



Fair Work
OMBUDSMAN



Fair Work Ombudsman

Visual Style Guide

The Fair Work Ombudsman's purpose is to promote harmonious, productive, cooperative and compliant workplace relations.

As our external face to the world, the Fair Work Ombudsman brand helps us fulfil this role. It's an important tool in demonstrating who we are and what we do.



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Our Fair Work Ombudsman brand

Our brand is more than just a logo. It's how people perceive and understand us. It's built and reinforced with every interaction people have with our organisation – meeting with an Inspector, calling our Infoline, visiting our website or interacting with us on social media. Consistent appearance and presentation helps to facilitate people's recognition of, and trust in our organisation.

▶ Our brand includes the application of our logo, the Australian Government Coat of Arms (crest), and all other design elements in print, digital, promotional collateral and other multimedia. This includes:

- stationery (e.g. letters, letterheads)
- formal documents (e.g. contravention notices, enforceable undertakings)
- signs and posters
- printed resources (e.g. fact sheets, best practice guides)
- social media content
- promotional collateral (e.g. lanyards, pens)
- presentations
- video
- email (including corporate signatures).

These guidelines have been developed to help you and external designers and production houses consistently apply our brand.

You should also read the [GOV.AU Content Guide](#) and FWO Language Supplement available internally from the [Our brand](#) page on FWO.net. It outlines how we achieve a consistent voice when writing and speaking.

Australian Government branding

The Fair Work Ombudsman is an Australian Government agency. The crest and the words 'Australian Government' are used in our logo to reflect this. These branding guidelines are consistent with the [Australian Government Design Guidelines](#) available from the Department of the Prime Minister and Cabinet website.

Help and approvals

The Communications Team can provide assistance in preparing branded material for external and internal use. If you're thinking of creating a new product, resource or anything that requires application of our brand, please contact the Communications Team at the beginning of the project.

Artwork must be approved for public release by the Communications Team. The Communications Team is happy to assist and advise on correct and optimal application of our brand.

Language

When drafting communications for external audiences refer to the [GOV.AU Content Guide](#) and FWO Language Supplement (available on [Our brand](#) page on FWOnet). These resources will guide you in developing communications that are consistent, customer-centric and aligned with the FWO Strategic Intent.

Accessibility

Accessibility is always a consideration when communicating with people and applying our brand. Accessibility ensures that everyone has equal access to our information and services.

All Australian Government websites and intranets must follow the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) Level AA. This means WCAG accessibility requirements apply to all communications and artwork made available on our website or intranet.

For assistance with accessibility requirements visit the [web and intranet accessibility page](#) on FWOnet, or contact the [Digital Experience and Strategy team](#).

Colour

- Ensure that text and graphics can be read and seen clearly when viewed without colour. If colour alone is used to convey information, people who cannot differentiate between certain colours will not understand the information.
- Ensure that foreground and background colour combinations provide sufficient contrast – a vital factor in legibility.

It's a requirement for us to meet minimum accessibility standards at all times. Please ensure you always meet requirements.

Text

Sans-serif fonts (like Open Sans and Arial) should be used for body text for maximum readability.

- Use an appropriate font size suitable for the typeface, contrast, purpose of text and audience.
- Avoid using all capital letters and italics for bodies of text.
- Consider spacing between characters and lines of text so that text isn't crowded or squashed.

Templates should be used for creating documents when they're available. If a template isn't available for the document you're creating please contact the [Communications Team](#) for advice.

Our logo

Our logo is used on all print collateral, signage, stationery, our website and social media.

It's available in two different layouts – inline (which is the default option to use) and stacked.

Please contact the [Communications Team](#) to discuss alternative solutions for your design needs.

Colour options

Both logo layouts may only be used in mono and reversed. The blue and maroon logo isn't to be used on any new material.

The preferred options are the black logo for light coloured backgrounds or a white logo for dark coloured backgrounds. Contrast between the logo and the background should always be considered carefully.

The logo colour and layout options must not be modified, adjusted or redrawn in any way. They should appear as provided.

Inline mono logo



Stacked logo



Inline reverse logo



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Examples of incorrect logo use



Distorting proportion - squashed



Using the retired blue and maroon version of the logo



Distorting proportion - stretched



Poor background contrast - too light



Logotype without Australian Coat of Arms



Poor background contrast - too dark



Examples of correct logo use



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Minimum clear space



No other images or graphic elements should interfere with the logo.

Two isolation zones have been established to maintain the integrity and maximise the impact of our brand. Isolation zone A is applied to small format applications (website, fact sheets, and stationery) and isolation zone B for large format applications (mainly signage).

The isolation zones are defined as 'x'. The size of 'xA' is based on the height of the Ombudsman text (isolation xB is double this size).

Please note: these zones should be used as a minimum dimension, applying to every form of our logo, and in every application of our logo.

Positioning

Our logo should always be positioned in a way that compliments the visual style of the product and helps convey the desired message to the chosen audience.

Our logo should always be positioned in the most prominent visual position on material. Where possible, this should be at the top of the item it appears on. However, the most prominent position will differ for some formats.

Size

Minimum size specifications are provided to ensure our logo is reproduced effectively.

Our logo must not be reproduced where the Australian Government Coat of Arms (Crest) is less than 20mm wide (for print) and 80 pixels (for screen).

On some items where it may not be possible to adhere to this, the Crest may be altered in width, but must remain recognisable. Logo sizes for a range of specific formats are provided below.

In no circumstances should the size of logo elements be altered individually. The proportions of our logo should always be kept consistent when reduced or enlarged.

Logo usage should always follow brand guidelines and must always adhere to the [Commonwealth Coat of Arms information and guidelines](#).

Application of logo size

Promotional items

On promotional items the Arms may be altered in width but must be large enough to remain recognisable.

Multimedia

Specific logo sizes have not been set for video and other multimedia to allow for variations in formats and screen dimensions. However, if space is an issue then the width of the Arms can fall below 80 pixels but must remain recognisable.

All videos should be branded with our logo and the Australian Government Coat of Arms in a title card/sequence at the beginning or end of the video.

Printed material

For printed material the logo can be sized so the width of the Arms is:

- Business card, DL, A5 = 15mm
- A4 default = 20mm
- A4 with title or image = 15mm
- A3 = 20mm and above
- A2 = 25mm and above
- A1 = 35mm and above.

Corporate stationery and email signature

Like a letter, our emails are corporate communications so emails must be set up to include our corporate email signature.

Guidelines on how to set up this email signature are available from the [Our brand](#) page on FWO net. Do not alter or add to the corporate email signature.

Using logo with web address

All external communications we produce should include reference to the website. In most cases details of the website and our logo appear as a 'sign-off' to material.



Business cards and magnetic or pin-backed name badges can be ordered via [FWO Forms](#).

Co-branding

Where products are developed in conjunction with (or endorsed by) other organisations they may need to have both our logo and the logo(s) of the other organisations.

No two logos are ever the same, therefore the ratio between the Fair Work Ombudsman logo and other organisations' logos is largely left to discretion. However, in order to be consistent when working with partners, we have set out a few basic principles to follow.

Australian Government co-branding

In circumstances where a number of departments and/or agencies are to be identified, for example on a sponsorship acknowledgment, the department or agency names could be listed below the line to the right of the Australian Government Coat of Arms. This protocol can apply to the stacked layout as well.

Lead partner relationship

Where we are the lead organisation, the design of material should follow our brand guidelines. Use our logo height as a general guide by which to size other partner logos, keeping our logo prominent. Remember to adhere to required isolation zones. You may also consider using partner logos in mono to avoid clashing colours.

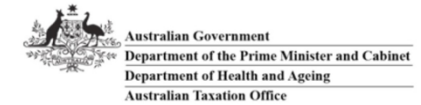
Equal partner relationship

Where all organisations are equal, agree at the start of the project how the material will be designed – choosing one organisation's brand style may be convenient or developing a distinct style may be more appropriate. Try to size each logo in equal proportion. Remember to adhere to isolation zones.

Secondary partner relationship

Where we are the supporting organisation, the design of material should follow the lead organisation's brand style. Ensure our logo meets minimum size and isolation zone requirements.

Examples of Australian Government co-branding



Correct



Incorrect

Iconography

Some customer segments may be more likely to have low literacy skills and have English as a second language. These customers may rely on graphics and icons to understand our communications. For example, icons such as telephones, pens and computers can help signpost or guide customers on how to contact us.

Iconography can also be used to represent data in a more visually engaging way, for instance in the form of infographics.

Illustrations or icons can be useful in summarising large amounts of information in a way that is clear and simple to understand as well as visually engaging.

Icon style

The style of iconography used by the FWO is line icon with either square or rounded edges.

By keeping a consistent approach with iconography we can ensure that we are communicating our messages clearly and consistently across all mediums in the FWO brand.

If an alternative iconography solution is required, please contact the [Communications Team](#) for assistance.

Icon size

Icons should be no smaller than 25 pixels wide to ensure that they are recognisable at all times.

Icon examples



Correct



Incorrect



Correct



Incorrect

Colour

Colour is an important element in the application of our brand. The brand colours are based on the website colour palette.

This suite of colours should always be used when applying the brand.

The colour palette is comprised of primary and secondary colours. The primary colours are the core colours, used predominantly for corporate communications. These colours are supplemented by a range of secondary colours which can be applied in cases where more variety may be required.

Printed colour reproduction of the logo and brand must be matched as closely as possible to Pantone standards. Allowances should be made for variations in how material will be produced.

This is because the reproduction of colour is affected by many different variables. For example, how colour is applied (e.g. painted, printed, viewed on screen etc.); how material is printed (e.g. digital or lithographic, with laminate or without, etc.); on what material it's applied (on coated or uncoated paper etc.); will all affect the ultimate colour result.

If an alternative colour solution is required, please contact the [Communications Team](#) for assistance.



Primary colours

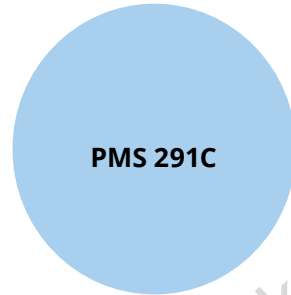


PMS 534C

RGB: 27 54 93

HEX: 1B365D

CMYK: 95 74 7 44

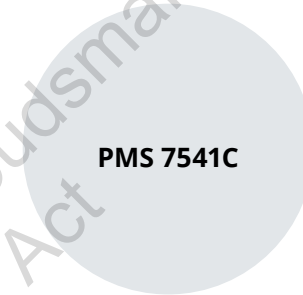


PMS 291C

RGB: 155 203 235

HEX: 9BCBEB

CMYK: 38 4 0 0



PMS 7541C

RGB: 217 225 226

HEX: D9E1E2

CMYK: 7 1 3 2

Secondary colours



PMS 1235C

RGB: 255 184 28

HEX: FFB81C

CMYK: 0 31 98 0

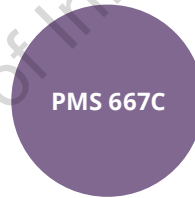


PMS 134C

RGB: 253 210 110

HEX: FDD26E

CMYK: 0 12 60 0



PMS 667C

RGB: 124 105 146

HEX: 7C6992

CMYK: 56 59 4 14



PMS 522C

RGB: 186 156 197

HEX: BA9CC5

CMYK: 24 44 0 0



PMS 3255C

RGB: 44 213 196

HEX: 2CD5C4

CMYK: 48 0 25 0



PMS 353C

RGB: 128 224 167

HEX: 80E0A7

CMYK: 41 0 36 0



PMS 3115C

RGB: 0 193 213

HEX: 00C1D5

CMYK: 59 0 14 0



PMS 189C

RGB: 248 163 188

HEX: F8A3BC

CMYK: 0 39 10 0



PMS 205C

RGB: 224 69 123

HEX: E0457B

CMYK: 0 83 16 0



PMS 485C

RGB: 218 41 28

HEX: DA291C

CMYK: 0 95 100 0

Typefaces

Our brand uses Open Sans as its main typeface on all external printed material and our website. For Word and electronic documents, Calibri is the standard typeface.

Other typefaces such as Bebas Neue can be used at the discretion of the Design/ Communications team for impactful and specific design projects.



