

## My Performance Plan 2017-2018

Frontline Voice and Assisted Digital  
APS 3 and 4

### Expected Behaviours

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#### ASA Business Priorities

##### CUSTOMER1ST@FWO

*Provide an exceptional customer experience by putting the Customer1st@fwo*

- Establish a **low effort customer experience** that provides an integrated and seamless workplace advice and dispute resolution service
- Ensure advice is easy to understand and **personalise service** (using an Assessment mindset) to match individual customer need
- Assist customers to **take control of their workplace issues** through tailored services and by encouraging customers to use self-service options
- Utilise customer insights and feedback to improve the customer experience

#### Key Deliverables

##### Overall performance measures:

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##### Phone channel:

- Seamless referrals to other FWO services where required, without the need to refer customers to submit their enquiry/issue via My Account or to complete a form e.g. direct referral of customers with enquiries suitable for compliance to compliance queues in CustomerNet, provision of self-service options/online resources or direct referrals to Early Intervention or Mediation
- For Small Business Helpline: Maintain an Average Speed of Answer (ASA) of 5 minutes (or less) and maximum wait time not exceed 10 minutes
- For All Queues: Maintain an ASA between 10-13 minutes (or less) and maximum wait time not to exceed 30 minutes
- Average Handle Time is benchmarked within 15% of national average, and appropriate to call
- After Call Work is benchmarked within 15% of national average, and appropriate to call

**My Account/Web Chat channels:**

- 90% of interactions involving a workplace dispute are finalised through education and appropriate dispute resolution services, including seamless referrals to EIT, Mediation and Compliance where appropriate
- Ensuring the customer interactions received, are answered/assessed within 48 hours or less (with goal of same day service)
- Ensuring that every opportunity is taken to intervene early for the customer's benefit
  - By demonstrating strong decision and assessment making skills by identifying underlying issues and referring enquiries where appropriate in a timely manner
- A minimum of 20 complete customer interactions actioned per day (FTE equivalent) unless undertaking more complex work as determined by your Assistant Director

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My Development Goals

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Documents released under the Freedom of Information Act

# ASA Performance Plan 2018-2019

Behaviours		
Behaviour Category	Expected Behaviours	How I will do this...
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		s22 irrelevant information
		s22 irrelevant information

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Key Deliverables		
ASA Business Priorities	Deliverables Description	How I will do this...
<b>CUSTOMER1ST@FWO</b> <i>Provide an exceptional customer experience by putting the Customer1st@fwo</i>	<b>Customer Service Delivery</b> <ul style="list-style-type: none"> <li>• Calls - Average Handle Time (AHT) is benchmarked within 15% of national average</li> <li>• After Call Work (ACW) must be appropriate to the call</li> <li>• Minimum of a 90% authentication rate</li> <li>• My Account - Benchmarked within 15% of national average*</li> <li>• Webchat – Benchmarked within 15% of national average*</li> <li>• Demonstrates assessment mindset through timely referrals to the correct customer pathway</li> </ul>	s22 irrelevant information
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My Development Goals

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ASA Performance Plan 2019-2020		
Behaviours		
Behaviour Category	Expected Behaviours	How I will do this...
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		s22 irrelevant information
		s22 irrelevant information

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### Specific requirements for Probationary Employees

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#### Customer First

- Average Handle Time to decrease over time. AHT targets are:
  - 3 month mark - 18-20 minutes
  - 4 month mark - 15-17 minutes
  - 5 month mark- benchmarked against probationary peers and trending towards national average (within 15%) and appropriate to call
- After Call Work to be benchmarked against probationary peers and trending towards national average (within 15%) and is appropriate to call at 5 month mark

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My Development Goals

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s22 irrelevant information



# ASA Performance Plan 2020-2021

## Behaviours

Behaviour Category	Expected Behaviours	How I will do this...
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		s22 irrelevant information
		s22 irrelevant information

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Key Deliverables		
ASA Business Priorities	Deliverables Description	How I will do this...
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My Development Goals

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# Customer Service Delivery Performance Plan 2021-2022

## Customer Experience Officer (APS3)

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### ***Fair Work Ombudsman Purpose***

*To promote harmonious, productive, cooperative, and compliant workplace relations*

### ***How do we contribute to the FWO purpose in our roles?***

*Through our behaviours, our performance to KPIs, quality expectations, and administrative tasks*

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My Overall Goals

Behaviours

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## Quality

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## Performance

Why is performance to our KPIs important?	Performance Expectations
<p><i>Why is my performance to KPIs important?</i></p> <p><i>What impact does my performance have on myself, my team, my agency and the community?</i></p>	<p>I will maintain an Average Handle Time (AHT) within 15% of national average (excluding probationary CEO data).</p> <p>I will maintain appropriate After Call Work (ACW) that should fall within 15% of national average (excluding probationary CEO data).</p> <p>I will create a customer record (authenticate) for at least 90% of my customer interactions.</p> <p>I will complete My Account enquiries within 15% of national average</p> <p>I will complete Webchats within 15% of national average</p>

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## Probation

Key Deliverables for Probation (First 6 months)	
<i>During probation Customer Services recognises that team members are learning the role and therefore have graduating KPI's during this period. The KPI's build on the previous month, with the expectation that by 6 months team members will be performing within the range for all Customer Experience Officers, as outlined above.</i>	
1 month	<div>s22 irrelevant information</div> <div><b>Performance</b><ul style="list-style-type: none"><li>• 90% authentication</li><li>• Completed induction training</li><li>• Commenced taking calls independently</li></ul></div> <div>s22 irrelevant information</div>



2 months	<p>s22 irrelevant information</p> <ul style="list-style-type: none"><li>• Performance</li><li>• 90% authentication</li><li>• AHT under 25 minutes and trending down</li></ul> <p>s22 irrelevant information</p>
3 months	<p>s22 irrelevant information</p> <ul style="list-style-type: none"><li>• Performance</li><li>• 90% authentication</li><li>• AHT under 22 minutes and trending down</li></ul> <p>s22 irrelevant information</p>
4 months	<p>s22 irrelevant information</p> <ul style="list-style-type: none"><li>• Performance</li><li>• 90% authentication</li></ul>

	<ul style="list-style-type: none"><li>• AHT under 19 minutes and trending down</li></ul> <div>s22 irrelevant information</div>
5 months	<div></div> <p><b>Performance</b></p> <ul style="list-style-type: none"><li>• 90% authentication</li><li>• AHT benchmarked within 15% of the national average</li></ul> <div>s22 irrelevant information</div>
6 months	<ul style="list-style-type: none"><li>• Able to meet KPI's in above Performance Plan</li></ul>

# Customer Service Delivery Performance Plan 2022-2023

## Fair Work Infoline Adviser (APS3)

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### ***Fair Work Ombudsman Purpose***

*To promote harmonious, productive, cooperative, and compliant workplace relations*

### ***How do we contribute to the FWO purpose in our roles?***

*Through our behaviours, our performance to KPIs, quality expectations, and administrative tasks*

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My Overall Goals

Behaviours

s22 irrelevant information

Quality

# s22 irrelevant information

## Performance

Why are our Performance Expectations important?	Performance Expectations	
<p><i>Why are my performance expectations important?</i></p> <p><i>What impact does my performance have on myself, my team, my agency and the community?</i></p>	<p><b><u>Staff with between 6 months and 12 months experience</u></b></p> <p><b>When working on phone interactions:</b> I will maintain an Average Handle Time (AHT) for phone interactions of between 15 minutes and 18.30 minutes. ACW will reflect the complexity of the interaction</p> <p>I will answer an average of at least 18 interactions per standard shift 7.5 hr shift)</p> <p>I will create a customer record (authenticate) for at least 90% of my customer interactions</p> <p><b>When working on digital interactions</b></p> <p>I will maintain an Average Handle Time (AHT) for digital interactions of between 15 to 18 minutes. ACW will reflect the complexity of the interaction</p>	<p><b><u>Staff with more than 12 months experience</u></b></p> <p><b>When working on phone interactions:</b> I will maintain an Average Handle Time (AHT) for phone interactions of between 15 minutes and 17.30 minutes ACW will reflect the complexity of the interaction</p> <p>I will answer an average of at least 20 interactions per standard shift (7.5 hr shift)</p> <p>I will create a customer record (authenticate) for at least 90% of my customer interactions.</p> <p><b>When working on digital interactions</b></p> <p>I will maintain an Average Handle Time (AHT) for digital interactions of between 15 to 18 minutes. ACW will reflect the complexity of the interaction</p>

