24	2
31-Jan-19	14	27-Aug-19	42	19-Oct-20	16			13-Oct-22	52	12-Sep-23	6	30-Sep-24	14
4-Feb-19	78	28-Aug-19	69	21-Oct-20	3			14-Oct-22	41	18-Sep-23	11	1-Oct-24	18
5-Feb-19	20	29-Aug-19	11	23-Oct-20	3			17-Oct-22	39	20-Sep-23	22	2-Oct-24	18
6-Feb-19	74	30-Aug-19	74	26-Oct-20	12			18-Oct-22	26	26-Sep-23	7	8-Oct-24	14
7-Feb-19	78	2-Sep-19	157	27-Oct-20	34			19-Oct-22	48	27-Sep-23	9	9-Oct-24	21
8-Feb-19	66	3-Sep-19	153	28-Oct-20	53			20-Oct-22	13	3-Oct-23	30	11-Oct-24	7
11-Feb-19	65	4-Sep-19	44	29-Oct-20	11			21-Oct-22	7	4-Oct-23	17	14-Oct-24	25
12-Feb-19	48	5-Sep-19	54	30-Oct-20	13			24-Oct-22	17	5-Oct-23	36	17-Oct-24	15
13-Feb-19	56	6-Sep-19	11	4-Nov-20	2			25-Oct-22	54	6-Oct-23	17	18-Oct-24	7
14-Feb-19	59	9-Sep-19	115	5-Nov-20	10			26-Oct-22	50	9-Oct-23	21	21-Oct-24	20
15-Feb-19	20	10-Sep-19	80	6-Nov-20	5			27-Oct-22	15	10-Oct-23	21	23-Oct-24	8
18-Feb-19	64	11-Sep-19	130	9-Nov-20	45			28-Oct-22	28	12-Oct-23	16	28-Oct-24	13
19-Feb-19	21	12-Sep-19	202	10-Nov-20	13			31-Oct-22	37	13-Oct-23	9	29-Oct-24	14
20-Feb-19	11	13-Sep-19	46	11-Nov-20	27			1-Nov-22	5	16-Oct-23	15	30-Oct-24	10
21-Feb-19	32	16-Sep-19	144	13-Nov-20	6			2-Nov-22	32	17-Oct-23	22	1-Nov-24	7
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25-Feb-19	4	18-Sep-19	138	19-Nov-20	13			4-Nov-22	16	19-Oct-23	11	6-Nov-24	24
26-Feb-19	69	19-Sep-19	159	23-Nov-20	95			7-Nov-22	26	20-Oct-23	16	8-Nov-24	16
27-Feb-19	25	20-Sep-19	143	24-Nov-20	29			8-Nov-22	5	23-Oct-23	25	11-Nov-24	17
28-Feb-19	48	23-Sep-19	179	25-Nov-20	9			9-Nov-22	35	24-Oct-23	9	12-Nov-24	11
1-Mar-19	34	24-Sep-19	204	27-Nov-20	10			10-Nov-22	16	25-Oct-23	19	13-Nov-24	20
4-Mar-19	13	25-Sep-19	48	30-Nov-20	68			11-Nov-22	57	26-Oct-23	24	14-Nov-24	15
5-Mar-19	64	26-Sep-19	109	1-Dec-20	30			14-Nov-22	61	27-Oct-23	10	15-Nov-24	10
6-Mar-19	9	27-Sep-19	24	2-Dec-20	27			15-Nov-22	31	30-Oct-23	8	18-Nov-24	23
7-Mar-19	40	30-Sep-19	118	3-Dec-20	31			16-Nov-22	65	31-Oct-23	10	19-Nov-24	19
8-Mar-19	78	1-Oct-19	109	4-Dec-20	27			17-Nov-22	35	1-Nov-23	16	20-Nov-24	15
11-Mar-19	16	2-Oct-19	160	7-Dec-20	46			18-Nov-22	45	2-Nov-23	2	21-Nov-24	11
12-Mar-19	10	3-Oct-19	97	8-Dec-20	8			21-Nov-22	46	3-Nov-23	6	22-Nov-24	8
13-Mar-19	30	4-Oct-19	45	9-Dec-20	58			22-Nov-22	38	6-Nov-23	14	25-Nov-24	10
14-Mar-19	39	7-Oct-19	30	10-Dec-20	20			23-Nov-22	62	8-Nov-23	16	26-Nov-24	2
15-Mar-19	13	8-Oct-19	182	11-Dec-20	15			24-Nov-22	27	9-Nov-23	17	27-Nov-24	10
18-Mar-19	48	9-Oct-19	192	14-Dec-20	70			25-Nov-22	16	10-Nov-23	12	2-Dec-24	15
19-Mar-19	31	10-Oct-19	182	15-Dec-20	35			28-Nov-22	36	13-Nov-23	20	3-Dec-24	14
20-Mar-19	45	11-Oct-19	100	16-Dec-20	17			29-Nov-22	28	14-Nov-23	33	4-Dec-24	10
21-Mar-19	48	14-Oct-19	154	17-Dec-20	8			30-Nov-22	28	15-Nov-23	20	5-Dec-24	15
22-Mar-19	7	15-Oct-19	124	18-Dec-20	21			1-Dec-22	15	16-Nov-23	21	6-Dec-24	11
25-Mar-19	71	16-Oct-19	63	21-Dec-20	33			2-Dec-22	2	17-Nov-23	20	9-Dec-24	30
26-Mar-19	19	17-Oct-19	16	22-Dec-20	16			5-Dec-22	14	20-Nov-23	17	10-Dec-24	10
27-Mar-19	49	18-Oct-19	31	23-Dec-20	10			6-Dec-22	17	21-Nov-23	20	11-Dec-24	15
28-Mar-19	28	21-Oct-19	158	28-Dec-20	3			7-Dec-22	30	22-Nov-23	25	12-Dec-24	17
29-Mar-19	25	22-Oct-19	30	29-Dec-20	13			8-Dec-22	8	23-Nov-23	21	13-Dec-24	20
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3-Apr-19	2	24-Oct-19	60	31-Dec-20	13			12-Dec-22	14	27-Nov-23	26	17-Dec-24	15
10-Apr-19	2	25-Oct-19	33	4-Jan-21	104			14-Dec-22	22	1-Dec-23	17	18-Dec-24	10
11-Apr-19	6	28-Oct-19	122	6-Jan-21	56			15-Dec-22	11	4-Dec-23	17	6-Jan-25	15

