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## 2024-25 FY

**RfAs (broken down by industry & location)**

a Number of RfAs received related to underpayments

**Investigations (broken down by industry & location)**

b Number of investigations completed in relation to underpayments

c Number of businesses labelled 'non-compliant' from closed investigations

d Number of self-reported companies that have had investigations closed

**Recoveries (broken down by industry & location)**

e \$ value that Australians have been re-paid

f Number of payments to employees (we can't determine distinct employees that are paid, the transaction occurs between the employer and the employee)

g \$ value of infringement notice penalties paid

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

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## Number of RfAs received related to underpayments

ANZSIC division	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total	
Accommodation and Food Services		33	753	20	522	153	37	745	170	2,433
Administrative and Support Services		14	432	6	259	46	7	319	86	1,169
Agriculture, Forestry and Fishing		1	85	3	90	19	20	79	26	323
Arts and Recreation Services		1	85	4	49	12		88	15	254
Construction		34	690	10	438	103	44	660	164	2,143
Education and Training		7	108	4	74	17	7	133	37	387
Electricity, Gas, Water and Waste Services			43		18	5		27	6	99
Financial and Insurance Services		1	119		58	28	4	69	22	301
Health Care and Social Assistance		8	561	13	434	78	27	491	135	1,747
Information Media and Telecommunications		1	26		20	2		33	3	85
Manufacturing		6	205	5	194	49	12	200	63	734
Mining			11		29	5		6	24	75
Other Services		16	283	10	228	48	14	290	82	971
Professional, Scientific and Technical Services		18	342	6	196	29	6	268	76	941
Public Administration and Safety		16	77	8	32	16	1	74	37	261
Rental, Hiring and Real Estate Services		9	160	4	157	11	12	169	44	566
Retail Trade		22	357	9	262	58	21	363	90	1,182
Transport, Postal and Warehousing		6	215	9	204	41	13	225	66	779
Wholesale Trade		8	199	1	92	36	5	136	45	522
<b>Grand Total</b>		<b>201</b>	<b>4,751</b>	<b>112</b>	<b>3,356</b>	<b>756</b>	<b>230</b>	<b>4,375</b>	<b>1,191</b>	<b>14,972</b>

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## Number of investigations completed in relation to underpayments

ANZSIC division	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total	
Accommodation and Food Services		12	132	5	100	23	9	136	41	458
Administrative and Support Services	2		41	2	32	8	3	48	11	147
Agriculture, Forestry and Fishing			26	4	32	5	6	54	6	133
Arts and Recreation Services			9		4			6		19
Construction	2		68	2	43	12	8	81	14	230
Education and Training	1		12	2	4	2		12	3	36
Electricity, Gas, Water and Waste Services					1	1		2		4
Financial and Insurance Services			8		2	2	2	7	7	28
Health Care and Social Assistance			58	1	46	9	3	44	14	175
Information Media and Telecommunications			1					2		3
Manufacturing			16		19	4	1	12	6	58
Mining					3				1	4
Other Services	4		37	2	25	9	1	35	6	119
Professional, Scientific and Technical Services	1		28	1	12	3	1	19	4	69
Public Administration and Safety	3		4		4			13	2	26
Rental, Hiring and Real Estate Services			8		10	1		9	3	31
Retail Trade	5		43	1	31	7	1	37	1	126
Transport, Postal and Warehousing			13		14	5	1	7	2	42
Wholesale Trade	1		12		8	4		11	2	38
<b>Grand Total</b>		<b>31</b>	<b>516</b>	<b>20</b>	<b>390</b>	<b>95</b>	<b>36</b>	<b>535</b>	<b>123</b>	<b>1,746</b>

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## Number of businesses labelled 'non-compliant' from closed investigations