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Documents released by the Fair Work Ombudsman  
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## Administration

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## Probation

Key Deliverables for Probation (First 6 months)	
<i>During probation Customer Services recognises that team members are learning the role and therefore have graduating KPI's during this period. The KPI's build on the previous month, with the expectation that by 6 months team members will be performing within the range for all Advisers, as outlined above.</i>	
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<b>2 months</b>	<div data-bbox="403 96 1505 369">s22 irrelevant information</div> <div data-bbox="403 369 1505 488"><ul style="list-style-type: none"><li>• <b>Performance</b></li><li>• 90% authentication</li><li>• AHT under 25 minutes and trending down</li></ul></div> <div data-bbox="403 488 1505 1176">s22 irrelevant information</div>
<b>3 months</b>	<div data-bbox="403 918 1505 1176"></div> <div data-bbox="403 1176 1505 1317"><ul style="list-style-type: none"><li>• <b>Performance</b></li><li>• 90% authentication</li><li>• AHT under 22 minutes and trending down</li></ul></div> <div data-bbox="403 1317 1505 1769">s22 irrelevant information</div>
<b>4 months</b>	<div data-bbox="403 1769 1505 2033"></div> <div data-bbox="403 2033 1505 2112"><p><b>Performance</b></p><ul style="list-style-type: none"><li>• 90% authentication</li></ul></div>

	<ul style="list-style-type: none"><li>• AHT under 20 minutes and trending down</li></ul> <div>s22 irrelevant information</div>
5 months	<div></div> <div><b>Performance</b><ul style="list-style-type: none"><li>• 90% authentication</li><li>• AHT under 18.30 minutes and trending down</li></ul></div> <div>s22 irrelevant information</div>
6 months	<div></div>



# Customer Service Delivery Performance Plan 2023-2024

## Fair Work Infoline Adviser (APS3)

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### ***Fair Work Ombudsman Purpose***

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### ***How do we contribute to the FWO purpose in our roles?***

*Through our behaviours, our performance to KPIs, quality expectations, and administrative tasks*

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### Behaviours

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Quality

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Why are our Performance Expectations important?	Performance Expectations	
<p><i>Why are my performance expectations important?</i></p> <p><i>What impact does my performance have on myself, my team, my agency and the community?</i></p>	<p><u>Staff with between 6 months and 12 months experience</u></p> <p><b>When working on phone interactions:</b> I will maintain an Average Handle Time (AHT) for phone interactions of between 15 minutes and 18.30 minutes. ACW will reflect the complexity of the interaction</p> <p>I will answer an average of at least 18 interactions per standard shift 7.5 hr shift)</p> <p>I will create a customer record (authenticate) for at least 90% of my customer interactions</p> <p><b>When working on digital interactions</b> I will maintain an Average Handle Time (AHT) for digital interactions of between 25 to 29 minutes. ACW will reflect the complexity of the interaction</p>	<p><u>Staff with more than 12 months experience</u></p> <p><b>When working on phone interactions:</b> I will maintain an Average Handle Time (AHT) for phone interactions of between 15 minutes and 17.30 minutes ACW will reflect the complexity of the interactionI will answer an average of at least 20 interactions per standard shift (7.5 hr shift)</p> <p>I will create a customer record (authenticate) for at least 90% of my customer interactions.</p> <p><b>When working on digital interactions</b> I will maintain an Average Handle Time (AHT) for digital interactions of between 24 to 28 minutes. ACW will reflect the complexity of the interaction</p> <p>I will answer an average of at least 16 interactions per standard shift (7.5 hr shift)</p>

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Documents released by the Fair Work Ombudsman  
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## Administration

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## Probation

Key Deliverables for Probation (First 6 months)	
<p><i>During probation Customer Services recognises that team members are learning the role and therefore have graduating KPI's during this period. The KPI's build on the previous month, with the expectation that by 6 months team members will be performing within the range for all Advisers, as outlined above.</i></p>	
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<b>4 months</b>	<div>s22 irrelevant information</div> <div><ul style="list-style-type: none"><li>• <b>Performance</b></li><li>• 90% authentication</li></ul></div>

	<ul style="list-style-type: none"><li>• AHT under 20 minutes and trending down</li></ul> <div>s22 irrelevant information</div>
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6 months	<div></div>

# Customer Service Delivery Performance Plan 2024-2025

## Fair Work Infoline Adviser (APS3)

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### ***Fair Work Ombudsman Purpose***

*To promote harmonious, productive, cooperative, and compliant workplace relations*

### ***How do we contribute to the FWO purpose in our roles?***

*Through our behaviours, our performance to KPIs, quality expectations, and administrative tasks*

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Behaviours

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Quality

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Performance

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	<p>I will maintain an Average Handle Time (AHT) for digital interactions of between 25 to 29 minutes. ACW will reflect the complexity of the interaction.</p> <p>s22 irrelevant information</p>	<p>I will maintain an Average Handle Time (AHT) for digital interactions of between 24 to 28 minutes. ACW will reflect the complexity of the interaction.</p> <p>s22 irrelevant information</p>
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## Administration

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<b>4 months</b>	<div data-bbox="403 1771 1505 2040"></div> <div data-bbox="403 2040 1505 2112"><p><b>Performance</b></p><ul style="list-style-type: none"><li>• 90% authentication</li></ul></div>

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5 months	<div data-bbox="405 150 1516 873" data-label="Text"> <p>s22 irrelevant information</p> </div> <div data-bbox="405 873 1516 1014" data-label="List-Group"> <p><b>Performance</b></p> <ul style="list-style-type: none"> <li>• 90% authentication</li> <li>• AHT under 18.30 minutes and trending down</li> </ul> </div> <div data-bbox="405 1014 1516 1429" data-label="Text"> <p>s22 irrelevant information</p> </div>
6 months	



**Fair Work**  
OMBUDSMAN

# 2015–16 Fair Work Ombudsman Annual Report

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# Part two: Performance report

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Annual performance statement

Agency priorities and activities

Online services

Phone services

Media outcomes

Stakeholder engagement

Compliance and enforcement activities

Campaigns

Inquiries

Enforcement outcomes

## My account

My account is an authenticated online space that enables customers to save tailored information, such as pay rates, access previous searches and submit enquiries. My account registrations more than doubled in 2015–16, with over 82 000 customers signing up for the online self-service gateway.

During the year, My account was used to provide tailored information to the building and construction industry based on compliance issues identified through a national campaign.

We answered over 47 000 My account enquiries, up from 22 306 in 2014–15. An additional 7400 enquiries received through an after-hours web form were also answered. This service ceased in November 2015, with customers directed to My account.

Modern awards most commonly saved in My account included clerks, retail, manufacturing, and building and construction.

In one instance, My account enabled us to reduce a 20 minute phone call to six minutes — with an adviser saving tailored information about wages into the account of a registered small business owner. The customer was able to review the resources and ask further questions online at times that suited them.

## Subscription services

Our employer newsletter, covering the latest employment issues and news, was emailed to almost 14 000 subscribers in 2015–16, up 15% on the previous year. Issues covered included workplace flexibility, record-keeping, job classification, shut-down periods over the Christmas break and processing leave requests.