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26-Apr-19	32	31-Oct-19	141	11-Jan-21	95	3-Jan-23	10	7-Dec-23	17	9-Jan-25	11
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2-May-19	7	5-Nov-19	13	14-Jan-21	26	6-Jan-23	5	12-Dec-23	14	17-Jan-25	10
11-May-19	1	6-Nov-19	149	15-Jan-21	39	9-Jan-23	23	13-Dec-23	9	20-Jan-25	19
13-May-19	6	7-Nov-19	113	18-Jan-21	154	10-Jan-23	23	14-Dec-23	16	21-Jan-25	18
15-May-19	3	8-Nov-19	34	19-Jan-21	46	11-Jan-23	7	15-Dec-23	16	23-Jan-25	9
16-May-19	5	11-Nov-19	195	20-Jan-21	141	12-Jan-23	38	18-Dec-23	8	24-Jan-25	3
23-May-19	6	12-Nov-19	189	21-Jan-21	52	13-Jan-23	57	3-Jan-24	11	28-Jan-25	15
27-May-19	4	13-Nov-19	133	22-Jan-21	84	16-Jan-23	32	5-Jan-24	6	29-Jan-25	24
4-Jun-19	13	14-Nov-19	53	25-Jan-21	91	17-Jan-23	24	8-Jan-24	22	30-Jan-25	21
6-Jun-19	5	15-Nov-19	81	27-Jan-21	128	18-Jan-23	29	9-Jan-24	16	31-Jan-25	8
11-Jun-19	10	18-Nov-19	172	28-Jan-21	121	19-Jan-23	33	10-Jan-24	16	3-Feb-25	19
12-Jun-19	6	19-Nov-19	127	29-Jan-21	119	20-Jan-23	26	11-Jan-24	18	4-Feb-25	17
13-Jun-19	15	20-Nov-19	121	1-Feb-21	84	23-Jan-23	62	12-Jan-24	14	5-Feb-25	18
17-Jun-19	25	21-Nov-19	100	2-Feb-21	38	24-Jan-23	52	15-Jan-24	21	6-Feb-25	10
18-Jun-19	6	22-Nov-19	75	3-Feb-21	13	25-Jan-23	63	16-Jan-24	22	10-Feb-25	21
19-Jun-19	18	25-Nov-19	132	5-Feb-21	76	27-Jan-23	45	17-Jan-24	20	11-Feb-25	14
20-Jun-19	14	26-Nov-19	55	8-Feb-21	64	30-Jan-23	12	18-Jan-24	19	12-Feb-25	14
21-Jun-19	6	27-Nov-19	125	9-Feb-21	65	31-Jan-23	36	19-Jan-24	7	13-Feb-25	7
24-Jun-19	49	28-Nov-19	54	10-Feb-21	89	1-Feb-23	31	22-Jan-24	10	17-Feb-25	20
25-Jun-19	1	29-Nov-19	76	11-Feb-21	41	2-Feb-23	27	23-Jan-24	20	19-Feb-25	16
26-Jun-19	43	2-Dec-19	247	12-Feb-21	55	3-Feb-23	51	24-Jan-24	16	20-Feb-25	9
27-Jun-19	12	3-Dec-19	96	15-Feb-21	188	6-Feb-23	66	25-Jan-24	13	24-Feb-25	21
4-Jul-19	40	4-Dec-19	168	16-Feb-21	16	7-Feb-23	23	29-Jan-24	22	26-Feb-25	14
8-Jul-19	80	5-Dec-19	84	17-Feb-21	72	8-Feb-23	37	30-Jan-24	20	27-Feb-25	18
		6-Dec-19	45	18-Feb-21	7	9-Feb-23	52	31-Jan-24	21	5-Mar-25	20