Open Sans Regular

abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890

Open Sans Italic

*abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890*

Open Sans SemiBold

**abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890**

Open Sans Bold

**abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890**

Open Sans ExtraBold

**abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890**



Calibri Regular

abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890



BEBAS NEUE

**ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890**

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Imagery

Imagery is a powerful tool, the way we use it can help engage the user and communicate our message to the community.



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When using imagery to enhance communication, choose images that express personal relevance, information and confidence. These principles should help inform imagery considerations for your product.

Imagery may unintentionally perpetuate gender, cultural and other stereotypes. When selecting images ensure there is an appropriate gender and cultural balance and that imagery used doesn't inadvertently portray people in stereotypical roles.

Hero images should always be used. They should be placed in a prominent position which will help draw in the audience and compliment the content. The hero image can be the feature and primary focus of the product or it can be integrated within the content.

If the hero image is integrated within the content, it does not have to be the primary point of focus but should still assist in drawing in the audience.

People don't always have to be the subject of imagery. Objects, scenery and landscapes can be used provided they communicate the message effectively.

Imagery used in our products must communicate the message of the collateral to the audience in a clear way.

For assistance with imagery please contact the [Communications Team](#). Communications can provide advice on using imagery and assist in purchasing imagery from external suppliers.



Basic guidelines to follow when selecting imagery:

- Use clear, bright, true to life images, not colour treated or washed.
- Where possible, the photo should pick up a bright colour within the scene, not all subtle, monotone colours.
- Depict real, everyday people that reflect our society, not staged or posed.
- Objects or close ups may be used to help present a concept, especially if a photograph of a work scene could be interpreted too narrowly and literally for your message.

Before selecting a picture ask yourself:

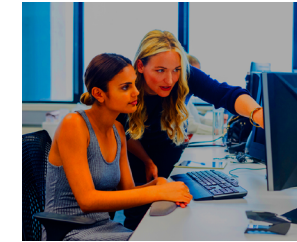
- Does the image help deliver the message?
- Does the image perpetuate stereotypes?
- Will cropping the image compromise the subject and emotion conveyed?
- Where will the logo and type sit in within the composition?

Image examples

Use clear, bright, true to life images not colour treated or washed.



Correct



Incorrect



Depict real, everyday people that reflect our society not staged or posed.



Correct



Incorrect



Illustration and animation

The use of illustration or animation can be a more effective option than photographic images in some instances. For example, when a product is designed to be re-printed or when a photographic image doesn't serve to enhance or explain the key messages. Illustration is also an effective style for social media and other pathways to more visual audiences.

Please contact the [Communications Team](#) for advice and assistance before using illustration or animation in any external communications.

- ▶ Illustration or animation can be especially useful when communicating to audiences who have difficulty reading and understanding written text. Some customer segments may be more likely to have low literacy skills and may rely on graphics and icons to understand our communications. For example, icons such as telephones, pens and computers can help signpost or guide customers on how to contact us. Illustration or animation can be useful in summarising large amounts of information in a way that is clear and simple to understand.

Image examples



Promotional and marketing activities

Look and feel

Promotional and marketing activities are used to support the work of the FWO. They will usually consist of a suite of products developed to target the particular audience group. Activities are tailored to each audience and this should be reflected in their look and feel. Each activity we develop is different and the visual style will vary depending on the target audience.

Marketing and promotional activities should always apply the appropriate brand elements and follow the brand guidelines. If there is a need to depart from these guidelines, the Communications Team must be consulted. We may break away from the brand guidelines when targeting a specific audience or industry to achieve a more successful outcome, but a strong rationale as to why we are taking this approach must always be considered.

▶ Suites of products

A suite of products may be a set of reports, fact sheets or other documents that have a distinct look and feel. Suites of products can help provide visual consistency for any range of collateral that needs to be produced.

When creating a suite of products, it's essential that the brand is applied and the guidelines are followed. To differentiate one suite of products from another, small departures to the guidelines may be made, however these should be discussed with the Communications Team.

The Communications Team or an external design agency can help identify which products should be created as a suite of materials.

Contacts and related guidance

GOV.AU Content Guide

The [GOV.AU Content Guide](#) is our primary source of language style and accessibility guidance, for all forms of communications including publications and reports.

FWO Language Supplement

Available from: [Our brand page](#) on FWO.net.

Website content publishing guide

Available from: Digital experience and strategy sharespace.

[Website content publishing guide](#)

Accessibility and inclusivity guide

Australian Government departments and agencies are required to comply with the Web Content Accessibility Guidelines 2.0. More information can be found on the Australian Government [accessibility and inclusivity guide](#).

Please contact the Communications Team for assistance or advice on the correct application of our brand, or approval of branded communications.

Contact us via communications@fwo.gov.au

Frankie (virtual assistant) content style guide

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Purpose

This content style guide supplements Frankie's content management strategy to provide guidance on writing content for Frankie.

Frankie's style should comply with DES's content management strategy, persona and Website Content Principles in areas on which this guide remains silent.

Related documents

- [Frankie persona](#)
- [Customer Service's Principles and Customer Service Reference](#)

Frankie's style

Audience targeting

Content should be targeted as follows:

- Recognition questions: customer neutral, third person (eg. When can an employer stand down an employee?)
- Positive alternates: tailored, first person (eg. Does my boss have the right to stand me down? Can I stand down my staff?)
- Answer text: customer neutral (eg. Employers may be able to stand employees down from work due to circumstances that are outside the employer's control)

Question scope and structure

Recognition questions are visible to the customer if they are surfaced as an FAQ in a keyword response or related questions. They should be:

- succinct, customer neutral and phrased as a question
- future-proofed (ie. not linked to a specific date where possible)
- specific enough to be answered accurately and helpfully
- broad enough to address multiple positive alternates.

For example:

- Can employees be told not to travel?
- NOT Can an employer tell an employee in Victoria not to travel to South Australia in July?

Decision trees

In a decision tree, the customer is invited to select from 2 or more options to better focus their question. They may receive a different answer depending on which option they choose.

Most of Frankie's decision trees on the COVID subsite were structured with questions and answers based on whether the customer was participating in the JobKeeper scheme or not.

However, decision trees can also be used as a tool to reduce the length of an answer or provide a more targeted answer. For example, the decision tree for "How can I report a person or business who is part of the JobKeeper scheme?" had three branches depending on whether the customer wanted to report about:

- eligibility for the JobKeeper scheme
- directions or requests under the JobKeeper scheme
- something else.

Positive alternates

Positive alternates aren't displayed to the customer, so they can be tailored and in first person (eg. What if I'm stuck overseas? What if my staff are stuck overseas?) They should reflect what customers are actually saying.

Resources to use for drafting positive alternates include:

- customer input to Frankie, especially questions which appear in the safety net and keyword reports
- social media comments
- brainstorm based on the recognition question (especially for new questions and answers), using personas of:
 - employer
 - employee
 - third parties (eg. union, employer association, employee parent or friend, accountant).

Answer scope and structure

Answer text should:

- answer the recognition question directly
- make sense independently of the recognition question (eg. Don't include 'Yes' or 'No' as the person may not ask the question as per the wording of the recognition question.)
- be succinct (no more than 120 words where possible)
- include more white space than web content – no more than 1-2 sentences per paragraph
- not include extra information – include a link to a web page for further information if needed.

Each question and answer should address one issue. If the answer text is too difficult to fit into 120 words, solutions include:

- **creating a separate question and answer**, eg. “How does it work when an employee cashes out annual leave?” might need to be broken down into:
 - “Can an employee cash out annual leave?”
 - “What does an employee get paid when they cash out annual leave?”
 - “Can an employee be forced to cash out annual leave?”
 - “How can an employee apply to cash out annual leave?”
- **removing extra information and adding a link** instead, eg. the answer to “Can an employee be forced to cash out annual leave?” could include a direct answer to the question, plus links to other relevant information such as:
 - general protections
 - how employees can apply to cash out leave
 - information about which awards allow employees to cash out leave
 - other options apart from cashing out annual leave.
- **creating a decision tree**, eg. “Can employees be stood down?” – using an example from the COVID subsite during the height of COVID, instead of writing answer text with all the information needed for JobKeeper AND normal stand downs, create a decision tree which asks the customer first whether they are on JobKeeper or not.

Headings

Headings should not be used within the answer text.

Hyperlinks

Always provide a link in the answer text to more information. No more than 3 links should be included.

Standard phrases include:

- You can use our [\[insert tool name here\]](#) to [insert action].
- You can find [insert downloadable resource] on our [\[insert page name\]](#) page.
- For more information about [insert topic], visit our [\[insert page name\]](#) page.
- *For links to other websites:* For more information about [insert topic], visit [the \[insert agency name\]'s](#) website.

Referring to the Fair Work Ombudsman

In recognition questions

Always use our full name in recognition questions (eg. Can the Fair Work Ombudsman enforce the JobKeeper scheme?).

In positive alternates

Use either our full name or any other variation that customers are using in their input, eg. 'you', 'FWO', 'the Ombudsman', 'Fair Work'.

In answer text

When referring to herself as an individual in the context of a conversational transaction, often relating to small talk, Frankie should refer to herself as 'me', 'I' (eg. Thanks for asking about me, but I'm here to help you! Do you have a question about Australian workplace laws?).

When referring to the Fair Work Ombudsman, she should speak in the first person – 'we', 'us', 'our' (eg. We'll ask you for information about the workplace issues you're trying to resolve. We may refer you to another government agency or department where appropriate.)

Frankie standard terms and phrases

The following is a list of standard terms and phrases that Frankie uses. These will be updated from time to time and can be used as an example of Frankie's conversational style to develop new content.

- I'm here to help you understand your rights and responsibilities at work. I'm new, and I'm learning all the time. If you have questions about workplace entitlements, you've come to the right place.
- I've opened a page with the information you requested. Is there anything else I can help you with?

Further information

For more information about this guide, contact websitefeedback@fwo.gov.au



FWO Language Supplement

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Communication Branch

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About the FWO Language Supplement

The [Australian Government Style Manual](#) (Style Manual) is our primary language style and accessibility guide.

The Style Manual helps us to communicate in a way that meets Australian Government standards, including the [Australian Government Style Manual for Authors, Editors and Printers](#) and the [Web Content Accessibility Guidelines 2.0](#). These standards make content consistent, accessible and easily understood by a wide audience.

Always check the [Style Manual](#) for relevant guidance before using this supplement.

The FWO Language Supplement provides guidance on using FWO specific language in content and writing for internal and external users – terms, abbreviations and acronyms that are specific to our communication with Australian workers and employers.

The Style Manual and FWO Language Supplement apply to all content we create for our customers, stakeholders and staff. This includes content for fairwork.gov.au, including online text (HTML) and downloadable resources (for example Word or PDF Documents).

Need help?

Email the [External Communications Team](#) at communications@fwo.gov.au for more information about this language supplement or for help writing messages for external materials.

For guidance on creating content for fairwork.gov.au, including principles for website content, standardised references and formatting, and website principles for tone and personality on fairwork.gov.au, please see the [Website Content Principles](#) and contact the [Digital Experience and Strategy Team](#).

For help or support on communicating with staff, including through the Intranet, contact the [Internal Communications team](#).

Plain language words

The Style Manual provides plain language alternatives to common words that are not specific to the FWO and our work.

Below are some additional plain language alternatives for words we commonly use at the FWO (for example industrial relations specific words).