Email updates were received by almost 46 000 subscribers, an increase of 24% from 2014–15. These emails alert people about important changes to workplace laws, including the wage increase from the annual wage review and new annual leave clauses in modern awards.

Monthly knowledge updates were also emailed to more than 480 workplace relations practitioners interested in understanding how we interpret and apply legislation.

## Practitioner service

The FWO answered just under 1400 enquiries through Practitioner Assist, a dedicated telephone and email service for employer organisations, workplace relations practitioners and unions. The majority of the enquiries related to modern award coverage. An online booking system was introduced during the year, enabling customers to schedule a time to discuss their enquiry.

## Phone services

Fair Work advisers answered more than 394 460 calls in 2015–16, with employees or their agents making up 67% of the enquiries. The average call wait time was 11:07 minutes with the average call lasting 10:08 minutes.

The Fair Work Infoline won Auscontact 'Government Centre of the Year' in 2015 for demonstrating passion, leadership and innovation.

Table 3: Calls answered, 2014–16

Phone service	2015–16	2014–15
Fair Work Infoline	285 161 (72%)	332 979 (71%)
Small Business Helpline	109 302 (28%)	135 775 (29%)
<b>Total</b>	<b>394 463 (100%)*</b>	<b>468 754 (100%)</b>

\* We also responded to around 20 000 customers that opted to leave a voicemail message.

Encouraging customers to visit the FWO website, access the PACT and submit enquiries through My account, including outside business hours, saw a reduction in calls answered during 2015–16.

The Translating and Interpreting Service was used by 3886 customers. Many culturally and linguistically diverse customers were also supported by our own multilingual staff who performed simple translation services. The increasing use and development of our own people's skills in this regard is supported by our bilingual register.

Advice on wages was again the most common reason people called. Entitlements and termination of employment were also of interest.

Calls commonly related to people working in construction (13%), followed by other services including personal services and repair and maintenance (10%), retail (10%), and accommodation and food services (10%).



Fair Work  
OMBUDSMAN



Australian Government  
Registered Organisations Commission

The Fair Work Ombudsman  
and

Registered Organisations Commission  
Entity



16–17

Annual  
Report



# 02: FWO performance report

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Phone services	15
Assisted dispute resolution services	16
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## Activities and recoveries

In 2016–17, we recovered more than \$30.6 million in unpaid wages for more than 17 000 workers through requests for assistance involving a workplace dispute and FWO-initiated activities. Of the 26 917 requests for assistance involving a workplace dispute:

- 94% (25 332) were resolved through education and dispute resolution activities in an average of seven days, with more than \$16.7 million recovered
- 6% (1585) were resolved through compliance activities in an average of 136 days, with more than \$4.6 million recovered. Of this, more than \$3.5 million was recovered through use of our statutory enforcement tools.

In addition, we conducted 5645 FWO-initiated activities including inquiries and campaign audits in sectors at high risk of non-compliance. These FWO-initiated activities accounted for more than \$9.3 million in recoveries, including \$4.5 million through use of our statutory enforcement tools.

## Online services

Our primary advice channel is [www.fairwork.gov.au](http://www.fairwork.gov.au). It offers mobile-friendly tailored information, self-service tools and translated material available in 30 languages.

We improved and expanded our in-language content, including adding new videos to the website. Information on our in-language web content is detailed in Compliance priorities on p. 18.

During the year, resources developed for the Aboriginal and Torres Strait Islander community were also added to the website. This includes videos, guides and fact sheets about solving problems at work, taking time off for sorry business—the grieving process after the loss of a family or community member—and how the FWO can help with workplace issues.

Visits to the website increased by 7% in 2016–17 to over 16.3 million. People are increasingly choosing to access information on their phones and tablets, with mobile device visits accounting for 44% of traffic.

**Table 1: Website visits and users, 2015–17**

	2016–17	2015–16
fairwork.gov.au visits	16 328 246	15 308 115
fairwork.gov.au users	9 556 221	9 017 902

*Note: Visits represent the total number of individual visits to the website. Users represent the number of individuals who have visited the website. Visits from the same user are counted as additional visits, but not as additional users.*

All website users can subscribe to receive email updates tailored to their needs. At 30 June 2017, there were 282 942 active subscribers to email services.

## Record My Hours app

In 2016–17, we released our first smartphone app. Record My Hours enables employees to record the hours they work on their mobile device. It is available in multiple languages and uses smartphone technology—like maps and GPS—to automatically record when an employee arrives and leaves their workplace. Manual recording is also available.

Employers are obliged to keep records and in the event that they don't, the app provides alternative evidence. If an issue arises at work, employees can use the information to discuss with their employer or share their records with someone else, like the FWO or a representative. In this case, information from the app would be considered alongside other workplace records when reconciling any underpayments. In 19 court actions commenced we were unable to calculate all or some of the underpayments owed to employees due to insufficient records. Further information on record-keeping contraventions is included in Litigation on p. 23.

The app was downloaded 13 420 times in 2016–17 and has won several awards, including gold at the 2017 Tech Design Awards.

## Online Learning Centre

Our Online Learning Centre remains a popular resource, with 59% more courses commenced in 2016–17. In addition, we supplied our courses to 43 organisations during the year to incorporate within their own learning management systems. Courses are for people who want to broaden their workplace knowledge, update their skills and discover new and more productive ways of working. Three new courses were added in 2016–17:

- managing employees
- diversity and discrimination
- workplace flexibility.

The diversity and flexibility courses were designed in partnership with the Australian Human Rights Commission.

The FWO's Online Learning Centre won *Excellence in Public Sector Management* at the 2016 Prime Minister's Awards, recognising our innovative education approach.

**Table 2: Online resource usage, 2015–17**

Resource use	2016–17	2015–16
My account registrations	103 474	82 507
Online enquiries answered	67 118	58 543
Record My Hours app downloads	13 420*	–
Online learning centre courses commenced	28 931	18 220
Pay tool visits	4 144 609	4 021 289
Pay tool calculations provided	5 266 947	5 024 736
Find my award searches commenced	567 102**	–

\* Record My Hours app was launched in March 2017 to make it quick and easy to record hours of work on mobile devices.

\*\* Find my award tool was introduced in September 2016 to help customers determine award coverage.

Our online tools and resources continue to grow in popularity. In April 2017 our Pay and Conditions Tool generated its 10 millionth pay rate calculation. The pay tool provided an average of 90 000 calculations per month in 2016–17. Information was commonly accessed on retail, building and construction, and hospitality modern awards.

## Online enquiries

During 2016–17, we responded to 67 118 online enquiries, including via My account, web chat, email and over 1300 enquiries through the FWO's Facebook and Twitter accounts.

Customers who cannot find information specific to their situation on the FWO website can submit an online enquiry through My account. My account is an authenticated online portal that also allows users to save tailored information such as pay rates, keep up to date with changes to pay and conditions, and interact with FWO advisers if they haven't been able to resolve their query through our online guidance.

In February 2017, a new online enquiry service was introduced through My account to improve customer experience. Interactive technology provides users with instant assistance for the most common questions, creating capacity for our advisers to provide personalised assistance for more complex enquiries.

This streamlined process is enabling us to assist more people, faster and more conveniently.

Additional changes made during the year allow individuals to request our assistance to resolve workplace disputes through My account. The system requires all relevant information about the dispute to be provided in the first instance and enables relevant documents such as pay slips to be uploaded. These features have helped to streamline dispute assessment and processing. Prior to this, individuals were required to complete a paper-based form in order to lodge a request for assistance. The paper-based form was used in less than 1% (215) of the 26 917 requests for assistance to resolve a workplace dispute received during the year.

Of the 63 043 My account enquires answered, wages was the most common topic. Entitlements and issues relating to termination of employment were also common.