ANZSIC division	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total	
Accommodation and Food Services		8	96	5	73	18	5	110	33	348
Administrative and Support Services		2	28	2	17	3	2	35	6	95
Agriculture, Forestry and Fishing			19	4	17	5	4	30	4	83
Arts and Recreation Services			5		2			5		12
Construction		1	55	2	33	10	8	59	10	178
Education and Training		1	6		3			5	2	17
Electricity, Gas, Water and Waste Services					1	1		1		3
Financial and Insurance Services			5		2	1	2	6	1	17
Health Care and Social Assistance			34	1	28	5	1	22	6	97
Information Media and Telecommunications			1							1
Manufacturing			12		15	3	1	8	5	44
Mining					1					1
Other Services		3	27	1	22	7	1	31	5	97
Professional, Scientific and Technical Services		1	19	1	10	3	1	12	3	50
Public Administration and Safety		1	3					6	2	12
Rental, Hiring and Real Estate Services			4		6			6	2	18
Retail Trade		3	28	1	20	6		29	1	88
Transport, Postal and Warehousing			7		12	4	1	7	2	33
Wholesale Trade			11		5	2		6	2	26
<b>Grand Total</b>		<b>20</b>	<b>360</b>	<b>17</b>	<b>267</b>	<b>68</b>	<b>26</b>	<b>378</b>	<b>84</b>	<b>1,220</b>

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## Number of self-reported companies that have had investigations closed

ANZSIC division	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
Accommodation and Food Services		1				1		1	3
Administrative and Support Services			1		1				2
Arts and Recreation Services		2						2	4
Construction			1					2	5
Education and Training			2		4		1	3	11
Electricity, Gas, Water and Waste Services			1		1			1	3
Financial and Insurance Services			2		1			2	5
Health Care and Social Assistance			5	1	3	3	2	6	26
Information Media and Telecommunications			3					2	5
Manufacturing			1		1			2	5
Mining								1	5
Other Services		1	2		2			3	10
Professional, Scientific and Technical Services			1		3			4	8
Public Administration and Safety		8	1		1			2	12
Rental, Hiring and Real Estate Services		1	1						2
Retail Trade		1	2					4	8
Transport, Postal and Warehousing			1		2				3
Wholesale Trade			1						2
<b>Grand Total</b>		<b>14</b>	<b>25</b>	<b>1</b>	<b>19</b>	<b>4</b>	<b>3</b>	<b>35</b>	<b>119</b>

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\$ value that Australians have been re-paid

ANZSIC division	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
Accommodation and Food Services	129,204	1,175,662	12,931	13,238,241	369,241	24,965	3,784,574	167,004	18,901,822
Administrative and Support Services	70,136	4,832,144	32,774	297,561	44,833	4,437	401,393	78,130	5,761,409
Agriculture, Forestry and Fishing		267,735	900	79,346	812	14,841	220,768	12,105	596,507
Arts and Recreation Services	3,759	15,058		2,199,829			1,678,546	23	3,897,214
Construction	31,946	7,869,445	7,881	278,159	122,175	34,335	946,889	475,146	9,765,975
Education and Training	10,203	32,971,304	735,264	8,916,826	18,077	350,581	21,593,959	4,197,786	68,793,999
Electricity, Gas, Water and Waste Services		269,219		16,038	323,213		1,142,750		1,751,220
Financial and Insurance Services		12,292,585		4,995,215	705	3,116	4,440,860	32,976	21,765,457
Health Care and Social Assistance	96,612	14,393,999	14,723	6,567,307	507,165	640,588	9,427,231	4,443,317	36,090,942
Information Media and Telecommunications		610,691		10,953			35,847		657,491
Manufacturing		427,837	987	1,402,405	46,988	13,691	3,878,804	120,773	5,891,484
Mining		31,968		805,529	417,400		38,839,092	14,758,171	54,852,160
Other Services	247,124	1,768,008	291	9,070,267	49,415	8,184	659,068	2,248,186	14,050,543
Professional, Scientific and Technical Services	6,354	286,479	600	415,680	20,625		23,562,188	3,084,013	27,375,939
Public Administration and Safety	3,631,871	249,613	3,000	340,748	913,589		174,994	578,240	5,892,056
Rental, Hiring and Real Estate Services	12,724	1,033,469		207,331	882	14,034	148,933	47,878	1,465,249
Retail Trade	62,460	55,083,445	9,565	166,476	189,805	8,006	4,088,036	258,786	59,866,579
Transport, Postal and Warehousing	2,854	1,631,327		956,931	51,317	12,845	1,091,886	172,591	3,919,751
Wholesale Trade	1,100	966,515		278,692	34,413	1,191	11,225,022	36,914	12,543,846
<b>Grand Total</b>	<b>4,306,347</b>	<b>136,176,502</b>	<b>818,915</b>	<b>50,243,534</b>	<b>3,110,657</b>	<b>1,130,813</b>	<b>127,340,839</b>	<b>30,712,037</b>	<b>353,839,643</b>