Instead of	Use this
accrue	adds up
additional	more / extra
advise	Tell
as soon as practicable	as soon as possible
call your attention to the fact that	remind you (notify you)
civil penalty	court-ordered fine
claim, complaint	request for assistance
clients	Customers
close down	shut down
Commonwealth Government, Federal Government	Australian Government (For information on using the terms 'Commonwealth of Australia', please see the Style Manual)
complainant	Employee / requestor.
conduct an investigation into	investigate
employees with a disability	employees with disability
ensure	make sure
enterprise agreement	'enterprise agreement or other transitional instrument' should be used where possible 'enterprise agreement' should be used when referring only to future agreements (for example: 'to make an enterprise agreement')

	'enterprise agreement' can be used when referring to all agreements currently operating in workplaces.
for that reason	so
foreign worker	migrant worker / international student / visa holder
forward	send
implement	apply / install / do
in addition to	and
in excess of	more than
in respect of	for
in spite of the fact that	though (although)
in the very near future	soon
industrial instruments	award or enterprise agreement
minimum wages for an employee with disability	employees with disability pay rates
instead of this	use this
modern awards	award
must	have to
NESB or 'non-English speaking background'	CALD or 'from culturally and linguistically diverse backgrounds'
on a case by case basis	case by case
on a regular basis	regularly
on an annual basis	annually
on receipt	when we/you get
on request	if you ask
owing to the fact that	since / because
particulars	details
per annum	a year
persons	people

pick out	Choose / select / collect
practicable ¹	possible
purchase	buy
rates of pay	pay rates
regarding	about
required	made to / told to / forced
should you wish	if you wish
terminate	end
terminating/termination (by employer)	dismissing / dismissal / ending employment
terminating/termination (by employee)	resigning / resignation / ending employment
the Agency, Office of the Fair Work Ombudsman	we / us / our (or Fair Work Ombudsman, FWO where absolutely necessary)
the question as to whether	whether (the question whether)
there is no doubt that	no doubt (doubtless)
this is a subject which	this subject
unauthorised	Unapproved / not approved
used for fuel purposes	used for fuel
via (email)	by (email)
we would be grateful if	please
whilst	while

¹ While 'possible' and 'practicable' have a nuanced difference in dictionary definitions, 'practicable' isn't a widely understood term. For most of our customers, 'possible' conveys the same meaning as 'practicable' and we've long adopted 'possible' as a plain English alternative for this reason. Given 'practicable' is not defined within the Fair Work Act, we can use discretion in using the plainer word. Examples where 'possible' has replaced 'practicable' on the website include wording around employer obligations to issue information statements, e.g the Fair Work Information Statement (FWIS).

Capitalisation

For guidance on punctuation and grammar, including capitalisation, please see the Style Manual:

[Punctuation and capitalisation.](#)

See below for additional guidance on capitalisation/non-capitalisation for words commonly used at FWO.

Capitalised

Aboriginal & Torres Strait Islander people(s) (First Nations is the preferred term except in a Welcome to Country or Acknowledgement of Country – see [Dictionary of common terms](#))

Act/s (always capitalise when referring to legislation)

Administrative Appeals Tribunal

Annual Wage Review (when using title, for example, ‘the Annual Wage Review 2018-19’). Otherwise use lower case, for example: ‘as a result of the recent annual wage review’)

Auditor-General (caps for specific person/title), or (lower case) auditor general/auditors-general (plural) when not an official title

Australian Government (use instead of ‘Federal Government’ or ‘Commonwealth Government’)

Australian Parliament (use instead of ‘Federal Parliament’ or ‘Commonwealth Parliament’)

Australian Workplace Agreement (should be referred to as ‘transitional instruments’ unless explaining specific historical matters)

Australian workplace relations system

Bill (always capitalise when referring to legislation)

Country (in reference to First Nations Country)

Culture (in reference to First Nations peoples’ Culture)

Custodians (in reference to First Nations peoples)

Department of (...) (official title; can be followed by ‘the department’ in subsequent references, or the appropriate acronym if this is parenthesised immediately after the first reference)

Elder

Fair Work Commission

Fair Work Adviser (not Advisor)

Fair Work Infoline (can be followed by ‘the Infoline’ in parenthesis, which can then be used for subsequent references)

Fair Work Information Statement

Fair Work Inspector

Fair Work Ombudsman

Federal Court of Australia

First Nations people(s) (this is the preferred term – see [Dictionary of common terms](#))

FWO Notice

High Court

his or her Excellency

Indigenous (except for generic uses) (First Nations is the preferred term – see [Dictionary of common terms](#))

Leave Calculator (PACT)

National Minimum Wage

Minister (capital as title; lower case only for generic uses, for example: 'the minister's view')

My account

Native Title

Notice and Redundancy Calculator (PACT)

Pay Calculator (PACT)

Pay Guide (only when used in a specific title: Fast Food Award Pay Guide)

Pay guides (when referring to the webpage)

PayCheck Plus

Registered Organisations Commission

Regulations (in the legislation)

Shift Calculator (PACT).

Not capitalised

assisted voluntary resolution

award (in the generic sense, for example: 'an award')

better off overall test

collective agreements

common law

compliance notice

enforceable undertaking

enterprise agreement (lower case unless part of title)

enterprise bargaining
fact sheet (not Fact Sheet or factsheet or fact-sheet)
fairness test
federal/state (except as part of specific titles)
formal caution
freedom of association
freedom of information
government (only capitalise in official titles. Use lower case for all other uses, for example: 'the government will debate the issue')
individual transitional employment agreements
infringement notice
judgement
long service leave
memorandum of understanding (use memorandums for plural, not memoranda)
ministerial (lower case, except as part of specific titles)
modern awards
parliament (only capitalise when using in a title, for example: Parliament House. Generic uses require lower case, for example: 'the debate continued in the parliament')
pay and conditions guides (in text: capitalise the initial 'P' for headings)
pay guides (when referring to in plural)
pay scale
proactive compliance deed (only capitalise when using in a title, for example: JB Hi-Fi Group Pty Ltd Proactive Compliance Deed)
record of conversation
record of interview
request for assistance
state, territory
state, territory government
the department (subsequent references to a specific department)
voluntary compliance
wages and conditions
workplace health and safety
workplace relations.

Money

Use the '\$' symbol before each dollar figure, with a full stop used as a decimal point (for example \$10.50).

Amounts less than \$1 are expressed as \$0.50 (not 50 cents).

To distinguish the Australian dollar from other countries we use A\$, when necessary.

Hyphenation

For guidance on punctuation and grammar, including hyphenation, please see the Style Manual:

[Hyphens](#).

See below for additional guidance on hyphenation for words commonly used at FWO.

Hyphenated

all-in-one

agreement-making

up-to-date (if before a noun, for example: 'an up-to-date record'. Not hyphenated when after a noun, for example: 'the information is up to date')

award-reliant (for example: 'Employment growth in award-reliant industries continued')

cost-effective

court-awarded

co-worker/s

decision-making

family-friendly

follow-up (noun or adjective)

full-time

long-term

low-income

mature-aged

no-disadvantage test

non-compliance

not-for-profit
one-stop shop
part-time
pre-modern award
record-keeping
re-employ
school-based
self-audit
self-employment
stand-by (adjective)
up-to-date (use hyphens when used as an adjective)
work-related.

Not hyphenated

all purpose (not all-purpose)
biannual (twice a year)
biennial (two-yearly)
case by case
child care (two words)
cooperation
de facto
email
fact sheet
follow up (verb)
hard copy
hyperlink
no one
offset/offsetting (not off-set or off-setting)
online
outworker
overrule
overtime
pay slip

piecework

piecework rate

pieceworkers

pro rata

proactive

right of entry

stand down (verb)

subcommittee

subcontracting/subcontractor (not sub-contracting or sub contracting)

time keeping (two words)

up to date (when used as an adverb, for example: 'the information is up to date.')

workplace (one word).

Commonly misspelt or misused words

Word	Explanation
acknowledgement	
advice	a noun, for example: 'we can give you advice'
advise	verb: as in 'we advise', or 'an advisory role'
adviser	not 'advisor'
affect	verb: to influence
ageing	
analyse	not analyze
authorise	
carer's leave	
complainant	
complement	noun: a full number, for example: 'a ship's complement'; verb: to make complete, for example: 'Her shoes complement her clothes.'
compliment	noun: commendation, for example: 'The singer deserves the compliments.'
council	noun: an assembly of persons convened or appointed for consultation, deliberation, or advice
counsel	noun: advice; opinion or instruction given in directing the judgement or conduct of another. 'Counsel' or 'Senior Counsel' are also terms for barristers
dependent	relying on something
dependant	supported by someone else

discrete	separate, distinct
effect	noun: result; verb: to make happen; to effect a change
eligibility	
enquire, enquiry	query or request
fulfil, fulfilled, fulfilment	
focused	not focussed
inquire, inquiry	formal investigation
its	possessive pronoun
it's	contraction of it is, for example: 'It's a nice day.'
licence	noun, for example: drivers licence
license	(verb, for example: 'the information is licensed.')
litigation	
lodgement	
multimedia	
okay	not 'OK'
per cent	not percent, but use % on the website instead of the word
percentage	
practice	noun, for example: 'The doctor's practice is closed today.'
practise	verb, for example: 'I need to practise the piano.'
principal	main, most important
principle	a rule
program	not programme
shiftwork	not shift work
shiftworker	not shift worker
shut down	not shutdown or close down
stationary	still, not moving
stationery	writing paper, materials
two weeks' notice	
workers compensation	not workers' compensation

Shortened names for legislation and awards

When referring to legislation, use the full title in the first instance, immediately followed by a shortened form of the title in brackets/parenthesis. Unless referring to multiple examples of the same type of

instrument, you can use ‘the Act’, ‘the Regulations’ or ‘the Award’ for example: the Fair Work Act 2009 (the Act). Use these abbreviations in subsequent references to the instrument instead of the full title.

When discussing multiple Acts, sets of Regulations, or Awards, the subsequent abbreviation will need to be more specific, so that the reader understands which instrument you are referring to, for example: the Fair Work Act 2009 (FW Act); the Fair Work Regulations (FW Regulations). If you are referring to two or more Awards, use the full title of the instrument in the first instance, immediately followed by the appropriate shortened form of the title in parenthesis.

Common Acts for the FWO are listed below.

Act	Abbreviation
the Fair Work Act 2009	FW Act
the Fair Work Regulations 2009	FW Regulations
Fair Work (Registered Organisations) Act 2009	RO Act
Fair Work (Transitional Provisions and Consequential Amendments) Act 2009	TPCA Act
Fair Work (State Referral and Consequential and Other Amendments) Act 2009	
Fair Work Amendment (State Referrals and Other Measures) Act 2009	FW (State Referrals) Act
Fair Work Amendment (Protecting Vulnerable Workers) Act 2017	FW (Protecting Vulnerable Workers) Act
Fair Work Amendment (Variation of Enterprise Agreements) Regulations 2020	
Fair Work Legislation Amendment (Secure Jobs, Better Pay) Act 2022	FW (Secure Jobs, Better Pay) Act or Secure Jobs, Better Pay laws. Use either depending on context.
Fair Work Legislation Amendment (Protecting Worker Entitlements) Act 2023	FW (Protecting Worker Entitlements) Act or Protecting Worker Entitlements laws. Use either depending on context.
Fair Work Legislation Amendment (Closing Loopholes) Act 2023	FW (Closing Loopholes) Act or Closing Loopholes laws. Use either depending on context.
Fair Work Legislation Amendment (Closing Loopholes No. 2) Act 2024	FW (Closing Loopholes No. 2) Act or Closing Loopholes laws. Use either depending on context.

The table below provides a list of modern awards and their appropriate short form.