The industries that accounted for the highest number of enquiries were:

- accommodation and food services (11%)
- professional, scientific and technical services (10%)
- retail trade (10%)
- health care and social assistance (10%).

## Phone services

Our advisers answered more than 385 700 calls in 2016–17, with 71% coming from employees or their agents. The average call wait time was 8:20 minutes – with the average call lasting 10:18 minutes. The Small Business Helpline had an average call wait time of 4:38 minutes and the average length of each call was 8:52 minutes.

The Fair Work Infoline was awarded *Best Government Contact Centre over 30 staff* at the 2016 Government Contact Centre Excellence Awards and *Best in Class Contact Centre (under 100 seats)* at Contact Centre Week Australia 2017.

Consistent with our online enquiries, wages was the most common reason people called. This was followed by entitlements and termination.



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**Table 2: Website translation tool, most popular languages 2017–18**

Language	Number of pages translated
Simplified Chinese	61 094
Korean	16 751
Spanish	9 911
Japanese	6 980
French	6 569

In 2017–18, we continued to expand our professionally translated in-language content, adding more in-language videos, downloadable resources and information in 16 priority languages to address the most common questions and queries asked by migrant workers. Topics translated include public holidays, pay slips and record-keeping, and issues in the workplace. Views of our in-language resources increased 150% compared to 2016–17, being viewed over 230 000 times in total.

Our Anonymous Report tool, which launched on the website in 2016, was also made available in 16 other priority languages this year. Further information about anonymous reports is detailed in Proactive activities, page 16.

### Email subscription services

We have made it easier for customers to keep up to date with their entitlements and obligations by consolidating our email subscription services. Our subscription service lets customers opt-in to email updates on various topics, such as important changes to their industry. As at 30 June 2018, we had 380 633 active subscribers, an increase of almost 100 000 subscribers from the previous financial year.

### Online education and proactive compliance tools

Our online tools aim to proactively educate both employers and employees about their entitlements and obligations, and empower them to resolve issues. Use of the majority of our online tools increased this year.

Our Pay and Conditions Tool had 6% more visits and generated 10% more calculations than 2016–17, providing an average of 480 000 calculations a month. Our Find my Award tool, which helps customers determine their award coverage, also saw an increase in usage of nearly 90%, with over one million searches conducted by customers.

Courses commenced in our Online Learning Centre increased by 28% in 2017–18. We introduced a new course that focused on record-keeping and pay slips. This course was released following the increase in maximum penalties for record-keeping and pay slip breaches arising from the

new provisions in the Fair Work Act relating to protecting vulnerable workers.

Our Record My Hours smartphone app, developed in 2016–17 to assist employees record their hours of work, was enhanced in 2017–18 to be available in 18 different languages (up from 12). It was downloaded 17 217 times, an increase of 28%. It also won several awards during the year, including gold at both the 2017 Sydney Design Awards and the 2017 GOV Design Awards.

**Table 3: Online resources and usage 2016–18**

Resource	2017–18	2016–17
Online Learning Centre	37 080	28 931
Record my hours app	17 217	13 420
Pay Tool visits	4 413 288	4 144 609
Pay Tool calculations	5 775 755	5 266 947
My account logins	348 383	280 916
My account registrations	102 342	103 474
Find my Award searches	1 075 311	567 102

### Online enquiries

During 2017–18, we answered 64 533 online enquiries, including via My account, web chat, email, Facebook and Twitter. Of these enquiries, 2689 were through the FWO's Facebook and Twitter accounts.

My account is an online portal that allows our customers to send us an online enquiry if they have queries or need assistance with a workplace issue. It also allows users to see and save tailored information, based on their preferences. The online enquiries service was used to answer 50 162 enquiries, most of which came from employees and their representatives (77%). We received the most enquiries from the following industries:

- accommodation and food services (12%)
- health care and social assistance (10%)
- professional, scientific and technical services (10%)
- retail trade (9%).

Customer engagement through our social media channels also increased significantly over the last year. The FWO's Facebook page had over 100 000 followers as at 30 June 2018 (a 67% increase in our followers over the year) and our Twitter account had over 18 000 followers (a 10% increase).

Enquiries answered through our Facebook and Twitter accounts also more than doubled compared to 2016–17 (from 1333 to 2689).



## Phone services

Our advisers answered over 376 200 calls in total in 2017–18, with the majority of calls coming from employees or their representatives (69%).

Our dedicated Small Business Helpline answered 98 641 of those calls. In April 2018, the Small Business Helpline answered its 500 000th call since its launch at the end of 2013. The most common enquiry types for the Small Business Helpline were:

- wages
- entitlements
- termination.

Table 4: Calls answered, 2016–18

Phone service	2017–18	2016–17
Non-Small Business Helpline	277 583	285 068
Small Business Helpline	98 641	100 677
<b>Total (Fair Work Helpline)</b>	<b>376 224</b>	<b>385 745</b>

The slight decrease in calls answered is due to the increased use of our online resources and services, including an increase in queries answered via web chat. Our online portal, My account, had 24% more log-ins from customers than the previous year, and our Pay Tool had 10% more calculations, indicating that more people are relying on our digital tools to answer questions about workplace entitlements.

The Fair Work Ombudsman was awarded Best People Strategy and Culture at the 2017 Government Contact Centre Excellence Awards.

## Assisted dispute resolution services

There are close to 2.2 million businesses and over 12.5<sup>1</sup> million workers across Australia. Our operating model is therefore based on a risk-based strategic education, advice and enforcement approach, which comprises both responsive and proactive interventions. This approach enables us to achieve the most effective outcomes using the tools and resources we have available.

When deciding how best to assist the people that seek our assistance, we consider the circumstances and issues on a case-by-case basis. Our assisted dispute resolution services recognise that different issues require different types of assistance, and aims to resolve problems between employers and employees before they escalate into formal disputes.

This approach helps to sustain effective employment relationships and enable recovery of any unpaid wages quicker than enforcement action.

In 2017–18, the number of workplace disputes finalised through the agency's early intervention, mediation and small claims assistance services increased compared to all previous years. The FWO finalised 27 074 of workplace disputes (96% of all disputes) through our assisted dispute resolution services in an average of seven days.

## Early intervention

Where employees and employers require assistance to resolve their workplace issue, they may be referred to a FWO early intervention specialist in the first instance.

The advice given during early intervention is tailored in response to the issues raised and the needs of the customer. It can include facilitated discussions with a focus on supporting customers to have effective workplace conversations, coaching customers through their options, provision of online resources and education, and moving to mediation if appropriate.

Early intervention specialists coach and advise customers about how to raise concerns with their employer or employee. The process can empower customers by teaching them how to resolve their own dispute quickly and informally, and can prevent an issue from escalating. The FWO resolved more disputes via early intervention in 2017–18, with over 20 000 disputes finalised via this method. Around 60% of the more than \$20.8 million recovered from our education and dispute resolution activities was via early intervention services.

Table 5: Early intervention disputes and recoveries, 2016–18

	2017–18	2016–17
Disputes completed	20 538	17 476
Monies recovered	\$12 611 943	\$9 038 112

## Mediation

We mediate appropriate workplace disputes where the parties consent.

In 2017–18, our accredited mediators worked with parties to finalise 5125 disputes and recovered over \$6.5 million in wages, a 38% and 18% increase respectively on the previous year.

<sup>1</sup> Australian Bureau of Statistics (ABS) Labour Force, Australia, June 2018, cat. no. 6202.0, ABS, Canberra



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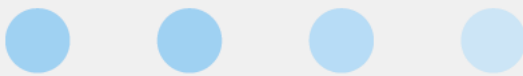
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Our Online Learning Centre was migrated into My account to make accessing it easier for more of our customers. Users commenced 38,491 online learning courses, a 4% increase from the previous year. The most popular courses included:

- Starting a new job
- Managing performance
- Difficult conversations in the workplace – employee and employer course
- Record-keeping and pay slips.