		9-Dec-19	153	19-Feb-21	4	10-Feb-23	34	1-Feb-24	17	10-Mar-25	24
		10-Dec-19	149	22-Feb-21	86	13-Feb-23	16	2-Feb-24	29	11-Mar-25	9
		11-Dec-19	90	23-Feb-21	61	14-Feb-23	12	5-Feb-24	18	12-Mar-25	15
		12-Dec-19	25	24-Feb-21	100	15-Feb-23	26	6-Feb-24	19	13-Mar-25	23
		13-Dec-19	23	25-Feb-21	15	16-Feb-23	18	7-Feb-24	19	14-Mar-25	20
		16-Dec-19	137	26-Feb-21	2	17-Feb-23	15	8-Feb-24	21	17-Mar-25	26
		17-Dec-19	35	1-Mar-21	24	20-Feb-23	20	9-Feb-24	12	18-Mar-25	8
		18-Dec-19	82	2-Mar-21	11	21-Feb-23	22	12-Feb-24	17	19-Mar-25	9
		19-Dec-19	50	3-Mar-21	65	22-Feb-23	7	13-Feb-24	18	20-Mar-25	22
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		29-Jan-20	207	30-Mar-21	87	22-Mar-23	50	13-Mar-24	17	23-Apr-25	25
		30-Jan-20	286	31-Mar-21	80	23-Mar-23	29	14-Mar-24	19	24-Apr-25	21
		31-Jan-20	194	1-Apr-21	87	24-Mar-23	26	15-Mar-24	29	28-Apr-25	15
		3-Feb-20	244	6-Apr-21	59	27-Mar-23	47	18-Mar-24	28	29-Apr-25	7
		4-Feb-20	181	7-Apr-21	10	28-Mar-23	34	19-Mar-24	23	30-Apr-25	35
		5-Feb-20	171	19-Apr-21	16	29-Mar-23	13	20-Mar-24	21	2-May-25	15
		6-Feb-20	122	21-Apr-21	16	30-Mar-23	14	25-Mar-24	23	5-May-25	17
		7-Feb-20	159	28-Apr-21	53	31-Mar-23	13	26-Mar-24	20	6-May-25	19
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		11-Feb-20	119	30-Apr-21	58	4-Apr-23	2	28-Mar-24	7	9-May-25	6
		12-Feb-20	110	3-May-21	14	5-Apr-23	14	3-Apr-24	8	12-May-25	13
		13-Feb-20	76	4-May-21	19	6-Apr-23	8	4-Apr-24	15	14-May-25	20
		14-Feb-20	57	5-May-21	102	11-Apr-23	25	5-Apr-24	25	15-May-25	17
		17-Feb-20	84	6-May-21	65	12-Apr-23	6	8-Apr-24	9	16-May-25	19
		18-Feb-20	207	10-May-21	65	13-Apr-23	9	9-Apr-24	11	19-May-25	10
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		24-Feb-20	189	14-May-21	16	19-Apr-23	11	29-Apr-24	12	26-May-25	9
		25-Feb-20	126	17-May-21	30	26-Apr-23	8	30-Apr-24	13	28-May-25	18
		26-Feb-20	78	20-May-21	13	27-Apr-23	7	1-May-24	12	29-May-25	5
		27-Feb-20	125	21-May-21	54	16-May-23	5	2-May-24	10	30-May-25	11
		28-Feb-20	96	24-May-21	19	18-May-23	6	3-May-24	11	3-Jun-25	20

