

Request for assistance – workplace dispute

IMPORTANT: If your request relates to unfair dismissal and you want to challenge the reasons for the termination of your employment, please contact the Fair Work Commission: <https://www.fwc.gov.au>

Please note: All questions marked with an asterisk (*) are mandatory. Please complete this form using black ink.

The Fair Work Ombudsman is impartial and represents neither an employee or an employer. In some instances the Fair Work Ombudsman may not be able to assist with your request.

Section 1. Your details

1.1 Title:* Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Dr ☐ Other

1.2 Surname/family name:*

Given name/s:*

1.3 Postal address:*

Suburb/town:*

State:*

Postcode:*

1.4 Daytime contact number (include area code):*

Mobile number:*

1.5 Email address:*

1.6 Date of birth (DD / MM / YYYY):* / /

1.7 Do you need an interpreter? * Yes ☐ No ☐

Language:

For an interpreter, contact Translating & Interpreting Services (TIS) on 13 14 50

1.8 Has someone else completed this form on your behalf?*

No – Please go to section 2 ☐ Yes ☐

1.9 Do you authorise this person to act on your behalf? Yes ☐ No ☐

Contact name:

Contact number:

Section 2. Employer details

Note: You may find some of these details on the employer's business letterhead, your pay slips or payment summary.

2.1 Business name:*

2.2 ABN/ACN (Australian Business Number/Australian Company Number):*

2.3 Is/was your employer a small business (under 15 employees)? Yes ☐ No ☐

2.4 Full name of the business owner(s) and/or manager:

Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Dr ☐ Other

Full name:

2.5 Workplace contact number (include area code):*

Mobile number:

Workplace email address:

2.6 Address where you work/worked:*

Suburb/town:

State:

Postcode:

2.7 Employer's postal address:

Suburb/town:

State:

Postcode:

Section 3. Details of request

The Fair Work Ombudsman can assist with requests in relation to pay rates, award queries, conditions of employment and workplace rights. Please visit www.fairwork.gov.au/help to see how the Fair Work Ombudsman can assist you.

3.1 Have you called the Fair Work Infoline?*

☐ No ☐ Yes – What is your Reference Number?

3.2 What date did you start working for this employer (DD / MM / YYYY)? / /

3.3 Are you still working for this employer? ☐ Yes – go to Question 3.5 ☐ No – go to Question 3.4

3.4 What date did you finish working for this employer (DD / MM / YYYY)? / /

3.5 Were/are you employed as (select one only):

full-time ☐ part-time ☐ casual ☐ don't know? ☐

3.6 Were/are you employed under (select one only):

an apprenticeship ☐ a traineeship ☐ neither? ☐

3.7 Is/was your employment subject to a working visa?* Yes ☐ No ☐ Classification

If you are unsure of your visa classification, please call the Department of Immigration & Border Protection on 13 18 81 or visit www.immi.gov.au.

3.8 What is/was your job title?

Using the space below, please provide details of your request. In responding to your request, the Fair Work Ombudsman may advise your employer that you have requested our assistance and the details of your request. This may include sending a copy of all or part of your request for assistance form to your employer (although we will not forward your address, email or phone number). The Fair Work Ombudsman provides this information to your employer so they can understand what the allegations are and provide a response to your request to us. Unless you elect to tick option 2 in Section 4 below, you give your consent to the Fair Work Ombudsman to provide all or part of your request for assistance form to your employer.

Note: General bullying or harassment complaints should be directed to your state or territory occupational health and safety body or the Fair Work Commission.

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3.9 Details of your request:*

Section 4. Confidentiality*

In the course of managing your request the Fair Work Ombudsman may want to contact your employer to provide a copy of your form, to request specific information about your employment and/or discuss your allegations. This will result in your employer being made aware that you have made a request for assistance about them and your employer being provided with a copy of all or part of your request (although we will not forward your address, email or phone number).

☐ Option 1 – I give permission for the Fair Work Ombudsman to contact my employer for the purpose detailed above.

☐ Option 2 – I DO NOT give permission for the Fair Work Ombudsman to contact my employer for the purpose detailed above.

Note: If you choose Option 2, we will have to keep your request confidential. We will generally use your request for information gathering purposes.

Contact the Fair Work Infoline on 13 13 94 if you would like to discuss your situation in more detail.

Section 5. Your declaration and acknowledgement*

I declare that:

The details I have provided are correct to the best of my knowledge.

I acknowledge that the Fair Work Ombudsman may disclose or authorise to disclose information likely to assist in the administration or enforcement of a law of the Commonwealth, a State or a Territory. This includes referring my request, or aspects of my request, including any information obtained while investigating my request, to other relevant government agencies, including state/territory agencies, where issues fall within their area(s) of responsibility.

I acknowledge that the information provided in my request for assistance form may be used for statistical research, monitoring and evaluation that may be carried out by the Fair Work Ombudsman, Fair Work Commission, the Department of Employment or contracted commercial researchers, and this will not breach Australian privacy principles.

Your signature:*

Date:*

Please ensure you have signed and dated this form before returning it.

Note: Depending on the nature of your request, you may be asked by the Fair Work Ombudsman to provide supporting documents such as: pay slips, payment summaries, time and wage records, tax forms, employment agreements/contracts, Individual Flexibility Arrangements, correspondence with your employer, job advertisements, relevant employer policies and forms, medical certificates or other records. You will be notified if this documentation is required. These documents may also be released to your employer/former employer if the Fair Work Ombudsman believes this may assist with your request.

Please post this completed form to:

**Fair Work Ombudsman
Assessment Team
GPO Box 2567
Adelaide SA 5001**

We manage personal information in accordance with the Privacy Act 1988. We only collect and use information about you that we need to respond to your workplace enquiry or to carry out the functions of the Fair Work Ombudsman.

Our privacy policy, is available on [Our policies page](http://www.fairwork.gov.au/policies) at www.fairwork.gov.au/policies. It contains more information about accessing and correcting your personal information if you think it's inaccurate, out of date, incomplete, irrelevant or misleading. Our privacy policy also has information about how you can complain about a breach of the Australian Privacy Principles and how we will deal with your complaint.

What action are we likely to take?

We have found that in most cases the workplace issue can be resolved between the parties with some help from us. We want parties to resolve these matters with minimal expense, time and stress. A formal investigation is generally not the best approach in these cases. Rather we help the parties work through their issues together.

A request for assistance about a workplace dispute usually results in us taking one or more of the following actions:

- helping the parties to resolve an issue quickly and informally in the workplace by providing access to employment tools and resources
- giving tailored advice to help parties deal with the matter and get a better understanding of Commonwealth workplace laws
- referring the information to another government agency
- offering mediation
- conducting an investigation
- placing parties on notice about our concerns and the possibility of future action if the conduct continues or happens again
- assisting an employee to take their own action (such as through a small claims court)
- using the information provided in future activities
- determining that there is no action required at this time.

In all cases the information given to us is important, and helps us to determine our current and future activities.

For more information on what may occur once the Fair Work Ombudsman has received your request, please refer to our [Compliance and Enforcement Policy](#).