Award Title	Award Code	Shortened Name
Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020	MA000115	Aboriginal Health Award
Aged Care Award 2010	MA000018	Aged Care Award
Air Pilots Award 2020	MA000046	Pilots Award
Aircraft Cabin Crew Award 2020	MA000047	Cabin Crew Award
Airline Operations – Ground Staff Award 2020	MA000048	Airline Ground Staff Award
Airport Employees Award 2020	MA000049	Airport Award
Alpine Resorts Award 2020	MA000092	Alpine Resorts Award
Aluminium Industry Award 2020	MA000060	Aluminium Award
Ambulance and Patient Transport Industry Award 2020	MA000098	Ambulance Award
Amusement, Events and Recreation Award 2020	MA000080	Amusement Award
Animal Care and Veterinary Services Award 2020	MA000118	Animal and Veterinary Services Award
Aquaculture Industry Award 2020	MA000114	Aquaculture Award
Architects Award 2020	MA000079	Architects Award
Asphalt Industry Award 2020	MA000054	Asphalt Award
Australian Government Industry Award 2016	MA000153	Australian Government Award
Banking, Finance and Insurance Award 2020	MA00019	Banking, Finance and Insurance Award
Black Coal Mining Industry Award 2020	MA000001	Black Coal Award
Book Industry Award 2020	MA000078	Book Award
Broadcasting, Recorded Entertainment and Cinemas Award 2020	MA000091	Broadcasting Award
Building and Construction General On-site Award 2020	MA000020	Building and Construction Award
Business Equipment Award 2020	MA000021	Business Equipment Award
Car Parking Award 2020	MA000095	Car Parking Award
Cement, Lime and Quarrying Award 2020	MA000055	Cement, Lime and Quarrying Award
Cemetery Industry Award 2020	MA000070	Cemetery Award
Children's Services Award 2010	MA000120	Children's Services Award
Cleaning Services Award 2020	MA000022	Cleaning Award

Award Title	Award Code	Shortened Name
Clerks – Private Sector Award 2020	MA000002	Clerks Award
Coal Export Terminals Award 2020	MA000045	Coal Export Terminals Award
Commercial Sales Award 2020	MA000083	Commercial Sales Award
Concrete Products Award 2020	MA000056	Concrete Products Award
Contract Call Centres Award 2020	MA000023	Contract Call Centres Award
Corrections and Detention (Private Sector) Award 2020	MA000110	Corrections and Detention Award
Cotton Ginning Award 2020	MA000024	Cotton Ginning Award
Dredging Industry Award 2020	MA000085	Dredging Award
Dry Cleaning and Laundry Industry Award 2020	MA000096	Dry Cleaning and Laundry Award
Educational Services (Post-Secondary Education) Award 2020	MA000075	Educational Services (Post-Secondary) Award
Educational Services (Schools) General Staff Award 2020	MA000076	Educational Services (Schools) General Staff Award
Educational Services (Teachers) Award 2020	MA000077	Teachers Award
Electrical, Electronic and Communications Contracting Award 2020	MA000025	Electrical Award
Electrical Power Industry Award 2020	MA000088	Electrical Power Award
Fast Food Industry Award 2020	MA000003	Fast Food Award
Fire Fighting Industry Award 2020	MA000111	Fire Fighting Award
Fitness Industry Award 2020	MA000094	Fitness Award
Food, Beverage and Tobacco Manufacturing Award 2020	MA000073	Food and Beverage Manufacturing Award
Funeral Industry Award 2020	MA000105	Funeral Award
Gardening and Landscaping Services Award 2020	MA000101	Gardening and Landscaping Award
Gas Industry Award 2020	MA000061	Gas Award
General Retail Industry Award 2020	MA000004	Retail Award
Graphic Arts, Printing and Publishing Award 2020	MA000026	Graphic Arts and Printing Award
Hair and Beauty Industry Award 2020	MA000005	Hair and Beauty Award
Health Professionals and Support Services Award 2020	MA000027	Health Services Award

Award Title	Award Code	Shortened Name
Higher Education Industry – Academic Staff – Award 2020	MA000006	Higher Education Academic Staff Award
Higher Education Industry – General Staff – Award 2020	MA000007	Higher Education General Staff Award
Horse and Greyhound Training Award 2020	MA000008	Horse and Greyhound Award
Horticulture Award 2020	MA000028	Horticulture Award
Hospitality Industry (General) Award 2020	MA000009	Hospitality Award
Hydrocarbons Field Geologists Award 2020	MA000064	Hydrocarbons Field Geologists Award
Hydrocarbons Industry (Upstream) Award 2020	MA000062	Hydrocarbons (Upstream) Award
Joinery and Building Trades Award 2020	MA000029	Joinery Award
Journalists Published Media Award 2020	MA000067	Journalists Award
Labour Market Assistance Industry Award 2020	MA000099	Labour Market Assistance Award
Legal Services Award 2020	MA000116	Legal Award
Live Performance Award 2020	MA000081	Live Performance Award
Local Government Industry Award 2020	MA000112	Local Government Award
Mannequins and Models Award 2020	MA000117	Models Award
Manufacturing and Associated Industries and Occupations Award 2020	MA000010	Manufacturing Award
Marine Tourism and Charter Vessels Award 2020	MA000093	Marine Tourism and Charter Vessels Award
Marine Towage Award 2020	MA000050	Marine Towage Award
Maritime Offshore Oil and Gas Award 2020	MA000086	Offshore Oil and Gas Award
Market and Social Research Award 2020	MA000030	Market and Social Research Award
Meat Industry Award 2020	MA000059	Meat Award
Medical Practitioners Award 2020	MA000031	Medical Practitioners Award
Mining Industry Award 2020	MA000011	Mining Award
Miscellaneous Award 2020	MA000104	Miscellaneous Award
Mobile Crane Hiring Award 2020	MA000032	Mobile Crane Hiring Award
Nursery Award 2020	MA000033	Nursery Award
Nurses Award 2020	MA000034	Nurses Award
Oil Refining and Manufacturing Award 2020	MA000072	Oil Refining and Manufacturing Award
Passenger Vehicle Transportation Award 2020	MA000063	Passenger Vehicle Award
Pastoral Award 2020	MA000035	Pastoral Award
Pest Control Industry Award 2020	MA000097	Pest Control Award

Award Title	Award Code	Shortened Name
Pharmaceutical Industry Award 2020	MA000069	Pharmaceutical Award
Pharmacy Industry Award 2020	MA000012	Pharmacy Award
Plumbing and Fire Sprinklers Award 2020	MA000036	Plumbing Award
Port Authorities Award 2020	MA000051	Port Authorities Award
Ports, Harbours and Enclosed Water Vessels Award 2020	MA000052	Ports, Harbours and Enclosed Water Vessels Award
Poultry Processing Award 2020	MA000074	Poultry Award
Premixed Concrete Award 2020	MA000057	Premixed Concrete Award
Professional Diving Industry (Industrial) Award 2020	MA000108	Professional Diving (Industrial) Award
Professional Diving Industry (Recreational) Award 2020	MA000109	Professional Diving (Recreational) Award
Professional Employees Award 2020	MA000065	Professional Award
Racing Clubs Events Award 2020	MA000013	Racing Clubs Events Award
Racing Industry Ground Maintenance Award 2020	MA000014	Racing Ground Maintenance Award
Rail Industry Award 2020	MA000015	Rail Award
Real Estate Industry Award 2020	MA000106	Real Estate Award
Registered and Licensed Clubs Award 2020	MA000058	Registered Clubs Award
Restaurant Industry Award 2020	MA000119	Restaurant Award
Road Transport and Distribution Award 2020	MA000038	Road Transport Award
Road Transport (Long Distance Operations) Award 2020	MA000039	Road Transport (Long Distance) Award
Salt Industry Award 2020	MA000107	Salt Award
Seafood Processing Award 2020	MA000068	Seafood Award
Seagoing Industry Award 2020	MA000122	Seagoing Award
Security Services Industry Award 2020	MA000016	Security Award
Silviculture Award 2020	MA000040	Silviculture Award
Social, Community, Home Care and Disability Services Industry Award 2010	MA000100	Social and Community Services Award
Sporting Organisations Award 2020	MA000082	Sporting Organisations Award
State Government Agencies Award 2020	MA000121	State Government Agencies Award
Stevedoring Industry Award 2020	MA000053	Stevedoring Award
Storage Services and Wholesale Award 2020	MA000084	Storage and Wholesale Award

Award Title	Award Code	Shortened Name
Sugar Industry Award 2020	MA000087	Sugar Award
Supported Employment Services Award 2020	MA000103	Supported Employment Services Award
Surveying Award 2020	MA000066	Surveying Award
Telecommunications Services Award 2020	MA000041	Telecommunications Award
Textile, Clothing, Footwear and Associated Industries Award 2020	MA000017	Textile and Clothing Award
Timber Industry Award 2020	MA000071	Timber Award
Transport (Cash in Transit) Award 2020	MA000042	Transport (Cash) Award
Travelling Shows Award 2020	MA000102	Travelling Shows Award
Vehicle Repair, Services and Retail Award 2020	MA000089	Vehicle Award
Waste Management Award 2020	MA000043	Waste Award
Water Industry Award 2020	MA000113	Water Award
Wine Industry Award 2020	MA000090	Wine Award
Wool Storage, Sampling and Testing Award 2020	MA000044	Wool Award

Common acronyms and abbreviations, including for organisations and the FWO

For guidance on abbreviations and acronyms see the Style Manual: [Acronyms](#)

Referring to ourselves

For all customer facing communications, we refer to ourselves in the first person ('we', 'us', 'our') wherever possible. Where it is necessary to refer to ourselves in the third person, we use the 'Fair Work Ombudsman' (FWO) in the first instance.

If the acronym FWO is used, add a 'the' before the acronym where it is contextually and grammatically logical. For example:

- an additional 104 FWO staff responded to a survey
- the FWO has a vast collection of Knowledge assets.

Customer facing communications is any communication with the general public or customers, and includes (but isn't limited to) media, website content, social media, education resources and tools, emails to subscribers, online products and services, webinars, stakeholder presentations, IVR and correspondence with customers (including operational correspondence).

Where referring to a specific power or function of the statutory position of the FWO, we must refer to the FWO. For example, compliance and enforcement litigations are commenced in the name of the Fair Work Ombudsman (not the Office of the Fair Work Ombudsman/OFWO).

We may also be referred to as:

- Fair Work Ombudsman
- workplace regulator (media)
- agency (internal use only)
- Office of the Fair Work Ombudsman (OFWO).

'Office of the Fair Work Ombudsman (OFWO)' should be used with consideration to the audience, where it is necessary or appropriate to distinguish between the statutory agency (the Office of the Fair Work Ombudsman) and the statutory position of the FWO. For example, formal reports to the Minister or Parliament, including the Annual Report, Corporate Plan, financial reports and statements and internal briefing material.

When referring to 'Aboriginal and Torres Strait Islander people(s)', acronyms and abbreviations should not be used as it is considered disrespectful and derogatory. For example, it is inappropriate to use 'ATSI' or 'AB&TSI' or any other acronym or abbreviation. The preferred term for FWO content and material is 'First Nations people(s)' (except in a Welcome to Country or Acknowledgement of Country). See [Dictionary of Common Terms](#) below for further guidance.

See the below for a list of common organisations or terms relevant to FWO, and their acronyms.

Acronym	Full Name
AAT	Administrative Appeals Tribunal
AAWI	Average Annualised Wage Increases
ABCC	Australian Building and Construction Commission

Acronym	Full Name
ABF	Australian Border Force
ABN	Australian Business Number (do not spell out)
ABS	Australian Bureau of Statistics
ACCER	Australian Catholic Council for Employment Relations
ACCI	Australian Chamber of Commerce and Industry
ACN	Australian Company Number (do not spell out)
ACOSS	Australian Council of Social Service
ACTU	Australian Council of Trade Unions
AFPCS	Australian Fair Pay and Conditions Standard (also abbreviated as 'the Standard')
AHA	Australian Hotels Association
AHRC	Australian Human Rights Commission
Ai Group	The Australian Industry Group
AIRC	Australian Industrial Relations Commission
AMWU	Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union known as the Australian Manufacturing Workers' Union
ANZSIC	Australian New Zealand Standard Industrial Classification
APESMA	The Association of Professional Engineers, Scientists and Managers, Australia
ARA	The Australian Retailers Association
ASIAL	Australian Security Industry Association Limited
ASIC	Australian Securities and Investment Commission
ATO	Australian Taxation Office
AVR	Assisted Voluntary Resolution
AWA	Australian Workplace Agreement
AWE	average weekly earnings

Acronym	Full Name
AWOTE	average weekly ordinary time earnings
AWU	The Australian Workers' Union
BETA	Behavioural Economics Team of the Australian Government
BCII Act	Building and Construction Industry Improvement Act 2005
BoE	brief of evidence
BOOT	better off overall test
CALD	culturally and linguistically diverse
CEPU	Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia
CFMEU	Construction, Forestry, Mining and Energy Union [now the Construction, Forestry, Maritime, Mining and Energy Union (CFMMEU)]
CFMMEU	Construction, Forestry, Maritime, Mining and Energy Union
CN	compliance notice
CPI	consumer price index
CPSU	The Community and Public Sector Union
CTA	Commercial Travellers Association
Cth	Commonwealth
Dept	Department
DI	disposable income
DIBP	Department of Immigration and Border Protection
DSP	Disability Support Pension
DSS	Department of Social Services
EA	enterprise agreement