2-Mar-20	66	26-May-21	22	26-May-23	8	7-May-24	3	4-Jun-25	12
3-Mar-20	90	27-May-21	10	31-May-23	17	14-May-24	18	5-Jun-25	20
4-Mar-20	113	28-May-21	41	1-Jun-23	21	15-May-24	12	6-Jun-25	13
5-Mar-20	74	31-May-21	77	2-Jun-23	22	16-May-24	9	10-Jun-25	15
6-Mar-20	111	1-Jun-21	56	6-Jun-23	5	17-May-24	11	11-Jun-25	20
9-Mar-20	29	2-Jun-21	87	7-Jun-23	12	20-May-24	12	13-Jun-25	20
10-Mar-20	142	3-Jun-21	22	8-Jun-23	2	22-May-24	12	16-Jun-25	21
11-Mar-20	94	4-Jun-21	50	9-Jun-23	5	23-May-24	11	17-Jun-25	18
12-Mar-20	78	7-Jun-21	70	13-Jun-23	13	24-May-24	8	18-Jun-25	18
13-Mar-20	160	8-Jun-21	25	14-Jun-23	9	27-May-24	8	20-Jun-25	16
16-Mar-20	231	9-Jun-21	26	15-Jun-23	12	28-May-24	16	23-Jun-25	17
17-Mar-20	102	10-Jun-21	52	16-Jun-23	8	29-May-24	9	25-Jun-25	8
18-Mar-20	120	11-Jun-21	38	19-Jun-23	16	30-May-24	5	26-Jun-25	6
19-Mar-20	158	14-Jun-21	24	20-Jun-23	11	4-Jun-24	8	27-Jun-25	12
20-Mar-20	54	15-Jun-21	59	21-Jun-23	3	5-Jun-24	11	30-Jun-25	16
20-Apr-20	1	16-Jun-21	15	23-Jun-23	11	6-Jun-24	10	1-Jul-25	12
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11-Jun-20	5	22-Jun-21	5	28-Jun-23	7	11-Jun-24	14	8-Jul-25	10
12-Jun-20	34	23-Jun-21	45	3-Jul-23	5	12-Jun-24	13		
15-Jun-20	4	24-Jun-21	4	4-Jul-23	10	13-Jun-24	20		
		25-Jun-21	46			14-Jun-24	7		
		28-Jun-21	19			17-Jun-24	12		
		29-Jun-21	8			19-Jun-24	10		
		30-Jun-21	33			20-Jun-24	10		
		5-Jul-21	15			25-Jun-24	4		
						26-Jun-24	9		
						1-Jul-24	3		
						3-Jul-24	9		