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Number of payments to employees (we can't determine distinct employees that are paid, the transaction occurs between the employer and the employee)

ANZSIC division	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total	
Accommodation and Food Services		320	1,116	6	500	238	24	1,590	127	3,921
Administrative and Support Services		25	2,613	2	405	11	5	142	30	3,233
Agriculture, Forestry and Fishing			56	7	96	2	10	105	6	282
Arts and Recreation Services		48	13		617			1,203	1	1,882
Construction		5	1,217	9	80	30	8	308	187	1,844
Education and Training		2	25,730	2	5,618	4	31	17,684	685	49,756
Electricity, Gas, Water and Waste Services			16		4	3		65		88
Financial and Insurance Services			6,626		1,257	2	2	6,387	2	14,276
Health Care and Social Assistance		2	7,272	3	704	338	1,283	3,576	6,324	19,502
Information Media and Telecommunications			68		1			5		74
Manufacturing			89	1	495	13	2	1,038	29	1,667
Mining			4		195	55		986	4,689	5,929
Other Services		322	486	4	2,399	24	4	198	472	3,909
Professional, Scientific and Technical Services		3	58	1	383	4		14,721	761	15,931
Public Administration and Safety		214	267	1	241	35		116	357	1,231
Rental, Hiring and Real Estate Services		189	226		113	1	3	25	8	565
Retail Trade		18	62,613	3	54	136	3	3,456	84	66,367
Transport, Postal and Warehousing		1	610		3,768	8	3	600	5	4,995
Wholesale Trade		1	69		26	6	1	6,313	16	6,432
<b>Grand Total</b>		<b>1,150</b>	<b>109,149</b>	<b>39</b>	<b>16,956</b>	<b>910</b>	<b>1,379</b>	<b>58,518</b>	<b>13,783</b>	<b>201,884</b>

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## \$ value of infringement notice penalties paid

ANZSIC division	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
Accommodation and Food Services	11,781	173,537	1,602	53,559	12,833	8,580	108,986	18,848	389,726
Administrative and Support Services		1,303		1,286	313		59,533	1,565	64,000
Agriculture, Forestry and Fishing		24,744		6,760	1,582		51,080	1,878	86,044
Arts and Recreation Services		643		1,286		660	330		2,919
Construction		330		3,530	0	330	3,154	313	7,657
Education and Training		313		330			330	313	1,286
Financial and Insurance Services		1,276					330		1,606
Health Care and Social Assistance		7,073		5,016			6,566	643	19,298
Information Media and Telecommunications							330		330
Manufacturing		4,399		313			880	313	5,905
Other Services		14,500		2,868	0	10,230	2,582		30,180
Professional, Scientific and Technical Services	330	643		330		0	330	0	1,633
Public Administration and Safety		1,790		0			660		2,450
Rental, Hiring and Real Estate Services		550		3,756		0	660		4,966
Retail Trade	9,590	3,919		4,222	313	0	10,118	660	28,822
Transport, Postal and Warehousing		643		0	660		313		1,616
Wholesale Trade		4,685		643	1,565		2,208		9,101
<b>Grand Total</b>	<b>21,701</b>	<b>240,348</b>	<b>1,602</b>	<b>83,899</b>	<b>17,266</b>	<b>19,800</b>	<b>248,390</b>	<b>24,533</b>	<b>657,539</b>

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- *litigations commenced/concluded in relation to underpayment*

There was a total of 73 litigations filed in the 2024/2025 financial year. 68 of those 73 litigations relate to underpayments.