Acronym	Full Name
ETU	Electrical Trades Union [part of the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia (CEPU)]
EU	enforceable undertaking
FAQs	frequently asked questions
FECCA	Federation of Ethnic Communities' Councils of Australia
FEG	Fair Entitlements Guarantee
FMW	Federal Minimum Wage
FOA	freedom of association
FOI	freedom of information
FOI Act	Freedom of Information Act 1982
FRAC	Fast Food, Restaurant and Café sector
FW (TPCA) Act/TPCA Act	Fair Work (Transitional Provisions and Consequential Amendments) Act 2009
FW Act	Fair Work Act 2009
FWA	Fair Work Australia (now Fair Work Commission)
FWBC	Fair Work Building & Construction Commission (now ABCC)
FWC	Fair Work Commission
FWI	Fair Work Inspector (do not use abbreviation in external communications)
FWO	Fair Work Ombudsman
GDP	gross domestic product
GEERS	General Employee Entitlements and Redundancy Scheme (now Fair Entitlements Guarantee)
GST	goods and services tax (do not spell out)
HABA	Hair and Beauty Australia

Acronym	Full Name
HSU	Health Services Union
IC Act	Independent Contractors Act 2006
ICAC	Independent Commission against Corruption
IFA	individual flexibility arrangement
ILO	International Labour Organization
IN	infringement notice
ITEA	individual transitional employment agreement
LGA	Local Government Association
MBA	Master Builders Association
MGA	Master Grocers Australia Limited
MP	Member of Parliament
MOU	memorandum of understanding
MUA	The Maritime Union of Australia [now known as the Construction, Forestry, Maritime, Mining and Energy Union (CFMMEU)]
NAPSA	notional agreement preserving state awards
NDT	no-disadvantage test
NECA	The National Electrical Contractors Association
NES	National Employment Standards
NFF	National Farmers' Federation
NMW	National Minimum Wage
NUW	National Union of Workers
PCD	proactive compliance deed
PM&C	Department of the Prime Minister and Cabinet
PSA	preserved state agreement

Acronym	Full Name
RCI	Restaurant & Catering Industrial
r	rule
reg	Regulation
ROE	right of entry
ROI	record of interview
ROC	record of conversation
s	section
SDA	Shop, Distributive and Allied Employees Association
SMEs	small to medium enterprises
Special FMW	Special Federal Minimum Wage
sub-s	subsection
SWS	Supported Wage System
TIS	Translating and Interpreting Service
TWU	Transport Workers' Union of Australia
VCCI	Victorian Chamber of Commerce and Industry
VFF	Victorian Farmers Federation Industrial Association
WR Act	Workplace Relations Act 1996
WR Regulations	Workplace Relations Regulations 2006

Dictionary of common terms

A	
Accessorial liability	Occurs when a person or company is involved in the contravention of a workplace law.

Admissibility (of evidence)	Whether evidence will be allowed by a court; whether it meets evidentiary requirements.
Adverse action	An action taken by an employer, employee, contractor or industrial association, which may be unlawful depending on the reason for the action. For example, an employer dismissing an employee because of (or for reasons including) the employee exercising a workplace right. Refer to section 342 of the Fair Work Act 2009 (the FW Act).
Affidavit	A written statement on oath, sworn to or affirmed before an authorised official, often used as evidence in court proceedings.
Allegation	A statement of claimed fact, for example contained in a request for assistance.
All purpose allowance	An all purpose allowance is an allowance that is added to an employee's rate of pay.
Allowance	Additional payment made to an employee for doing certain tasks, working in certain locations, using a special skill or for expenses incurred for doing their job.
Annual leave	Annual leave allows an employee to be paid while having time off from work. Other known term: holiday pay.
Annual leave loading	Annual leave loading is an additional amount that's paid to some employees when they take annual leave. This doesn't apply to all employees and depends on what the award or applicable enterprise agreement says. Other known term: leave loading.
Annual shut down	A shut down is when a business temporarily closes during slow periods of the year, such as between Christmas and New Year. Other known term: annual close down.
Annual wage review	A review by the Fair Work Commission on the national minimum wage and pay rates in awards. Any changes that are made begin on the first full pay period on or after 1 July.

Apprentice	An apprentice is an employee who learns their trade or profession while working for an employer under a special training contract.
Assessment	<p>Evaluation of the information contained in a request for assistance from an employee, or of the evidence returned to FWO by an employer in response to our request for records.</p> <p>The FWO takes a number of factors into consideration when assessing information and deciding on an appropriate response. See our Compliance and Enforcement Policy for assessment considerations.</p> <p>Following assessment, the FWO decides on the most appropriate way to help the parties to a dispute resolve an issue, or the most appropriate compliance and enforcement tool to use to bring about compliance.</p>
Associated entities	<p>Associated entities are businesses or other bodies that are connected to each other in a particular way. For example when a business owns or controls another business (and has an interest in that other business's operations or affairs).</p> <p>Refer to section 50AAA of the Corporations Act 2001.</p>
Australian Fair Pay and Conditions Standard	<p>The Australian Fair Pay and Conditions Standard (commonly referred to as the 'Standard' or the 'AFPCS') – set out 5 minimum conditions about:</p> <ul style="list-style-type: none"> • basic rates of pay and casual loadings • hours of work • annual leave • personal/carer's and compassionate leave, and • parental leave and related entitlements. <p>The Australian Fair Pay and Conditions Standard was set out in the Workplace Relations Act 1996.</p> <p>Terms and conditions in the Australian Fair Pay and Conditions Standard other than wages were replaced by the National Employment Standards (commonly referred to as the 'NES') set out by the FW Act.</p>
Australian Workplace Agreement (AWA)	An Australian Workplace Agreement (AWA) was a formalised individual agreement negotiated by the employer and employee. On 19 March 2008, a

	bill was passed in the Senate that prevented new AWAs from being made, and set up provisions for eligible employees to be transferred from an AWA to an interim agreement called an Individual Transitional Employment Agreement (ITEA).
Award	An award is a legal document that outlines the wages and conditions of employment for employees that are covered by it within a particular industry or occupation. Other known term: modern award.
Award and enterprise agreement free employees	Types of employees who are not covered by an award or enterprise agreement.
Award rate	The minimum pay rate an employee is entitled to under an award.
Award-based transitional instrument	The following types of instruments are award-based transitional instruments: <ul style="list-style-type: none"> • Pre-reform award (all States and Territories) – “AP” • NAPSAs (all States other than Victoria) – “AN” • State reference transitional award (all States other than WA) – “AT” • Common rule awards (ACT, NT & VIC) • The term is defined in sub-item 2(5)(a) of Schedule 3 to the TPCA Act.
B	
Bankruptcy	A process an individual enters into when they can't pay their debts.
Base pay rate	The minimum hourly pay rate an employee is entitled to for their ordinary hours of work. Refer to section 16 of the FW Act.
Behavioural Economics Team of the Australian Government (BETA)	Australian Government's central unit for behavioural economics in public policy. Its objectives include building APS capability to apply behavioural insights to public policy and administration. See: https://behaviouraleconomics.pmc.gov.au/
Better off overall test (BOOT)	A test the Fair Work Commission uses to assess enterprise agreements against awards. The agreement is compared to the relevant award to ensure

	<p>that each of the employees are better off overall under the agreement in order for it to be approved.</p> <p>Refer to section 193 of the FW Act.</p>
Breaks	<p>A time during a shift that an employee is given to stop work. It can be either paid or unpaid depending on the type of break taken. Other known terms: tea break, meal break and rest break.</p>
Brief of evidence (BoE)	<p>A written summary and collation of the evidence gathered in an investigation that will be relevant in court to proving the allegation.</p>
Bullying and harassment	<p>Bullying and harassment at work is unreasonable and repeated behaviour directed at an individual or group of people that creates a risk to health and safety. It can be written or verbal can include humiliation, abuse, spreading rumours or gossip.</p> <p>Refer to section 789FD of the FW Act</p>
Burden of proof	<p>The requirement that the party asserting a matter show by weight of evidence that all the facts necessary to prove the matter are presented and are probably true. (Civil burden of proof is on the balance of probabilities while in criminal matters the burden of proof is beyond a reasonable doubt.)</p>
c	
Carer's leave	<p>Paid or unpaid leave for employees who need to take time off from work to provide care or support to an immediate family or household member who's sick, injured or has an unexpected emergency.</p>
Casual employee	<p>An employee who is employed by the hour or day as needed by the employer and paid a casual loading. Casual employees do not get sick or annual leave, but receive a higher pay rate than full-time or part-time employees (called a 'casual loading') in lieu of these benefits.</p>
Casual loading	<p>Casual loading is an amount paid on top of the base rate of pay to casual employees.</p>

Citation	An employer is 'cited' to an award-based transitional instrument where the employer is named in the award as a respondent (for example in a Schedule at the back).
Classification	A description of a job role in an award or enterprise agreement. It usually outlines the duties, responsibilities and qualifications required of an employee for the purposes of pay and other entitlements.
Coercion	Pressuring someone to do or not do something through intimidation, force or other threatening action.
Commission only	A payment made to an employee based solely on how much they sell.
Commonwealth workplace laws	Collective term encompassing the Fair Work Act 2009 (Cth), Fair Work (Transitional Provisions and Consequential Amendments) Act 2009 (Cth), Independent Contractors Act 2006 (Cth), and underlying regulations. Use 'Australian workplace laws' wherever possible.
Community service leave	A type of leave taken to participate in community service activities such as jury duty and voluntary emergency services
Compassionate leave	Leave taken when a member of an employee's immediate family or household is seriously ill or dies. Other known term: bereavement leave.
Compliance & Enforcement policy	This policy provides a summary of the services offered by the FWO and the actions it takes to support compliance with workplace laws. For further information see the Compliance & Enforcement policy .
Compliance notice	A written notice given by a Fair Work Inspector to a person who the Fair Work Inspector reasonably believes has contravened an entitlement provision, requiring them to take a specified action and/or produce evidence of their compliance (FW Act s716). For further information see the Compliance notice guide .
Conciliation	Conciliation is one of the informal processes used by the Fair Work Commission (FWC) to facilitate the resolution of a grievance or a dispute

	<p>between parties by helping them reach an agreement. The FWC doesn't impose a decision on the employer and employee in conciliation.</p>
Constitutional corporation	<p>A financial or trading corporation formed in Australia or a foreign corporation. A business is usually a constitutional corporation if it has 'Pty Ltd' or 'Ltd' within its business name.</p> <p>To be a constitutional corporation, an employer must be either:</p> <ul style="list-style-type: none"> a foreign corporation (a corporation formed outside Australia) a financial corporation formed in Australia a trading corporation formed in Australia. <p>Refer to section 12 of the FW Act and paragraph 51(xx) of the Commonwealth Constitution.</p>
Constructive dismissal	<p>Where an employee quits but was forced to do so because of the conduct of their employer.</p>
Contemporaneous notes	<p>Notes made at the time or shortly after an event occurs. They represent the best recollection of what you witnessed.</p>
Continuous service	<p>The period of time that an employee has been employed by an employer, excluding periods of time that do not count as service (for example periods of unpaid leave or unauthorised absence).</p> <p>Refer to section 22 of the FW Act.</p>
Contract of employment	<p>A contract of employment is an agreement between an employer and employee about the terms and conditions of the employee's employment (such as wages and other entitlements).</p> <p>The terms of the contract may be written, oral and in some cases, implied. All employees have a contract of employment, even if an industrial instrument (for example a modern award) applies to their employment.</p> <p>A contract of employment can also be referred to as a "contract of service".</p> <p>A contract of employment is not an enterprise or statutory agreement.</p>

Contravention	The failure to comply with an obligation within the FW Act, awards or enterprise agreements. Other known term: breach.
Contravention letter	A letter issued to a party or group informing them of the nature of the contravention(s) alleged and steps required for rectification.
Coverage clause	A coverage clause can be found in an award or enterprise agreement. It describes the types of employees and employers that are covered by the award or enterprise agreement.
Customer	Anyone from the community who seeks any information or assistance from the Fair Work Ombudsman. Previously referred to as 'clients'
Customer feedback and complaints	FWO customers can provide feedback, make a complaint or seek review of a decision through the online feedback form . FWO staff can also refer customers to our Feedback and Complaints Management Policy , available in different languages. Feedback is managed using the Feedback and Complaints Management System (FCMS), located in CustomerNet. Feedback or complaints that cannot be resolved at the first point of contact or which fall into a category under the Complaints Escalation Reasons should be escalated within the business line and referred to the Customer Feedback and Information Access Team (CFIA). For additional guidance on handling feedback and complaints, visit the Customer Feedback and Complaints Share Space .
D	
Daily hire	Employees who work either full-time or part-time hours but are only entitled to 1 days' notice of termination are daily hire employees. This can only happen if the award or enterprise agreement allows for daily hire employees.
Deductions	Money taken out of an employee's pay by their employer. Deductions are regulated by the FW Act (see Division 2 of Part 2-9 and associated regulations).