	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	GRAND TOTAL
TOTALS	3,714	16,779	7,018	863	4,107	2,785	2,583	37,849

s22 irrelevant information

Subject: [EXTERNAL] FWO Offices - please instruct building managers that public access to be restricted from 9 am Wednesday 18 March 2020. [SEC=OFFICIAL]

OFFICIAL

s22 irrelevant information

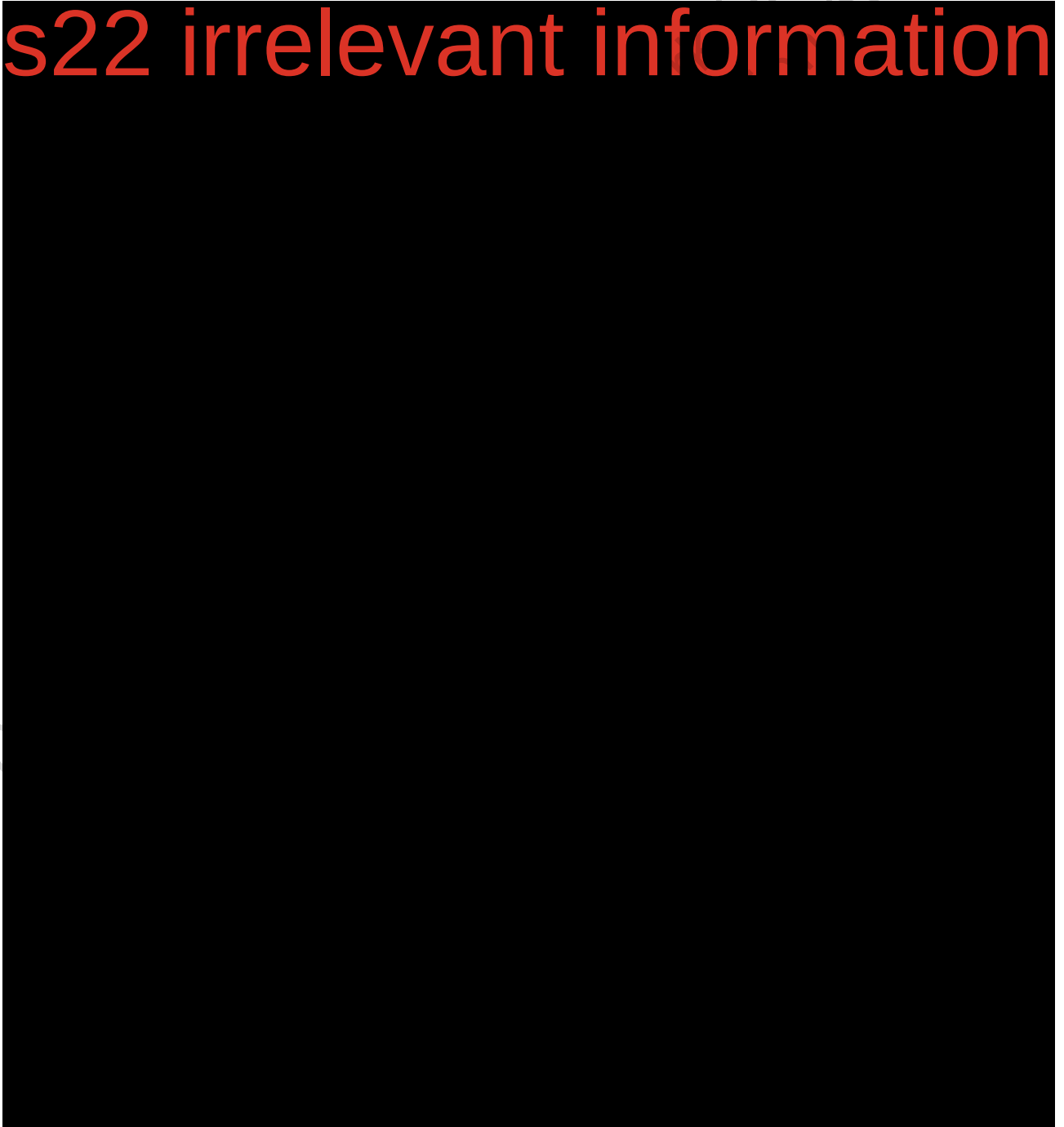
The Fair Work Ombudsman has advised that due to COVID-19, public access to our offices will be restricted.

Can you please instruct building managers for FWO head lease locations that we will restrict access. For locations with lifts, please instruct to restrict to base building card access effective from 9 am Wednesday 18 March 2020:

Canberra	ACT
Coffs Harbour	NSW
Newcastle	NSW
Sydney	NSW
Brisbane	QLD

Cairns	QLD
Rockhampton	QLD
Surfers Paradise	QLD
Toowoomba	QLD
Adelaide	SA
Mount Gambier	SA
Battery Point	TAS
Launceston	TAS
Bendigo	VIC
Melbourne	VIC
Traralgon	VIC
Warrnambool	VIC
Bunbury	WA
Perth	WA

s22 irrelevant information



From: [Google Business Profile](#)
To: [FWO - Communications Team](#)
Subject: In 30 days, some of your unpublished Business Profiles will be deleted
Date: Sunday, 2 October 2022 12:37:10 AM

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.



Keep your Business Profiles

In 30 days, the following unpublished Business Profiles will be removed from the Google account used to manage your profiles:

- [Fair Work Ombudsman](#)
[14-22 Grey St, Traralgon VIC 3844](#)

Get verified to show these profiles on Maps and Search. Don't worry, your other published profiles won't be affected.

[Get verified](#)



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Mountain View, CA 94043
www.google.com

You have received this email to update you about important changes related to your Business Profile.

From: [Google Business Profile](#)
To: [FWO - Communications Team](#)
Subject: In 30 days, some of your unpublished Business Profiles will be deleted
Date: Saturday, 10 September 2022 2:11:35 PM

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.