Our Record My Hours smartphone app, which assists employees to record their hours of work, was downloaded 20,039 times, a 16% increase from the previous financial year.

Table 3: Online resources and usage 2017–19

Resource use	2018–19	2017–18
Online Learning Centre	38,491	37,080
Record my hours app	20,039	17,217
Pay Tool visits	4,559,387	4,413,288
Pay Tool calculations	6,162,221	5,775,755
My account logins	495,345	348,383
My account registrations	132,411	102,342
Find my Award searches	1,065,822	1,075,311

## Online enquiries

In 2018–19, we answered 62,790 online enquiries via My account, web chat, email, Facebook and Twitter.

My account, our online customer portal, allows customers to:

- send general enquiries about workplace issues
- save website pages and wage calculations
- receive communications and information tailored to their industry
- undertake online learning courses.

We answered 43,410 My account enquiries, most from employees and their representatives (78%). The majority of enquiries came from the following industries:

- accommodation and food services (12%)
- health care and social assistance (11%)
- professional, scientific and technical services (10%)

- retail trade (9%)
- construction (9%).

We answered over 2600 enquiries through our Facebook and Twitter accounts in 2018–19. Our Facebook followers grew by 22% over the year, with 123,323 followers at 30 June 2019. Our Twitter account had 18,877 followers, a growth of 4.7%.

## Phone services

Our advisers answered more than 383,000 calls in 2018–19, most from employees or their representatives (70%). Our dedicated Small Business Helpline answered 81,481 of those calls. The most common enquiry types were:

- entitlements
- wages
- termination.

Table 4: Calls answered, 2017–19

Phone service	2018–19	2017–18
Non-Small Business Helpline	301,725	277,583
Small Business Helpline	81,481	98,641
Total (Fair Work Helpline)	383,206	376,224

The decrease in Small Business Helpline calls is offset by the increased use of our online resources, including the Small Business Showcase and our Pay and Conditions Tool.

We were awarded 'Best in Class Contact Centre with over 30 seats' at the Government Contact Centre Excellence Awards. We were also a finalist for the successful implementation of a software solution that captures customer interactions across telephone, My account and web chat.

## Advice, education and dispute resolution assistance

Our advice, education and dispute resolution services recognise that different issues require different types of assistance. When deciding how best to assist people, we assess each request for assistance, including the circumstances and issues, on a case-by-case basis. We aim to resolve problems between employers and employees before they escalate into formal disputes. This approach helps maintain productive and cooperative employment relationships and enables the faster recovery of unpaid wages.



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## Email subscription services

Subscribers to our email update service increased by over 100,000 during the year, to over 596,000 active subscribers. Subscribers can opt-in to receive email updates on various topics, including:

- pay rates and entitlements
- new products and resources
- industry and award specific updates.

During the year, we launched 64 email campaigns, sending out over 2.7 million emails to subscribers, with an open rate of 42% (the average open rate for government emails sits at around 30.5%<sup>6</sup>).

## Online education and compliance tools

Our online tools have been developed to educate employers and employees about their workplace obligations and entitlements, and empower them to resolve issues. The majority of our online tools saw consistent or increased usage this year in comparison to the previous financial year.

In 2019–20, we expanded our suite of interactive templates (online forms that employers and employees can fill out to generate a tailored template letter) with a new piecework agreement template. Our interactive templates are designed to reduce the time needed to prepare correspondence for those navigating employment-related decisions, and were collectively downloaded over 25,000 times. Additionally, our non-interactive templates were downloaded over 500,000 times.

Our pay calculator, part of the online Pay and Conditions Tool (PACT), continued to be popular with users, being viewed over 4.5 million times and processing 5,780,388 calculations.

Our Find My Award tool, which helps customers identify which award applies to them or their workplace, was also used over 1 million times.

Our fact sheets and best practice guides, which provide detailed information on workplace relations topics and best practice advice for small business employers, were collectively viewed over 4.2 million times.

Our Online Learning Centre, which provides free interactive online courses that teach skills and strategies to assist employers and employees work better, saw a 24% increase in courses undertaken, with users commencing 47,709 online learning courses.

The most popular courses included:

- difficult conversations in the workplace — employee and manager course
- managing performance
- diversity and discrimination
- starting a new job.

Our Record My Hours smartphone app, which uses geofencing technology to assist employees to record their hours of work, was also downloaded 19,834 times.

## Behavioural economics

During 2019–20, the FWO partnered across government and industry to deliver education-based behavioural economics projects.

FWO partnered with the Behavioural Economics Team of the Australian Government (BETA) and the Department of Education, Skills and Employment on a project to improve hospitality apprentices' and their employers' understanding and awareness of workplace rights and obligations.

The project involves the FWO sending apprentices and their employers a series of SMS and email messages over the first year of their apprenticeship. During 2019–20, we sent approximately 6000 text messages to hospitality apprentices and their employers.

We are also partnering with Monash University's BehaviourWorks Australia to deliver a behavioural economics project to encourage international students to engage in good workplace practices including keeping records of time worked, collecting payslips and contacting the FWO via online channels if they need assistance resolving a workplace issue.

This pilot project involves a workplace rights quiz for international students who are starting a new job in Australia or who have recently worked in Australia. After completing the quiz, students are prompted to sign up for education resources. Then, over a series of four weekly emails, students are encouraged to adopt good workplace practices using behavioural approaches. The pilot will be evaluated during 2020–21.

## Online enquiries

In 2019–20, we answered 67,217 online enquiries via My account, web chat, email, Facebook, LinkedIn and Twitter, an increase of 7% from the previous year.

My account, our online customer portal, allows customers to:

- send general enquiries about workplace issues
- save website pages and wage calculations
- receive communications and information tailored to their industry
- undertake online learning courses.

We answered 49,970 My account enquiries, most of which came from employees and their representatives (78%). The majority of enquiries came from the following industries:

- health care and social assistance (12%)
- accommodation and food services (11%)
- professional, scientific and technical services (10%)
- retail trade (10%)
- construction (8%).

We answered 12,593 enquiries over web chat and email, and an additional 4654 enquiries through our Facebook, LinkedIn and Twitter accounts, an increase of 78% from the 2018–19 period.

Our Facebook followers grew by 23% over the year, with 151,686 followers at 30 June 2020. Our Twitter account had 20,424 followers, a growth of 8.2%. We also significantly increased our activities on LinkedIn, which resulted in a 279% increase in followers — from 9572 to 36,291 followers.

<sup>6</sup> Australia email benchmarks (2020): By day and industry, *Campaign Monitor*, viewed 2 August 2020, <https://www.campaignmonitor.com/resources/guides/australia-email-marketing-benchmarks>.

## Phone services

Our advisers answered over 424,200 calls in total in 2019–20, with the majority of calls coming from employees or their representatives (72%).

Our dedicated Small Business Helpline answered 78,556 of those calls. The most common enquiry types for the Small Business Helpline were:

- entitlements
- wages
- termination.

Table 3: Calls answered, 2017–20

Phone Service	2019–20	2018–19	2017–18
Non-Small Business Helpline	345,699	301,725	277,583
Small Business Helpline	78,556	81,481	98,641
Total (Fair Work Infoline)	424,255	383,206	376,224

We were awarded Best People and Culture Award at the 2019 Government Contact Centre Week in Sydney.

## Advice, education and dispute resolution services

The FWO assesses each request for assistance we receive involving a workplace dispute, including the circumstances and issues, on a case-by-case basis. We may provide education, advice and various dispute resolution tools to assist parties resolve instances of potential non-compliance before they escalate into formal disputes. This approach helps maintain productive, harmonious and cooperative employment relationships and enables the faster recovery of unpaid wages.