	<p>Generally speaking, an employer is allowed to make a deduction from an employee's pay if:</p> <p>the employee agreed in writing and the deduction is principally for the employee's benefit, or</p> <p>the employee authorised the deduction in accordance with an industrial instrument (for example a modern award or an enterprise agreement), or</p> <p>the deduction is authorised by an order of the Fair Work Commission, or</p> <p>the deduction is authorised by or under a law or an order of a court.</p> <p>Section 326 of the FW Act states that a term of a modern award, enterprise agreement or contract of employment has no effect to the extent that it allows an employer to make a deduction from an employee's pay if:</p> <p>the deduction is for the benefit of the employer and is unreasonable, and</p> <p>if the employee is under 18 years of age, the employee's guardian or parent hasn't authorised the deduction in writing.</p>
Determination	See: 'Findings'.
Discrimination	When someone is not treated fairly or given the same opportunities because of a particular characteristic, for example their race, colour, sex, sexual orientation, age, physical or mental disability, marital status, family or carer's responsibilities, pregnancy, religion, political opinion, national extraction or social origin. Section 351 of the FW Act and that various other state or territory laws also contain specific definitions.
Dismissal	Termination of an employee's employment by their employer.
Dispute form	A formal submission for a request for assistance. Previously referred to as a complaint form.
Division 2B enterprise award	A state award that covered a single enterprise (or one or more enterprises if the employers carried on similar business activities under the same franchise as franchisees and/or related bodies corporate of the same franchisor) and covered state reference employers (for example: employers

	<p>that were not constitutional corporations) and their employees in NSW, QLD, SA and/or TAS immediately before 1 January 2010.</p> <p>Applications could be made to modernise a Division 2B State award until the end of 31 December 2013. Such instruments should now all have terminated (see item 9 of Schedule 6 to the TPCA Act).</p>
Division 2B State award	<p>A state award that covered state reference employers (for example: employers that were not constitutional corporations) and their employees in NSW, QLD, SA or TAS immediately before 1 January 2010.</p> <p>Employers must have been covered by the former state award immediately before 1 January 2010 in order to be covered by the Division 2B State award.</p> <p>Division 2B State awards (other than Division 2B enterprise awards) terminated on 31 December 2010. Employers previously covered by a Division 2B State award were generally covered by a modern award from 1 January 2011. However, in most cases the terms and conditions of the Division 2B State award continued to apply until the end of the full pay period commencing before 1 February 2011 (depending on the transitional arrangements in the relevant modern award).</p>
Division 2A State reference transitional award	<p>A type of award that applied to Victorian state reference employees employed by Victorian state reference employers that:</p> <ul style="list-style-type: none"> were not constitutional corporations but were still covered by a federal award at 26 March 2006, and between 27 March 2006 and 31 December 2009, became covered by a 'transitional award' under Schedule 6 of the former WR Act. From 1 January 2010, Division 2A State reference transitional awards were replaced by modern awards (where a modern award, other than the Miscellaneous Award 2010, covered the employee). Division 2A State reference transitional awards were required to be terminated by the FWC as soon as practicable after a modern award intended to replace the instrument came into operation.

Division 2B State reference transitional award	<p>A type of award that applied to NSW, QLD, SA and TAS state reference employees employed by state reference employers that:</p> <p>were not constitutional corporations but were still covered by a federal award at 26 March 2006, and</p> <p>between 27 March 2006 and 31 December 2009, became covered by a 'transitional award' under Schedule 6 of the former WR Act..</p> <p>From 1 January 2010, Division 2B State reference transitional awards were replaced by modern awards (where a modern award, other than the Miscellaneous Award 2010, covered the employee). Division 2B State reference transitional awards were required to be terminated by the FWC as soon as practicable after a modern award intended to replace the instrument came into operation.</p>
E	
Element	An essential requirement to a contravention. Each contravention is made up of a basic set of elements which must be proved.
Employee	An individual that is hired to provide a service to a person or entity either on a full-time, part-time or casual basis in exchange for payment. Other known terms: staff and worker.
Employer	A person or an entity that employs or engages a person or persons to perform work in exchange for salary or wages. The employer directs the work and exercises fundamental control over the work.
Employer association	An organisation for employers that is set up to help protect the interest of its members. There are many different types of employer associations available to employers based on the industry the employer is in.
Employment	Employment is the relationship between an employee and employer where an employee performs work at the employer's lawful and reasonable direction in exchange for payment.
Employment contract	See 'Contract of employment'.

Enforceable undertaking	A written undertaking, enforceable in court, given to the FWO by a person in relation to a contravention of a civil remedy provision (FW Act section 715).
Enterprise agreement	<p>A fair work instrument; there can be single or multi enterprise agreements.</p> <p>Single enterprise agreements are made between a single employer and a group of employees. They can involve more than 1 employer in limited cases (for example: when 2 or more employers are engaged in a joint venture).</p> <p>Multi enterprise agreements are made between 2 or more employers and groups of their employees.</p> <p>Refer to section 12 of the FW Act which defines 'enterprise agreement', and section 172(2) and 172(3) which define single and multi-enterprise agreements.</p>
Enterprise award	See 'modern enterprise award'.
Enterprise bargaining	The process of negotiation generally between the employer, employees and their bargaining representatives with the goal of making an enterprise agreement.
Equal remuneration order	<p>An eligible person may apply to the Fair Work Commission (FWC) for an order to ensure that there will be equal remuneration for men and women workers for work of equal or comparable value under Part 2-7 of the FW Act.</p> <p>For example, the FWC made an Equal Remuneration Order in 2012 to gradually increase the pay rates for some employees in the social and community services industry from 1 December 2012 to 1 December 2020. This order applies to some employees covered by the Social and Community Services Award.</p>
Evidence	<p>Every type of proof legally presented to a court which is intended to allow the court to make findings about alleged facts material to the case.</p> <p>For further information see the evidence guide.</p>
Evidence matrix	A tool by which to document the various elements, proofs and evidence required to establish a contravention.
Exhibit	A document or object introduced in a court as evidence.

F	
Fact sheets	<p>Our fact sheets outline minimum rights, responsibilities and entitlements under Australian workplace laws, as well as information about the FWO.</p> <p>For further information see the fact sheets.</p>
Fair Entitlements Guarantee (FEG)	<p>The FEG is a payment scheme that helps employees who have lost their job because their employer has gone into liquidation or is declared bankrupt. Employees can claim certain entitlements that their employer can't pay. Previously known as: General Employee Entitlements and Redundancy Scheme (GEERS).</p>
Fair Work Amendment (Protecting Vulnerable Workers) Act 2017	<p>Legislation that came into operation on 15 September 2017 (except for franchise and holding company provisions which commenced on 27 October 2017) and changed the FW Act to:</p> <ul style="list-style-type: none"> increase penalties for 'serious contraventions' of workplace laws and for breaches of record-keeping and pay slip obligations apply reverse onus of proof on employers who don't meet record-keeping or pay slip obligations and can't give a reasonable excuse clarified the laws around asking employees and prospective employees to pay money ('cashback schemes') strengthen our powers to collect evidence in investigations introduce new penalties for giving false or misleading information, or hindering or obstructing our investigations hold franchisors responsible when their franchisees or subsidiaries don't follow workplace laws and they should have known about or were able to prevent it.
Fair Work Australia	<p>This terminology is no longer used. See: 'Fair Work Commission'.</p>
Fair Work Commission	<p>Australia's national workplace relations tribunal. It was established by the FW Act and is responsible for administering provisions of the FW Act.</p>

	<p>Its role includes: making and varying awards, approving enterprise agreements, setting minimum wages, and dealing with a range of disputes including unfair dismissal, anti-bullying and general protections claims.</p> <p>Previously known as: Fair Work Australia.</p>
Fair Work entry permit	A permit issued by the FWC under section 512 of the FW Act that entitles a union official to exercise a right of entry and enter workplaces for specified purposes.
Fair Work Information Statement	A document with information about workplace laws that an employer has to provide to all new employees.
Fair Work Inspector notebook	<p>Fair Work Inspectors who conduct field activities are required to record contemporaneous notes of significant events. To ensure consistency and transparency across the inspectorate, the FWO issues a professionally bound Notebook to all Fair Work Inspectors required to undertake field activities.</p> <p>For further information see the evidence guide.</p>
Fair Work Ombudsman (FWO)	An independent Australian Government agency created by the FW Act and established on 1 July 2009. Its role is to promote harmonious, productive and cooperative workplace relations and ensure compliance with Australian workplace laws. Other known term: Office of the Fair Work Ombudsman.
Fair Work system	A national workplace relations system introduced by the FW Act that provides for the minimum employment standards and regulates on a range of employment and industrial matters.
Federal Circuit and Family Court of Australia	The court is an independent court under the Australian Constitution. It is a federal court of record and a court of law and equity. The Federal Circuit Court and the Family Court of Australia were merged and renamed in 2021.
Federal Magistrates Court of Australia	See 'Federal Circuit and Family Court of Australia.'
Feedback & request for review	See: 'Customer feedback and complaints'.
First Nations people(s)	This is the preferred terminology for FWO content and material.

	<p>The exception is in a Welcome to Country or Acknowledgement of Country where the distinct identities and cultural practices of Aboriginal and Torres Strait Islander peoples should be acknowledged.</p> <p>Australia's First Nations peoples are the first inhabitants of Australia and are made up of two distinct cultural groups, Aboriginal and Torres Strait Islander peoples. If possible and appropriate, it is best practice to find out what the preferred term is from the respective Aboriginal and/or Torres Strait Islander group or individual you are referring to. Aboriginal and/or Torres Strait Islander people(s) and Indigenous Australian(s) are also acceptable terms.</p>
Findings	<p>A decision or determination based upon consideration of all the relevant information and evidence in matter, and on the balance of probabilities, as to:</p> <p>whether there is sufficient evidence of a contravention/s</p> <p>which laws were breached.</p> <p>FWO findings most often include details about the steps an employer must take to rectify these breaches.</p> <p>The term 'findings' applies to FWO audits and investigations, not to early intervention, mediation or small claims assistance. In these approaches, FWO officers provide 'advice' or 'assistance'.</p> <p>Findings may also refer to the insights and observations about a business, industry, region, issue or activity that FWO releases in a published report.</p>
Fixed term contract	A contract of employment that is made for a specific period of time or task.
Flexible working arrangements	An arrangement that allows an employee to request to change their working arrangements, for example work hours, frequency of work or location of employment.
FRAC Strategy	A targeted and coordinated program of information, education, communication and compliance activities designed to improve long-term compliance with workplace laws within the fast food, restaurant and café (FRAC) sector.
Franchise	A business arrangement that allows an individual, partnership or company to operate under the name of an already established business.