Keep your Business Profiles

In 30 days, the following unpublished Business Profiles will be removed from the Google account used to manage your profiles:

- [Fair Work Ombudsman](#)
[109 Lava St, Warrnambool VIC 3280](#)

Get verified to show these profiles on Maps and Search. Don't worry, your other published profiles won't be affected.

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Mountain View, CA 94043
www.google.com

You have received this email to update you about important changes related to your Business Profile.

From: [Google Business Profile](#)
To: [FWO - Communications Team](#)
Subject: In 30 days, some of your unpublished Business Profiles will be deleted
Date: Saturday, 30 April 2022 12:26:17 AM

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Keep your Business Profiles

In 30 days, the following unpublished Business Profiles will be removed from the Google account used to manage your profiles:

- [Fair Work Ombudsman](#)
50 Appel St, Surfers Paradise QLD 4217
- [Fair Work Ombudsman](#)
2/148 Frome Street, Adelaide South Australia 5000
- [Fair Work Ombudsman](#)
38 Sturt St, Mount Gambier SA 5290
- [Fair Work Ombudsman](#)
39/41 Woods Street, Darwin City Northern Territory 0800
- [Fair Work Ombudsman](#)
21-29 William Street, Orange New South Wales 2800
- [Fair Work Ombudsman](#)
25/400 George Street, Brisbane City QLD 4000

Get verified to show these profiles on Maps and Search. Don't worry, your other published profiles won't be affected.

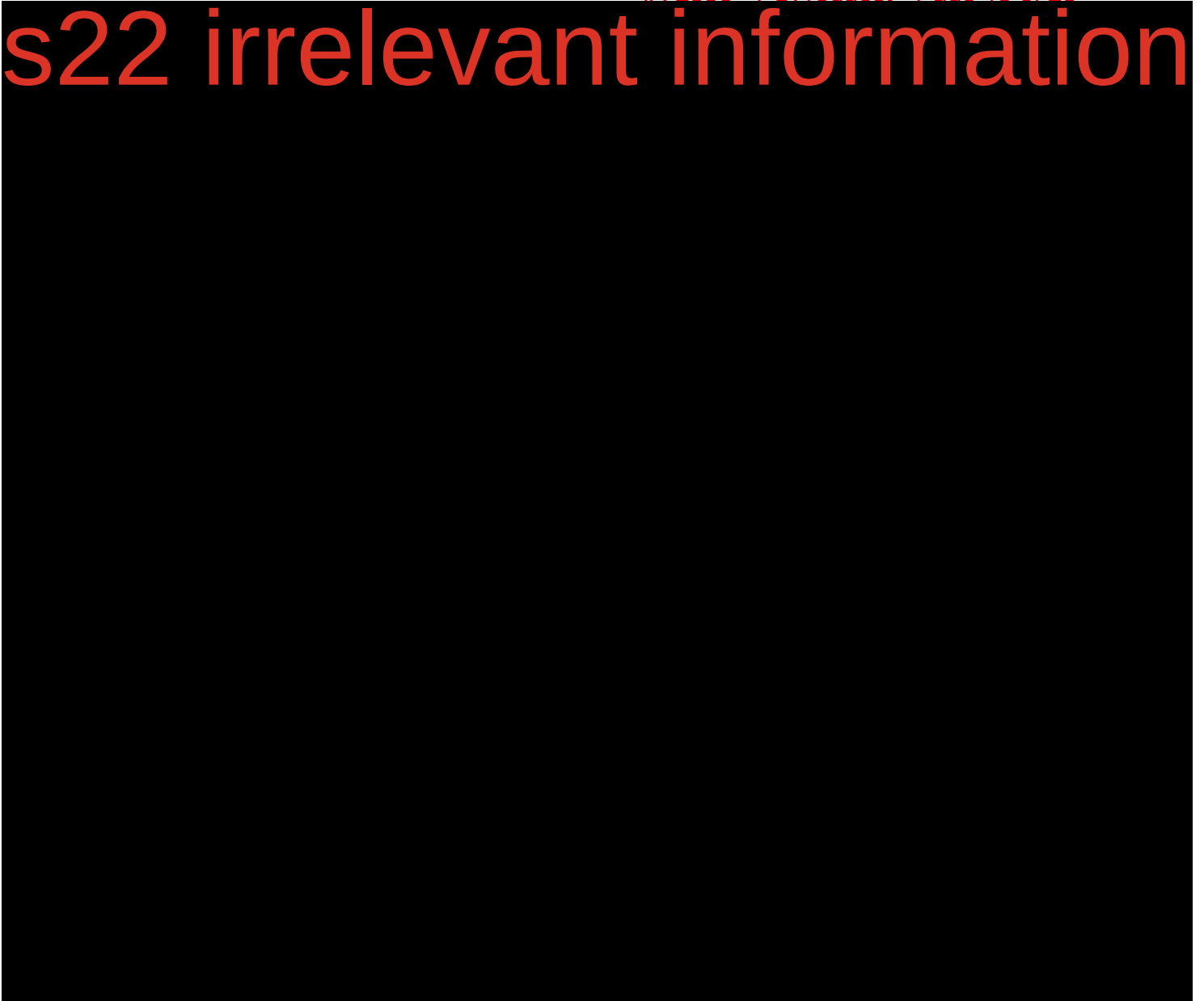
[Get verified](#)