The FWO completed 19,544 workplace disputes (89% of all disputes) through our advice, education and assisted dispute resolution services.

### Early intervention

Where employees and employers need assistance to resolve their workplace issues, we may refer them to an early intervention specialist in the first instance.

The early intervention specialist tailors advice in response to the issues raised and the needs of the customer in order to promote compliance with workplace laws. This can include discussions with one party or both parties, with a focus on:

- supporting parties to have effective workplace conversations to resolve workplace issues
- advising customers how to raise concerns with their employer or employee and assisting them to do so
- providing advice and education in relation to workplace rights and obligations
- beginning a mediation where appropriate
- referring a matter to an inspector for possible issuing of a compliance notice or a broader investigation.

We completed close to 17,000 disputes through early intervention in 2019–20. Of the nearly \$19.2 million recovered from our education and dispute resolution activities in the last financial year, over \$14.4 million came from early intervention, amounting to 75% of our total education and dispute resolution recoveries.

## Mediation

We mediate workplace disputes where the parties consent. In 2019–20, our accredited mediators worked with parties to complete 1808 disputes and recovered nearly \$4.3 million in unpaid wages.

In addition to monetary settlements, outcomes agreed to by the parties can include apologies, changes to working arrangements and the return of goods and documents.

## Small claims assistance

Customers can seek our assistance with lodging a matter in the small claims court. This avenue is available to both employees and employers for matters where the claim is for less than \$20,000.

Our assistance team helps customers in a number of ways, including:

- drafting a pre-claim letter to the employer
- discussing different court options
- preparing and presenting calculations
- completing court forms, such as applications and responses
- explaining different stages of court processes
- filing and serving court documents.

In 2019–20, the FWO provided information and guidance to assist 791 people with small claims, recovering \$252,203 in unpaid entitlements.

FWO lawyers also attend small claims hearings as a 'friend of the court'. In this capacity, we don't act for either party but can assist the court and the parties on points of law or procedure. In 2019–20, the FWO attended as a friend of the court in 220 matters.

## Investigations and activities

### 2019–20 Compliance and enforcement priorities

In mid-2019, the FWO publicly announced its compliance and enforcement priorities for 2019–20:

- fast food, restaurants and cafes (FRAC)
- horticulture and the Harvest Trail
- supply chain risks
- franchisors
- sham contracting.

These specific priorities were determined after an analysis of operational data, intelligence and experience. In addition, we continue to prioritise matters that involve vulnerable workers, are of significant public interest or scale, demonstrate blatant disregard for the law, or present an opportunity to test the law.

Our 2019–20 compliance and enforcement priorities guided our investigations and activities for the financial year, allowing us to strategically focus our resources on issues and sectors that our intelligence indicates as having the highest risk of non-compliance. Our priorities were also designed to allow us to continue to monitor compliance more broadly and take action where needed, including on emerging issues such as large corporations self-reporting non-compliance of workplace laws.

### Investigations in response to requests for assistance

In 2019–20, we conducted 2370 investigations into more complex or significant matters (involving vulnerable workers, serious non-compliance and/or uncooperative employers), in response to



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## Our priorities, services and activities

The FWO provides education, advice and a range of tailored dispute resolution tools to promote harmonious, productive, cooperative and compliant workplace relations. In 2020–21, this included resources and services to assist the community through the COVID-19 pandemic.

We also enforce workplace laws both in response to requests for assistance and through FWO-initiated activities. Further details about our functions and approach are included in our Purpose and our Compliance and Enforcement Policy, which are available on the FWO website at [fairwork.gov.au](https://www.fairwork.gov.au).

In 2020–21, we recovered \$148.4 million in unpaid wages for more than 69,700 workers through requests for assistance involving a workplace dispute, FWO-initiated activities and large employers self-reporting underpayments to us. This is a 20% increase in monies recovered from the previous financial year.

To support deterrence, we issued 155 media releases over the year reporting on our compliance and enforcement activities.

## Our response to the COVID-19 pandemic

The FWO's priority remains to support workplaces through the COVID-19 pandemic and recovery phases by ensuring the most up-to-date information and advice is available as the situation continues to evolve.

The COVID-19 pandemic has had a significant impact on Australian workplaces, and we continue to adjust our resources and services to meet the changing needs of our customers.

### COVID-19 online services

#### Coronavirus website

Our dedicated coronavirus website at [coronavirus.fairwork.gov.au](https://coronavirus.fairwork.gov.au) provides the community with up-to-date information and advice and addresses the most common enquiries and issues. Information and topics covered on the mobile-friendly site include:

- COVID-19 vaccinations and the workplace
- what to do when workplaces shut quickly because of a lockdown
- pay and leave
- the rules relating to the former JobKeeper scheme
- temporary changes to workplace laws, including award-specific flexibility provisions and pandemic leave
- health and safety in the workplace
- alternative working arrangements
- stand downs, ending employment and redundancy.

The information on our coronavirus website can also be translated into 34 languages.

In November 2020, we introduced an interactive website tool to guide employers to the information they need as they reopen, scale up and adapt their operations to be COVID-safe. The tool cross-promotes other government COVID-19 resources, including Safe Work Australia's COVID-19 business planning tool.

We also developed template letters to help small businesses manage their COVID-19 obligations. Topics covered include:

- using the former JobKeeper scheme Fair Work Act provisions to issue stand down directions or change an employee's duties or work location
- standing down employees due to the impacts of coronavirus
- directing employees to take annual leave during a coronavirus outbreak.

Two videos dispelling common misconceptions about JobKeeper and return to work rules, aimed at employers and employees, were also added during the year.

Since its launch (on 25 March 2020), there had been over 7.3 million pageviews of our coronavirus web content to 30 June 2021.

Usage of the coronavirus website peaked in the initial stages of the pandemic, with similar peaks occurring following major Commonwealth and state/territory government announcements, including those announcing restrictions and legislative changes.

#### Virtual assistant

Our virtual assistant, 'Frankie', is designed to help answer our online customers' COVID-19-related questions.

At the peak of JobKeeper, Frankie answered approximately 340 COVID-19 related workplace questions (and over 2,500 question variations). We continually update and refine Frankie to ensure she is meeting user needs and answering frequently asked questions.

If a customer asks about information that is outside our jurisdiction, Frankie will direct them to the most appropriate government website, such as Services Australia, the Australian Taxation Office or the Department of Health.

Where Frankie can't answer a question, she will respond with a safety net response, advising the customer that she can't answer all questions. Frankie encourages customers to visit [fairwork.gov.au](https://www.fairwork.gov.au) for answers to general questions about workplace laws. As at 30 June 2021, Frankie's safety net response rate was 4.50%.

As at 30 June 2021, Frankie has had a total of 63,077 sessions (the number of times the virtual assistant has been opened) and 80,033 questions from customers since launch on 5 June 2020.

#### Phone services – coronavirus hotline

Customers seeking COVID-19 advice via our phone services are directed to our coronavirus hotline through our Interactive Voice Response system.

In 2020–21, the hotline answered 46,276 calls. The majority of these came from employees.

The top 3 industries to call through were from:

- cafés, restaurants and takeaway food services
- personal care services
- building installation services.

Consistent with 2019–20, the key areas our customers wanted information on related to:

- entitlements
- general wages (such as hourly rate)
- hours of work
- leave.



Topics of specific interest included:

- JobKeeper (in relation to enabling stand downs, payment and accrual of entitlements)
- stand down
- payment and leave during lockdown or self-isolation
- deterioration of business conditions due to COVID-19 (including reducing employee hours and redundancy).

### Workplace Legal Advice Program

Our Workplace Legal Advice Program commenced in April 2020 and was expanded to assist more businesses and employees in 2020–21.