	Refer to section 558A of the FW Act also provides a definition of ‘franchisee entity’ and ‘responsible franchisor entity’.
Freedom of association	<p>All employees and contractors have the right to join (or not join) a union. This is called freedom of association. Workers cannot be pressured by a union or by their employer to make a decision about joining, not joining or leaving a union.</p> <p>Freedom of association also extends to employers, allowing them to choose whether to join an employer association.</p>
Freedom of information	<p>The Freedom of Information Act 1982 (FOI Act) provides a legally enforceable right to request access to documents held by a Commonwealth agency. Individuals have the right to ask for information about them to be changed or annotated if it is incomplete, out of date, incorrect or misleading. They also have the right to ask for a review of our decision if we refuse access certain information.</p> <p>All decisions under the FOI Act are made by an authorised decision maker.</p>
Full-time employees	An employee engaged to work 38 hours per week (some awards and enterprise agreements may state more or less than 38 hours of work) and who receives benefits like paid leave and notice of termination.
FWO Operations Manual	Superseded by the Operations Group manual .
FWO Notice	<p>The FWO can apply to the AAT to issue a FWO Notice where all other evidence gathering means have been exhausted or are not appropriate and there are reasonable grounds to believe the person to whom the application relates has information or documents that would assist with an investigation within the scope of subsection 712AA(1)(a) of the FW Act. There are three types of FWO Notices:</p> <p>FWO Notice to give information</p> <p>FWO Notice to produce documents</p> <p>FWO Notice to attend and answer questions.</p>

	<p>Refusing or failing to comply with a FWO notice, or providing information or evidence that is false or misleading can attract a maximum penalty of \$126,000 against an individual..</p> <p>See: FWO Notice and examination guide.</p>
G	
General Employee Entitlements and Redundancy Scheme (GEERS)	This scheme has been renamed. See: 'Fair Entitlements Guarantee (FEG)'.
General protections	<p>A set of rights under the FW Act that cover all employees under the national workplace relations system.</p> <p>Refer to part 3-1 of the FW Act.</p>
Genuine redundancy	<p>An employee's dismissal is a case of genuine redundancy if:</p> <p>their employer no longer requires the employee's job to be done by anyone because of changes in the operational requirements of the employer's enterprise, and</p> <p>the employer has met any obligation to consult (for example with affected employees) about the redundancy.</p> <p>An employee's dismissal is not a case of genuine redundancy if it would have been reasonable for the employee to be redeployed within the employer's enterprise or an associated entity.</p> <p>Refer to section 389 of the FW Act.</p>
Good faith bargaining	A concept under the FW Act requiring parties to act in good faith in regards to negotiating an enterprise agreement.
Gross pay	The total amount an employee has earned for their work before income tax and other deductions are taken out.
Guarantee of annual earnings	A written arrangement that allows an employer to pay an employee an amount which exceeds the high income threshold, over 12 months or more

	<p>(unless the employee is employed or performing duties for less than 12 months). A modern award does not apply to the employee while the guarantee is in place but the employee may remain eligible to make a claim for unfair dismissal.</p> <p>Refer to section 330 of the FW Act.</p>
Guidance notes	<p>These notes are our interpretations of the laws we enforce and the internal policies and procedures we have in place. For further information see Guidance notes.</p>
H	
Hearsay	<p>'Second-hand' evidence in which a person is not telling what they know personally, but what others have said to them. Hearsay can also include statements by a person who is not providing evidence themselves.</p>
High income threshold	<p>An amount of money earned by an employee, set by the Fair Work Commission each year. It's used to determine how much an employee needs to earn before the relevant award stops applying to them if they are issued with a high income guarantee, and is also relevant to whether a person is protected from unfair dismissal under the FW Act.</p> <p>Refer to section 333 of the FW Act.</p> <p>See the FWC website for further information about high income threshold.</p>
I	
Immediate family member	<p>A spouse, de facto partner, child, parent, grandparent, grandchild or sibling of an employee, or: a child, parent, grandparent, grandchild or sibling of an employee's spouse or de facto partner.</p> <p>Refer to section 12 of the FW Act.</p>
Independent contractor	<p>A person who is self-employed and provides services to customers. They operate differently to employees and are generally considered to be business owners who run their own business. Other known terms: subcontractor; contractor.</p>

Individual flexibility arrangement	<p>An agreement between an employer and an employee that varies the effect of a modern award or enterprise agreement. An employee must be better off overall under the individual flexibility agreement as compared to the modern award or enterprise agreement. There is no requirement to register an individual flexibility agreement.</p> <p>Refer to section 12 of the FW Act.</p>
Individual transitional employment agreement (ITEA)	<p>An ITEA was a type of interim individual agreement between an eligible employer and employee, for example those who had been using AWAs under the previous industrial workplace relations system. ITEAs are no longer available under the FW Act.</p>
Industrial action	<p>Industrial action is taken when an employer or employees take action in the workplace which can include employees not going to work and refusing to perform work, or a lockout of employees by an employer.</p> <p>Refer to section 19 of the FW Act.</p> <p>Industrial action can be either 'protected industrial action' or 'unprotected industrial action'.</p>
Industrial instrument	<p>An instrument recognised or registered under the national workplace relations system that refers to minimum entitlements of those employees covered within its scope.</p> <p>It usually is referring to a modern award, enterprise agreement, and any instrument made under the previous workplace relations system (for example: pre-reform federal awards and NAPSAs).</p>
Information Access Policy	<p>A FWO policy governing the release of documents to a customer, without the need for a freedom of information (FOI) request.</p> <p>See: Information Access Policy.</p>
Infringement notice	<p>An infringement notice (IN) is a monetary penalty or fine imposed as an alternative to litigation action in respect of particular contraventions. An IN can be issued for contraventions of six specified civil remedy provisions of</p>

	the FW Act or of sixteen specified civil remedy provisions of the FW Regulations. For further information see the Infringement notice guide .
Injunction	An injunction is a court order that requires someone to do/stop doing a specific action.
Inquiry	<p>There are two types of inquiries at the FWO:</p> <p>An inquiry into a matter following information from the media or the community which suggests non-compliance, as an alternative to commencing an investigation. The focus is on helping the parties, where possible, to comply with the law and resolve the matter quickly and informally.</p> <p>Comprehensive inquiries in which the FWO:</p> <ul style="list-style-type: none"> looks into businesses, industries, regions, supply chains, labour markets or a combination of these looks at any structural and behavioural drivers that lead to serious and/or widespread non-compliance pays particular attention to the influence of entities at the top of the supply chains may conduct site visits, interviews and audits of workplace records over a number of years publicly reports its findings (see: inquiry reports).
Insolvency	When a person or entity is unable to satisfy creditors or discharge liabilities, because liabilities exceed assets.
Internship	A method of on-the-job training with a company. The intern is not paid as long as the person isn't actually in an employment relationship.
Investigation	Where a Fair Work Inspector considers allegations and gathers and examines evidence to determine if Australian workplace laws have been breached.

	<p>Investigations typically involve the use of powers under the FW Act to visit workplaces, interview people and require records or documents to be provided.</p> <p>The FWO decides to conduct an investigation or inquiry where the available evidence suggests one or more of the following exists:</p> <p>exploitation of vulnerable workers (for example aged, young, overseas)</p> <p>concerns presenting within a high-risk sector</p> <p>significant public interest</p> <p>deliberate disregard for the law, or an order of a court or tribunal</p> <p>widespread non-compliance that distorts part of the labour market, disadvantaging compliant businesses</p> <p>an opportunity to provide an educative or deterrent effect.</p>
Investigation plan	<p>Maps out the steps to be taken in an investigation.</p> <p>See: investigation plan template.</p>
J	
Junior employee	<p>A junior employee under the FW Act is a national system employee who is under 21 years of age.</p> <p>Refer to section 12 of the FW Act.</p> <p>Some industrial instruments contain a different definition for a junior employee.</p>
Junior wage	<p>A minimum pay rate that applies to a junior employee as defined in the relevant award or enterprise agreement. The rate is usually a percentage of the wage that applies to an adult employee.</p>
Jurat	<p>A statement on an affidavit of when, where and before whom it was sworn or affirmed.</p>
K	

Key performance indicator (KPI)	A key performance indicator (KPI) is a type of performance measurement. KPIs evaluate the success of an organization or individual, or of a particular activity in which they may engage.
L	
Leave Calculator	A tool offered by the FWO to help employees and employers calculate how much leave an employee is entitled to.
Liquidation	The process whereby a liquidator takes control of a company and draws together its assets, and conducts any required investigations into the operation of the company.
Litigation	A lawsuit or other resort to the courts to determine a legal question or matter.
Loading	An additional payment made above an employee's base rate of pay (for example for working shift work).
Long service leave	A period of paid leave that is available to employees who have worked for the same employer for a period of time. The length of time and availability of long service leave to an employee depends on the employee's award, enterprise agreement or relevant state or territory long service leave legislation. Long service leave is part of the National Employment Standards.
Long term casual	An employee employed by the same employer on a regular and systematic basis for at least 12 months. Refer to section 12 of the FW Act.
M	
Mediation	A voluntary and confidential process where a mediator helps parties negotiate with each other to resolve, for example, workplace disputes.
Memorandum of understanding (MoU)	The FWO uses MoUs to build relationships with organisations which have the capacity to work with the FWO to create and maintain fair and

	<p>productive workplaces and ensuring a level playing field for businesses in the industry in which the organisation operates.</p> <p>Typically, a MoU formally recognises the roles of the FWO and the organisation and provides for regular meetings and exchanges of information.</p>
Minimum wages	The minimum amount of money an employee must be paid for work performed, as set out by a national minimum wage order, an award or an enterprise agreement.
Model transitional provisions	<p>The model transitional provisions were created by the Australian Industrial Relations Commission (AIRC) as part of the award modernisation process.</p> <p>The model transitional provisions provide for the 'phasing in' of increases or decreases in certain monetary entitlements in five set instalments over four years (20% per year) beginning from the first full pay period on or after 1 July 2010 and ending at the first full pay period on or after 1 July 2014, when modern award rates apply in full.</p> <p>Most, but not all modern awards include the model transitional provisions. If a modern award includes the model transitional provisions, they are included in a schedule at the back of the modern award.</p>
Modern award	See: 'Award'.
Modern award rate of pay	<p>An employee's modern award rate of pay is the rate of pay that is written in their modern award plus any increases made by the Fair Work Commission in its annual wage review.</p> <p>This may be different to an employee's base rate of pay.</p>
Modern enterprise award	<p>A type of modern award that covers only one enterprise (business, activity, project or undertaking) rather than an industry or occupation.</p> <p>Refer to section 168A of the FW Act.</p>
N	
NAPSA	A federal agreement created on 27 March 2006 preserving the conditions in a state award and/or state legislation from NSW, Queensland, South

	<p>Australia or Tasmania. Modern awards replaced NAPSAs on 1 January 2010.</p> <p>Other known term: Notional agreement preserving state award.</p>
National Employment Standards	<p>The National Employment Standards (NES) are minimum standards of employment that apply to national system employees from 1 January 2010.</p> <p>They cover:</p> <ul style="list-style-type: none"> maximum weekly hours requests for flexible working arrangements parental leave and related entitlements annual leave personal/carer's leave, compassionate leave and unpaid family and domestic violence leave community service leave long service leave public holidays notice of termination and redundancy pay <p>Fair Work Information Statement.</p> <p>The National Employment Standards are set out in Part 2-2 of the FW Act.</p> <p>The standards about parental leave and notice of termination also apply to employees that are not national system employees (see Part 3-6 of the FW Act).</p>
National minimum wage order	<p>An order made by the Fair Work Commission in an annual wage review to determine the national minimum wage.</p>
National system employee	<p>An employee to whom the national workplace relations system applies because he or she is employed by a constitutional corporation, the Commonwealth, in certain industries, is employed in a Territory, or a State reference employer.</p> <p>Refer to section 13 of the FW Act.</p>

	Refer to section 14 of the FW Act for National system employer.
National workplace relations system	<p>The national workplace relations system which was introduced in and from July 2009 by the FW Act and related legislation, such as the TPCA Act, the FW (State Referrals) Act and the FW (RO) Act. It applies to most employers and employees in Australia.</p> <p>Key features of the national workplace relations system include the National Employment Standards and modern awards. These entitlements came into effect from 1 January 2010.</p>
Nominal expiry date	<p>The 'nominal expiry date' in an industrial agreement is the expiry date in name only. This means an agreement could continue to exist and apply beyond its nominal expiry date.</p> <p>There are different rights and obligations under the FW Act and the TPCA Act in relation to industrial action and termination/replacing an agreement depending on whether or not the agreement has passed its nominal expiry date.</p>
Notice to produce	<p>A notice to produce (NTP) is a formal request for a person to produce a record or document as authorised by section 712 of the FW Act.</p> <p>Under the FW Act, Fair Work Inspectors may require a person to produce to them any record or document:</p> <ul style="list-style-type: none"> for the purposes of determining if there has been a contravention of the FW Act, FW Regulations, a fair work instrument, or a safety net contractual entitlement; and/or a provision of another Act that confers functions or powers on inspectors.. <p>The NTP must be in writing, served on the recipient, and give the person at least 14 days to produce the records or documents.</p> <p>For further information see the notice to produce guide.</p>
0	