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You have received this email to update you about important changes related to your Business Profile.

s22 irrelevant information



From: s22 irrelevant information
Sent: Friday, 27 May 2022 1:48 PM
To: s22 irrelevant information
Subject: Google Reviews - FWO Melb office [SEC=OFFICIAL]

s22 irrelevant information



I wanted to draw to your attention the below google reviews that mention s47F(1) - personal information name.

s22 irrelevant information



Fair Work Ombudsman

414 La Trobe St, Melbourne VIC

 Write a review

1.6      39 reviews 

Should call these unfair ombudsman

They are only looking after fake and lazy employees who is killing this country economy. There act push to people to go welfare. They help lazy employees screw hard working small business

Also help bad business too to screw hard working employees

They should change their so call fairwork act because their is not fairwork act, it's unfair work act to kill small business



Like

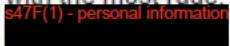


Flemington Boy

7 reviews

     2 weeks ago **NEW**

Hopeless, uneducated, disqualified and rude staff.

Had an issue and wanted help, after four days of calling and chasing up I ended up with the most rude, the most disgraceful and the most disrespectful person I have dealt with I'm my life,  had no knowledge or even a simple idea about the her role or the fair work regulations, in fact, from my experience  doesn't even care about any help or solutions, she is only guessing and she thinks she is working and helping employee and employers.

To be really a "FAIRWORK OMBUDSMAN" organization they must have a selection criteria when they hire people to give them a job and must be a good training program and education before being officers, according to  with her poor communications and aggressive attitude she is not even qualified to work anywhere not to be officer at Fairwork ombudsman.

That is totally disgusting



3

Fair Work Ombudsman

414 La Trobe St, Melbourne VIC

 Write a review

1.6  39 reviews 



Bashar Gabriel

11 reviews · 9 photos



2 weeks ago

NEW

According to my experience with officer s47F(1) - personal information she is not even qualified to be a cleaner at the office, poor communication, deceivable manner, and disgraceful behaviour.

s47F(1) - personal information absolutely disqualified, got no honesty, no integrity nor work ethics...etc

What do you expect as employer and employee from organisation having such shameless, impertinent and liar staff.

I recommend to lodge a formal complaint about Fairwork ombudsman to the Fairwork commonwealth.

 2

s22 irrelevant information

s22 irrelevant information

From: FWO - Communications Team
Sent: Tuesday, 21 June 2022 3:08 PM
To: s22 irrelevant information
Subject: FW: Jesse left a review for Fair Work Ombudsman

s22 irrelevant information

This is the full review:

Absolutely useless. s22 irrelevant information yet this 'organisation' does nothing. s22 irrelevant information

s22 irrelevant information Shame on the 'Fair Work Ombudsman'

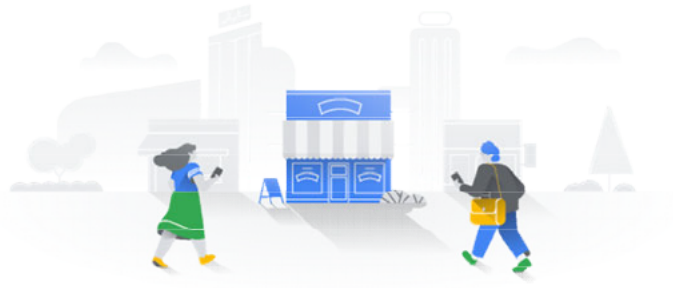
s22 irrelevant information

From: Google Business Profile
Sent: Tuesday, 21 June 2022 12:29 PM
To: FWO - Communications Team
Subject: Jesse left a review for Fair Work Ombudsman

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Business Profile





You got a new 1-star review

[Read review](#)



Jesse W



Absolutely useless. Employer putting all employees on ABN's is unlawful, yet this 'organisation'...