The program aims to help eligible workplace participants respond to and recover from the impacts of the pandemic. The FWO refers participants to a panel of 11 external legal service providers with specialist skills in workplace relations who provide free and confidential legal advice.

In 2020–21, we referred 1,334 participants to external legal service providers for funded legal advice under this program.

### COVID-19 stakeholder activities and engagements

We have been working closely with government, industry and community stakeholders to respond to workplace relations issues arising out of the COVID-19 pandemic and to share learnings and strategies. Key engagements and activities include:

- working across Government to administer the Fair Work Act provisions of the JobKeeper scheme, which finished on 28 March 2021. The FWO was a member of the JobKeeper Program Inter-Departmental Committee and its working groups, each of which oversaw key aspects of the program
- meeting with industry, employer and employee organisations to understand the impact COVID-19 has had on different industries and organisations, and to promote and seek feedback on our education tools and resources
- meeting with the Employment Services division of the Ministry of Business, Innovation and Employment (MBIE – New Zealand) to share and learn from their experience in managing the impacts of the pandemic
- sending email newsletters to community organisations and intermediaries to supplement virtual engagement. Stakeholders were asked to share our messages through their networks, including information on legislative changes, new resources and invitations to FWO webinars.

### COVID-19's impact on our services

The FWO continues to discharge its statutory functions to provide education, advice and enforcement in a proportionate and appropriate way, consistent with the public interest.

We recognise the significant impact the COVID-19 pandemic is having on workplaces and remain focused on providing resources to assist employers and employees navigate the complexities of the Fair Work Act in the context of the evolving pandemic.

While we consider the prevailing business conditions when addressing non-compliance, those found to be engaging in egregious or systemic non-compliance will continue to be held to account.

FWO ceased its face-to-face appointments with customers throughout the financial year, for the health and safety of our staff as well as the wider community. Customers are referred to our national call centre and online services. Our field-based work and physical attendance at education and engagement events were also limited at times during the year. Site visits by Fair Work Inspectors and event attendance continue, where it is safe and appropriate to do so.

## Online services

Our website, [www.fairwork.gov.au](http://www.fairwork.gov.au), is our largest customer-service channel, providing education and advice on Australia's workplace relations system.

The mobile-friendly site provides:

- comprehensive information about workplace rights and obligations
- content, tools and resources that are designed and tailored to meet a range of different audience and customer needs, learning styles and education levels
- industry-specific information on workplace laws
- access to self-service tools, including pay and leave calculators, online learning courses and interactive templates
- a translation tool that allows customers to view website information in 36 different languages
- professionally translated information and resources in over 30 languages.

In 2020–21, visits to [fairwork.gov.au](http://fairwork.gov.au) increased by 3% from the previous financial year to 21.4 million visits.

Table 1: Website visits and users, 2018–21

	2020–21	2019–20	2018–19
<a href="http://fairwork.gov.au">fairwork.gov.au</a> visits	21,373,555	20,706,559	17,846,171
<a href="http://fairwork.gov.au">fairwork.gov.au</a> users	12,461,633	11,790,566	10,081,020

*Note: Visits represent the total number of individual visits to the website. Users represent the number of individuals who have visited the website. These figures count visits from the same user as an additional visit, but not as an additional user.*

For information about our dedicated coronavirus website see COVID-19 online services (p.13).

### Tailored information and resources

We have continued to enhance and expand our suite of online resources to provide more tailored information and assistance to our customers.

To continue to support employers and employees to prevent and resolve workplace issues, we launched a new 'Workplace problems' website section in February 2021. This section uses tailored language and provides resolution steps to make it easier for customers to act.

As at 30 June 2021 these pages had been collectively viewed over 231,000 times.

### Horticulture showcase

Our horticulture showcase continues to prove popular with growers and workers in this industry. This digital showcase provides industry-specific information, tailored resources and self-help tools and covers topics including:

- pay and piecework rates
- sourcing labour and how to use labour hire lawfully
- tips for working on the Harvest Trail
- deductions for accommodation, transport and job finding.

The showcase also includes a series of educational videos, an inbuilt automatic translation tool that enables users to translate content into 36 languages and an interactive tool that growers can use to check their knowledge of workplace rights and obligations and get tailored help where they identify gaps.



**Fair Work**  
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**Australian Government**  
**Registered Organisations Commission**

Fair Work Ombudsman and  
Registered Organisations Commission Entity

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PART 2

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Our online tools are informed by user research and testing. In 2021–22, we continued key partnerships across government and with industry experts to deliver a variety of communication initiatives, and continued to evolve and refine our website content, tools and resources, including (but not limited to):

- ▶ Horticulture Showcase content and resources
- ▶ new contract cleaning content and resources
- ▶ COVID-19 content
- ▶ CN resources
- ▶ sexual harassment content
- ▶ Online Learning Centre
- ▶ interactive templates and graphics
- ▶ Workplace Basics Quiz.

Over the last financial year, we answered 37,616 My account enquiries (across both the old and new customer portal platforms), most of which came from employees and their representatives (75%). The majority of enquiries came from the following industries:

- ▶ Health Care and Social Assistance (15%)
- ▶ Professional, Scientific and Technical Services (10%)
- ▶ Accommodation and Food Services (10%)
- ▶ Retail Trade (8%)
- ▶ Construction (8%).

### Online enquiries and My account

In 2021–22 we answered 49,463 online enquiries via My account, web chat, email, Facebook, LinkedIn, and Twitter. We answered 8,752 enquiries over web chat and email, and a total of 3,095 enquiries across Facebook, LinkedIn and Twitter accounts. As at 30 June 2022, our Facebook followers grew to a total of 174,949, reaching almost 7.5 million people. Our LinkedIn account experienced a 16% growth in followers and including YouTube, our following surpassed a quarter of a million, growing 9% in total from the previous financial year.

My account, our online customer portal, allows customers to:

- ▶ send general enquiries about workplace issues to us
- ▶ save website pages and wage calculations
- ▶ receive communications and information tailored to their industry
- ▶ undertake online learning courses.

In February 2022 we launched an upgraded and modernised version of My account in line with our new website's look and feel. The upgrade also improved security and overall provides improved web performance, including:

- ▶ new landing page design and improved navigation
- ▶ an 'Alerts and important updates' section
- ▶ a new 'Resources' section that suggests templates and problem-solving guides (in addition to training courses) tailored to individual customer profiles
- ▶ introduced multifactor authentication (MFA) in line with government standards.





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## Office of the Fair Work Ombudsman

- ▶ Registered Organisations Commission
- ▶ Australian Building and Construction Commission

### **Annual Report 2022-23**

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## PART 2

# Office of the Fair Work Ombudsman performance report

Office of the Fair Work Ombudsman  
annual performance statement 2022–23

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## Online enquiries and My account

The phone remains the most popular method for people to contact the OFWO for assistance, however, we also provide assistance via online channels. In 2022–23 we answered 40,291 online enquiries via the OFWO's My account portal, email and social media (Facebook, LinkedIn and Twitter).

Social media continues to be a significant growth channel for engaging with employers and employees about Australia's workplace laws. In total, the OFWO has nearly 300,000 social media followers and experienced 11% growth across all our channels in 2022–23.

In addition to informing people about a variety of workplace law information such as award updates, legislative changes and workplace entitlements, our social media team assists employers and employees with a variety of queries. In 2022–23 we provided 1,765 responses to queries on our social media channels.

Facebook is the most common social media channel people use to interact with the OFWO. As of 30 June 2023, our total followers sit at just under 200,000. Our LinkedIn account experienced the highest growth of our social channels, with a 30% increase in followers. We also opened a new OFWO account on Instagram to further our social media reach, and particularly engage young worker audiences.

My account, our online portal, allows customers to:

- ▶ send general enquiries about workplace issues to us
- ▶ save website pages and wage calculations
- ▶ receive communications and information tailored to their industry
- ▶ undertake online learning courses.

