

What to do before you call us





We are the **Fair Work Ombudsman**.

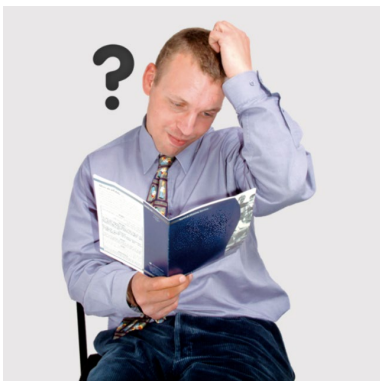
An **Ombudsman** is someone who listens to complaints and can help fix problems.



Our job is to help workers and bosses with pay and rules at work.



We, our and us means the **Fair Work Ombudsman**.



This guide has some hard words.

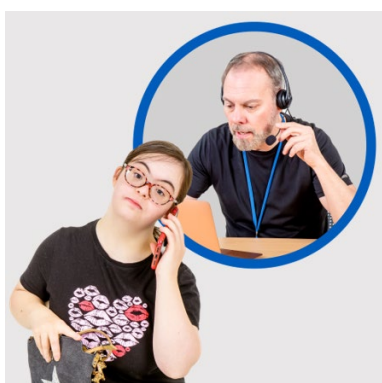
The first time we write a hard word we write it in **bold**.

Then we write what that word means.

Get your information ready



Before you call us, you need to know some information.



We will ask you questions when you call.



This will help us give you the right information.

Information about you



We want to know your name.



We might ask for your

- phone number

- email address

- home address

- date of birth.

Information about where you work



We want to know the name and address for where you work.

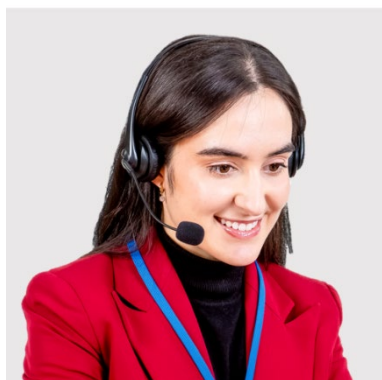


We want to know what the business does.



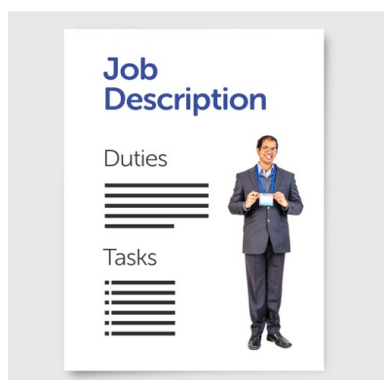
We want to know the name of the **award** or **agreement** for your job.

An **award** or **agreement** is like a book of rules about your job and pay.



If you do not know the award or agreement for your job we can help you find out.

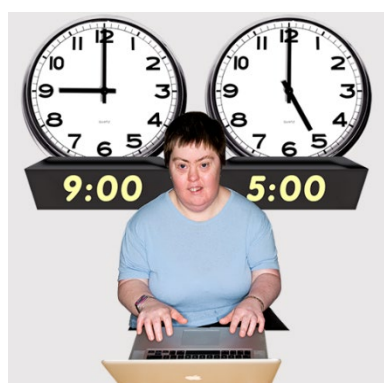
Information about you at work



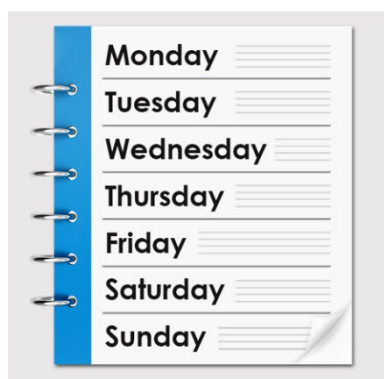
We want to know what you do at work.



We want to know how much pay you get at work.



We want to know how many hours you work.



We want to know how many days you work.

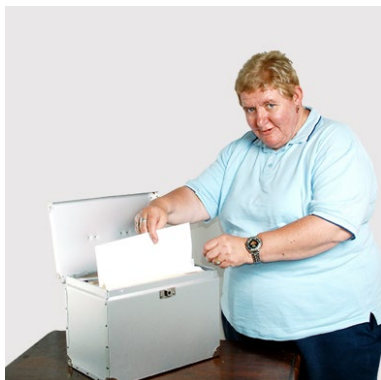
Where to find the information



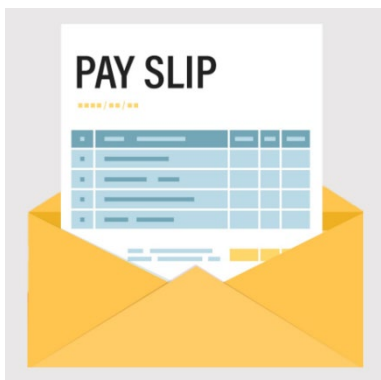
You might have got a letter or contract when you started work.



This might have the information we need.



You can find information on a **pay slip** or other work records.



A **pay slip** tells you how much pay you got for the work you did.

More information and help

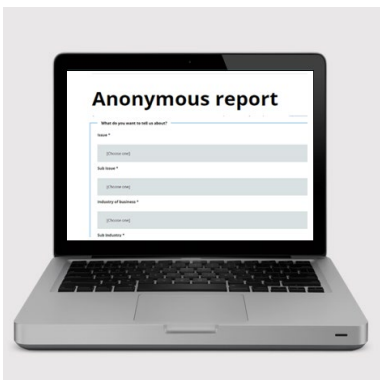


You can ask your family, carer or friend to help get your information.



You or your support person can call us on 13 13 94.

We are open from 8:00am to 5:30pm Monday to Friday.



If you don't want to tell us your name and information you can make an **anonymous report** on our website.



Anonymous means we do not know who you are.



To find out about making an anonymous report go to fairwork.gov.au/easy-read-pdf-anon-report.

This guide tells you general information.

If you are not sure how it applies to you, please call us on 13 13 94.

This guide was last updated in August 2024.