[Reply to review](#)

Replying to reviews shows customers you value their feedback, and gives you the chance to publicly address any comments.

We'll let Jesse know when you've replied.

[See all reviews](#)



Visit the [Help Center](#) to learn more.



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This email was sent to you because you indicated that you'd like to receive updates about reviews of your Business Profile. If you don't want to receive such emails in the future, please unsubscribe [here](#).

Documents released by the Fair Work Ombudsman
Under the Freedom of Information Act

s22 irrelevant information

From: s22 irrelevant information
Sent: Thursday, 27 June 2019 11:03 AM
To: s22 irrelevant information
Cc:
Subject: Google reviews of the FWO [SEC=UNCLASSIFIED]

s22 irrelevant information

Here's some examples of reviews of the Melbourne office:



Jamie Charlie
 2 reviews

★ ★ ★ ★ ★ 3 weeks ago

I went to the Fair Work Ombudsman being an Aboriginal man after being fired from my job unfairly at coles. I went into one of the offices and disputed with one of the workers. They told me to "get a lawyer" and said they did not care. Then they took it to the next level. One of the security staff was escorting me out and said this. "Leave you petrol sniffin coon" I was absolutely disgusted this place is not acceptable!



6



Share



john cena
 1 review

★ ★ ★ ★ ★ 3 weeks ago

When me and my family were walking into this establishment we were greeted by a security guard. My son, who has Down Syndrome was denied access into the fair work Ombudsman, the security guard pulled out a taser and forced us to leave! On our departure he made a very rude remark to my son, he said "Get out of here you dirty vegetable!" THIS BEHAVIOR IS DISGUSTING!



4



Share

s22 irrelevant information

s22 irrelevant information

From: Google Business Profile <businessprofile-noreply@google.com>
Sent: Monday, 5 September 2022 11:03 AM
To: FWO - Communications Team
Subject: Priscilla left a review for Fair Work Ombudsman

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Business Profile



You got a new
1-star review



Priscilla Moscatt



If I could give no stars I would.

[Reply to review](#)

Replying to reviews shows customers you value their feedback, and gives you the chance to publicly address any comments.

We'll let Priscilla know when you've replied.

[See all reviews](#)



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Help with your article/notice

We've found that staff are more likely to read, understand and act on messages that are simple, clear and well-organised. Please see our [Checklist for internal communications](#).

Our approach to readability is guided by the [FWO language style guide](#).

Return this to the Internal Communications team one week prior to your article being published.

Date: 10 Feb 2017

Publisher: s22 irrelevant information

Title: 11/02/17 Online lodgement goes live!

Body of notice:

Our [new digital dispute form](#) will go live in My account this Saturday 11 February.

What will change

On Saturday:

- the existing enquiry form in My account will be replaced with the new enquiry form
- customers will use the form to ask for technical and tactical help with workplace issues
- the Assisted Digital team will receive requests for advice and dispute resolution assistance directly in CustomerNet.

What you need to do

We all need to ensure we:

- view the [short videos about the changes in My account](#)
- are ready to refer customers to the online enquiry form in My account, instead of printing out and completing a Workplace dispute form from the website.

Frontline staff are receiving training on the changes to My account and CustomerNet and how business processes will be affected. Please speak with your manager and refer to the [Advice Support & Assistance share space](#) for further details.

More information

Check out our previous intranet articles:

- [Showcasing the new digital dispute form in My account](#)
- [Planning the FWO's transition to online lodgement](#)
- [Our new digital enquiry form: part two](#)
- [Sneak peek: our new digital enquiry form!](#)
- [How online lodgement will help transform ASA](#)
- [We're moving away from the paper-based dispute form.](#)

If you have further questions or feedback about online lodgement, please contact s22 irrelevant information – Program Manager.

PDR No	Subject	Created Date	NFA Reason
s22 irrelevant information		17/09/2020	Serial Writer
		30/09/2020	Serial Writer
		1/12/2020	Serial Writer
		7/12/2020	Serial Writer
		14/12/2020	Serial Writer
		12/01/2021	Serial Writer
		9/02/2021	Serial Writer
		23/02/2021	Serial Writer
		3/03/2021	Serial Writer
		18/03/2021	Serial Writer
		25/03/2021	Serial Writer
		30/03/2021	Serial Writer
		6/04/2021	Serial Writer
		13/04/2021	Serial Writer
		20/05/2022	Serial Writer

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