Litigations Commenced	Number
<b>By location</b>	
New South Wales	<b>30</b>
Northern Territory	<b>1</b>
Queensland	<b>10</b>
South Australia	<b>3</b>
Tasmania	<b>1</b>
Victoria	<b>20</b>
Western Australia	<b>3</b>
<b>Total</b>	<b>68</b>

Litigations Commenced	Number
<b>By Industry</b>	
Agriculture	<b>1</b>
Automotive Repair and Maintenance	<b>3</b>
Building Cleaning, Pest Control and Gardening Services	<b>3</b>
Building Construction	<b>9</b>
Cafes, Restaurants and Takeaway Food Services	<b>14</b>
Car Retailing	<b>1</b>
Cheese and Other Dairy Product Manufacturing	<b>1</b>
Chemist or Pharmacy Operations	<b>1</b>
Child Care Services	<b>2</b>
Computer System Design and Related Services	<b>4</b>

Litigations Commenced	Number
<b>By Industry</b>	
Concreting Services	1
Electrical Services	1
Electricity, Gas, Water and Waste Services	1
Furniture Manufacturing	1
Gardening Services	1
Hairdressing and Beauty Services	2
Investigation and Security Services	1
Manufacturing	1
Medical and Other Health Care Services	2
Motor Vehicle Clutch and Brake Repair and Service	1
Other Automotive Repair and Maintenance	1
Other Auxiliary Finance and Investment Services	1
Other Goods and Equipment Rental and Hiring	1
Painting and Decorating Services	1
Parking Services	1
Real Estate Services	2
Retail Trade	3
Road Transport	4
Trailer and Other Motor Vehicle Retailing	1
Wholesale Trade	1
Wine and Other Alcoholic Beverage Manufacturing	1
<b>Total</b>	<b>68</b>

- *\$ value of any additional penalties paid by employers (eg court ordered penalties) ”.*

There was a total of 50 penalty decisions handed down in the 2024/2025 financial year. 46 of those 50 decisions relate to litigations involving underpayments.

Penalty decisions ordered relating to underpayment litigations	No. of decisions handed down	Total penalties ordered
<b>By location</b>		
New South Wales	18	\$21,181,985.10
Northern Territory	3	\$113,730.00
Queensland	2	\$32,978.00
South Australia	4	\$416,634.50
Tasmania	2	\$179,221.96
Victoria	16	\$557,315.70
Western Australia	1	\$39,600.00
<b>Total</b>	<b>46</b>	<b>\$22,521,465.26</b>

Penalty decisions ordered relating to underpayment litigations	No. of decisions handed down	Total penalties ordered
<b>By Industry</b>		
Automotive Repair and Maintenance	4	\$317,533.06
Building Construction	6	\$85,497.00
Cafes, Restaurants and Takeaway Food Services	10	\$16,064,114.70
Clothing Retailing	1	\$5,146,100.00
Diet and Weight Reduction Centre Operation	1	\$7,992.00

Penalty decisions ordered relating to underpayment litigations	No. of decisions handed down	Total penalties ordered
<b>By Industry</b>		
Electricity, Gas, Water and Waste Services	1	\$9,250.00
Finance Asset Broking Services	1	\$117,190.00
Food Retailing	3	\$57,944.00
Furniture Manufacturing	1	\$11,000.00
Hairdressing and Beauty Services	2	\$58,000.00
Horticulture	1	\$166,860.00
Insurance and Superannuation Funds	1	\$9,990.00
Investigation and Security Services	1	\$6,600.00
Manufacturing	1	\$3,756.00
Music and Other Sound Recording Activities	1	\$67,000.00
Other Personal Services	1	\$197,000.00
Professional Services	1	\$39,600.00
Retail Trade	2	\$46,000.00
Road Transport	3	\$44,928.00
Social Assistance Services	1	\$7,012.50
Telecommunications Services	1	\$8,400.00
Warehousing and Storage Services	1	\$21,978.00
Waste Treatment, Disposal and Remediation Services	1	\$27,720.00
<b>Total</b>	<b>46</b>	<b>\$22,521,465.26</b>