Over the last financial year, we answered 37,880 My account enquiries. Employees and their representatives (77%) account for the majority of My account enquiries. Contact most commonly came from the following sectors:

- ▶ health care and social assistance (15%)
- ▶ accommodation and food services (11%)
- ▶ professional, scientific and technical services (9%)
- ▶ retail trade (8%)
- ▶ construction (8%).

## Email subscription services

In 2022–23 we shared 44 email updates and newsletters, sending out more than 5.2 million emails to our subscriber base of nearly 574,000. Subscribers can opt-in to receive email updates on various topics, including:

- ▶ pay rates and entitlements
- ▶ new products and resources
- ▶ industry and award specific updates.

## Phone services

In 2022–23, our advisers answered 291,274 calls, with the majority coming from employees or their representatives (71%).

We answered 37,880 enquiries via My account, the OFWO's online portal that helps people get the workplace help and advice they need.

Nearly one in 5 of the calls answered by our advisers (54,643) were small business-related enquiries, reiterating the importance we place on investing in education and assistance for this sector. The most common enquiry types relating to small businesses were:

- ▶ workplace entitlements
- ▶ wages
- ▶ employment termination
- ▶ National Employment Standards (NES).

Customers seeking COVID-19 advice via our phone services were directed to the [fairwork.gov.au](https://www.fairwork.gov.au) website for the most up-to-date information. Similar to the previous 2 financial years, COVID-19 enquiries contributed to an overall reduction in calls answered.

**Table 4:** Calls answered, 2022–23

Phone service	2022–23	2021–22	2020–21
General Business Helpline	236,631	241,693	308,229
Small Business Helpline	54,643	56,653	67,692
<b>Total (Fair Work Infoline)</b>	<b>291,274</b>	<b>298,346</b>	<b>375,921</b>

## Education and dispute resolution services

We assess each assistance request we receive involving a workplace dispute.

The OFWO provides educational resources and advice to assist parties understand their rights and obligations under workplace laws. This approach helps maintain productive, harmonious and cooperative employment relationships, and can enable a faster recovery of unpaid wages.

In 2022–23, we resolved 16,812 matters. The majority of these matters were settled via dispute resolution. The remaining completed workplace disputes were resolved via our compliance and enforcement tools (for more information on outcomes relating to these tools, see page 34).

We provide tailored advice in response to the issues raised and the needs of employees and employers to promote workplace law compliance, including information on:

- ▶ workplace rights and responsibilities
- ▶ potential options available including how to discuss issues directly in the workplace
- ▶ likely outcomes based on the information provided by the parties
- ▶ what to expect if an investigation occurs.



# Office of the Fair Work Ombudsman

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# Advice, education and dispute-resolution services

## Phone services

Our advisers answered 290,990 phone calls in 2023–24, with the majority coming from employees or their representatives (72%). We also answered 28,666 enquiries via My account, the OFWO’s online portal that helps people get the workplace help and advice they need.

Table 1: Calls answered, 2021–24

Phone Service	2023–24	2022–23	2021–22
General Helpline	239,644	236,631	241,693
Small Business Helpline	51,346	54,643	56,653
<b>Total (Fair Work Infoline)</b>	<b>290,990</b>	<b>291,274</b>	<b>298,346</b>

We often receive positive feedback from members of the public who call us for help. During the financial year employees wrote to us to let us know how much they valued the assistance provided by OFWO staff:



‘I just wanted to take this opportunity to thank [OFWO staff member] for all of her help... So easy to deal with and made me feel like I really mattered. After resigning from my job due to bullying and incorrect pay rate, I did feel a little uncomfortable to make contact, but your staff made me feel confident and helped me pursue what I was entitled to... So easy to deal with and very quick to get a response from my workplace. After only having our phone meeting on Monday and to receive a call just the following day to let me know that everything has been rectified and I will be receiving my entitlement within the next 2 days was so rewarding, so thank you to your staff .... You guys really turned an uncomfortable situation into a positive one.’



‘A shout out to [OFWO staff member] for a great job in assisting me talk to my old work. I believed I should be a level 3 employee whereas they had me classified as a level 1. Thank you to [OFWO Infoline staff member] because after they spoke with my former boss, they [my old workplace] were willing to move me to a level 2 and made back-payment at that level. While I still believe I should be a level 3, it is great to have them give me some recognition. I can mentally go forward and move on from here. Thank you.’

More than 51,000 of the calls we received in 2023–24 were small business-related enquiries, reiterating the importance we have placed on investing in education and assistance for this sector (for more information related to our dedicated services for small businesses, see page 26).



‘I dealt with [OFWO Infoline staff member] and she was wonderful. It is frightening to deal with some issues as a small business employer and they were great. I always try to do the right thing by my employees and having her take the time to assist me, was very helpful.’ – **Positive feedback received from a small business owner.**

The most common enquiry types from small business employers related to:

- wages
- employment conditions
- employment termination
- leave entitlements.

In 2023–24 we also delivered a range of new and enhanced education resources for the Australian community, which included:

- ▶ the Fixed Term Contract Information Statement (developed in consultation with stakeholders and insights from user research and testing)
- ▶ a building and construction information sheet that was promoted by the Master Builders Association and the National Electrical Contractors Association in their November digital newsletter
- ▶ a Closing Loopholes No.2 timeline and snapshot
- ▶ a rebuild of the Record My Hours app
- ▶ new family and domestic violence leave case studies
- ▶ investigation FAQs and behaviourally informed email templates
- ▶ behaviourally informed updates to template letters used by our EAS to improve education outcomes, readability and recall of information
- ▶ a new agreements and bargaining timeline
- ▶ a new workplace delegates' rights fact sheet
- ▶ a new letter template, designed to help employers explain pay and classification to employees on a supported wage
- ▶ a new flyer for a Workforce Australia employment provider, Employment and Training Company, on 'Getting help with workplace rights and obligations' for inclusion in its onboarding ePack
- ▶ a series of resources on the topics of 'About the FWO, what to do before you call us' and 'Report a problem without telling us who you are'
- ▶ Two new resources to support a referral process for eligible complainants who have had their complaints unresolved at the FWC and Australian Human Rights Commission (AHRC) to be referred to the OFWO where appropriate
- ▶ a behavioural insights project to look at ways to improve our interactive voice response (our Infoline on-hold messaging), which included conducting behavioural research, proposing interventions, and a trial protocol that could be implemented to review the impact of the proposed interventions.

## Online enquiries and My account

Phone calls remain the most popular method customers use to contact us for assistance; however, we also provide assistance via online channels. In 2023–24, we answered 30,903 online enquiries via the OFWO's My account portal, email and social media – Facebook, LinkedIn, X (formerly Twitter), and Instagram.

My account, our online portal, allows customers to:

- ▶ send general enquiries about workplace issues to us
- ▶ save website pages and wage calculations
- ▶ receive communications and information tailored to their industry
- ▶ undertake online learning courses.

Over the past financial year, we answered 28,666 My account enquiries. Workers and their representatives (79%) account for most My account enquiries. Contact most commonly came from the following sectors:

- ▶ health care and social assistance (16%)
- ▶ accommodation and food services (11%)
- ▶ professional, scientific and technical services (10%)
- ▶ retail trade (8%)
- ▶ construction (8%).

Infoline Contractors		
9 July 2015 to 9 July 2025		
		Total for period
9/07/2015	8/07/2016	0
9/07/2016	8/07/2017	0
9/07/2017	8/07/2018	0
9/07/2018	8/07/2019	0
9/07/2019	8/07/2020	25
9/07/2020	8/07/2021	0
9/07/2021	8/07/2022	15
9/07/2022	8/07/2023	9
9/07/2023	8/07/2024	0
9/07/2024	8/07/2025	0

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