On-hire basis	When a business employs workers and provides a service to other organisations (host organisations) by assigning those workers to perform work for that host organisation.
Operations guides	<p>These documents sit outside the Operations Group manual and provide procedural guidance</p> <p>For further information see the Operations guides.</p>
Operations Group manual	<p>This manual provides an operating framework for the activities of the Operations Group.</p> <p>The manual should be read in conjunction with public agency documents such as the Compliance & Enforcement Policy, Guidance notes and fact sheets.</p> <p>For further information see the Operations Group manual.</p>
Ordinary hours	<p>The amount of hours ordinarily worked by an employee. For example, the ordinary hours of a full-time employee are usually 38 hours per week.</p> <p>Ordinary hours can be defined in an industrial instrument (for example a modern award or enterprise agreement) and/or contract of employment.</p>
Ordinary pay rate	<p>The amount of money an employee would get for the ordinary hours worked. For example, this rate would not usually include any overtime payment.</p> <p>Some industrial instruments (for example a modern award or enterprise agreement) may define terms like 'ordinary pay rate' or 'ordinary pay'.</p> <p>See: 'Ordinary hours'.</p>
Outworker	<p>An employee who performs their work at home or at a place that wouldn't normally be thought of as a business premise, and a contractor who performs work in the textile, clothing or footwear industry and perform their work at such a place.</p> <p>Refer to section 12 of the FW Act.</p>

Overtime	<p>Overtime is often defined in an industrial instrument (for example a modern award or enterprise agreement) as time worked in excess of or outside of ordinary hours.</p> <p>Different instruments can define overtime differently.</p> <p>An industrial instrument will often provide for overtime work to be paid at a higher rate of pay.</p>
P	
Paid parental leave	<p>A payment scheme offered by the Australian Government for when an employee goes on leave to have a baby or adopt. Employees can be paid for directly by the Australian Government or their employer. Other known term: employer funded paid parental leave and Dad and Partner Pay.</p>
Parental leave	<p>Employees can take 12 months unpaid leave when a child is born or adopted. Other known terms: maternity or paternity leave and adoption leave.</p> <p>Parental leave is part of the National Employment Standards. Non-national system employees also have rights to unpaid parental leave under Part 6-3 of the FW Act.</p>
Party	<p>A party to a workplace dispute will include any person that is involved in the issues identified. This may also include parties to an industrial instrument or a contract of employment.</p>
Partnership	<p>A partnership is the legal relationship created when two or more people go into business together.</p> <p>This relationship is generally regulated by state or territory legislation.</p>
Part-time employee	<p>An employee who works regular hours that are less than a full-time employee.</p> <p>Part-time employees generally receive the same entitlements and benefits as full-time employees, but on a proportional (pro-rata) basis.</p>
Pattern bargaining	<p>When a bargaining representative for 2 or more proposed enterprise agreements tries to find common terms to include in 2 or more of the</p>

	<p>agreements. Conduct will not be pattern bargaining in respect to a particular employer if the bargaining representative is genuinely trying to reach agreement with that employer.</p> <p>Refer to section 412 of the FW Act.</p>
Pay and Conditions Tool (PACT)	<p>Calculates wage and entitlements that applied after 1 July 2014 for all 122 modern awards. The four main components are:</p> <p>Pay Calculator</p> <p>Shift Calculator</p> <p>Leave Calculator</p> <p>Notice and Redundancy Calculator.</p> <p>See: PACT.</p>
Pay slip	<p>A record of pay that employers must provide to employees within one working day of paying them for the work they perform for the employer.</p> <p>The rules about what must be included in pay slips are set out in regulation 3.46 of the FW Regulations.</p>
PayCheck Plus	<p>An historical pay tool to help calculate award pay rates that applied before 1 July 2014. See: PayCheck Plus. The Pay and conditions tool (PACT) calculates award pay rates applying since 1 July 2014.</p>
Penalty Infringement Notice	<p>This terminology is no longer used. See: 'Infringement Notice'.</p>
Penalty rate	<p>A higher pay rate that can apply when an employee works at certain times, for example, evenings, weekends or public holidays. These rates are provided in awards and enterprise agreements.</p> <p>The FWO does not consider overtime to be a penalty rate.</p>
Permitted deduction	<p>A deduction from an employee's pay which meets the requirements of section 324 of the FW Act.</p>

Permitted matters	<p>Matters that can be included in an enterprise agreement. Permitted matters could include terms about the relationship between an employer and the employees, deductions from wages or how the agreement will operate.</p> <p>Refer to section 172 of the FW Act.</p>
Personal/carer's leave	<p>Personal/carer's leave is part of the National Employment Standards and includes:</p> <p>paid personal/carer's leave; and</p> <p>unpaid carer's leave;</p> <p>An employee is entitled to 10 days of paid personal/carer's leave per year in accordance with the National Employment Standards.</p> <p>Personal leave was also part of the Australian Fair Pay and Conditions Standard.</p> <p>Other known term: sick leave.</p>
Phase/phasing	<p>The process of implementing certain monetary entitlements in modern awards in annual increments over a four year period from the first full pay period on or after 1 July 2010 in accordance with the model transitional provisions (in modern awards).</p> <p>This involved 'phasing in' modern award and 'phasing out' pre-modern award entitlements.</p>
Pieceworker	<p>A pieceworker is an employee who is described or defined as a pieceworker in a modern award or enterprise agreement that applies to that employee, or in the FW Regulations.</p> <p>These are usually employees that are paid by output or piece they produce rather than by time. Piecework is common in the textile and horticulture industries.</p> <p>Refer to section 21 of the FW Act.</p>
Pre-27 March 2006 employer	<p>This term is used to describe employers that became part of the national workplace relations system from 27 March 2006 as a result of the Work</p>

	<p>Choices changes to the WR Act. These employers are constitutional corporations (bodies corporate) that were employing staff and covered by state systems immediately before 27 March 2006.</p> <p>It does not include employers that were already part of the national system at this time (for example because they were bound by a federal award).</p>
Pre-modern award	<p>A term used by the FWO to refer to both award-based transitional instruments and transitional minimum wage instruments. These instruments were replaced by modern awards from 1 January 2010.</p> <p>The term pre-modern award includes all of the following types of instruments:</p> <p>Award-based transitional instruments</p> <p>Pre-reform awards (all states and territories) – “AP”</p> <p>NAPSAs (all states other than Victoria) – “AN”</p> <p>State reference transitional awards (all states other than WA) – “AT”</p> <p>Division 2A State reference transitional awards</p> <p>Division 2B State reference transitional awards</p> <p>Common rule awards (ACT, NT & VIC).</p> <p>Transitional minimum wage instruments:</p> <p>Australian Pay and Classification Scales (APCS) (referred to as a transitional APCS from 1 July 2009). These are commonly referred to as “pay scales”.</p> <p>The standard Federal Minimum Wage (FMW) (referred to as the transitional standard FMW from 1 July 2009).</p> <p>A special Federal Minimum Wage (referred to as a transitional special FMW from 1 July 2009).</p> <p>The 20% default casual loading in the Australian Fair Pay and Conditions Standard (referred to as the transitional default casual loading from 1 July 2009).</p>

<p>Pre-modern award entitlements</p>	<p>Terms and conditions of employment in award-based transitional instruments and transitional minimum wage instruments that have been replaced by modern awards.</p> <p>Modern award entitlements replace pre-modern award entitlements including:</p> <p>monetary entitlements such as allowances and penalty rates that were set out in award-based transitional instruments (for example pre-reform awards and NAPSAs)</p> <p>minimum wage entitlements that were previously contained in transitional minimum wage instruments (for example casual loadings and base rates of pay).</p>
<p>Pre-reform award</p>	<p>A type of industrial instrument that was made by the Australian Industrial Relations Commission before 27 March 2006. After 1 July 2009, pre reform awards became an award based transitional instrument.</p> <p>Pre-reform awards set out minimum conditions of employment for some or all of an employer's employees.</p>
<p>Pre-reform certified agreement</p>	<p>This is a type of collective agreement that was made before 27 March 2006. It was certified in accordance with the WR Act by the Australian Industrial Relations Commission.</p> <p>While most pre-reform certified agreements have been superseded, this type of agreement generally only stops operating when it is:</p> <p>terminated by the Fair Work Commission, or</p> <p>replaced by an enterprise agreement.</p> <p>Pre-reform certified agreements applied to non-national system employers and employees and that were certified on the basis of settling an industrial dispute ceased to operate by 27 March 2011.</p>
<p>Preserved state agreement</p>	<p>A preserved State agreement (PSA) is a federal agreement that retains the terms and conditions of a state employment agreement that applied to an employer immediately before 27 March 2006. Any terms of a State award</p>

	<p>that determined terms and conditions of employment of the employee or state or territory legislation that determined certain “preserved entitlements” will also form part of the PSA.</p> <p>PSAs could be either collective (apply to a group of employees) or individual (apply to only one employee).</p> <p>Under the TPCA Act, PSAs were further preserved as agreement-based transitional instruments.</p>
Prima facie	At first appearance, on the face of it.
Pro rata	A proportionate amount of money, entitlement or period of time. Part-time employees generally get pro-rata entitlements, based on the number of hours worked.
Probation period	<p>A length of time used by an employer and employee to assess suitability for a job. Probation periods are often 3-6 months long. Other known term: probationary period.</p> <p>Refer to section 383 of the FW Act for definition of minimum employment period.</p>
Probative (evidence)	Evidence tending to prove something.
Protected industrial action	<p>Industrial action which is immune in most cases from any state or federal laws.</p> <p>There are a number of requirements under the FW Act which must be satisfied before industrial action can be “protected”.</p> <p>These requirements include:</p> <ul style="list-style-type: none"> the action must be in relation to a proposed enterprise agreement for a single enterprise (business, activity, project or undertaking) the action cannot be taken before the nominal expiry date of an existing enterprise agreement or workplace determination the party wanting to take the action is genuinely trying to reach agreement

	<p>the party wanting to take the action has observed notice requirements and complied with any orders or declarations</p> <p>the action is not taken in relation to unlawful terms or as part of pattern bargaining (on behalf of employees)</p> <p>the action is authorised (in advance) by secret ballot (where the action is taken by employees)</p> <p>action by employers must be in response to industrial action by an employee or bargaining agent.</p> <p>Refer to Part 3-3 of the FW Act.</p>
R	
Recognised emergency management body	<p>A government organisation involved in emergency or natural disaster activities. For example, the State Emergency Service (SES) or Country Fire Authority (CFA).</p> <p>Refer to sub-section 109(3) of the FW Act for the purposes of community service leave.</p>
Record of conversation (ROC)	<p>The notes of a conversation between a Fair Work Inspector and witness in respect of a matter under investigation; (There is no requirement to give a formal caution but that it may sometimes be appropriate).</p>
Record of interview (ROI)	<p>A formal record of a conversation between a Fair Work Inspector and person of interest in respect of the matter under investigation; should be preceded with a formal caution.</p>
Record-keeping	<p>Recording and maintaining mandatory employment information, such as hours of work and wages paid.</p>
Redundancy	<p>An employee may be entitled to redundancy pay – where their employment is terminated at the employer’s initiative because the employer no longer needs the job that was done by the employee to be done by anyone, except where this is due to the ordinary and customary turnover of labour.</p>

	<p>This can occur when an employer is re-structuring its business and/or introducing technological changes. It can also occur where an employer becomes insolvent or bankrupt.</p> <p>Redundancy entitlements are part of the National Employment Standards (from 1 January 2010).</p> <p>Other known terms: retrenchment and severance pay.</p>
Redundancy determination	A decision of the Fair Work Commission to reduce the amount of redundancy an employer has to pay.
Referring state	A state which has handed over, or referred its workplace relations powers to the Commonwealth (all states except WA have done so).
Registered agreement	Known as an enterprise agreement is document between an employer and their employees regarding employment conditions. An enterprise agreement made under the FW Act must be approved by the Fair Work Commission. Examples of enterprise agreements include collective agreements, certified agreements, AWAs and ITEAs.
Request(s) for assistance	Any contact with the Fair Work Ombudsman where assistance or advice is being sought to resolve workplace issues.
Requestor	Any person who contacts the Fair Work Ombudsman for information or assistance.
Respondent/respondency	<p>Where this term is used in relation to a federal award (i.e. a pre-reform award or a transitional award) it means an employer that is required to comply with the terms and conditions in the award because the employer is:</p> <ul style="list-style-type: none"> cited (named in the award) a member of an employer organisation that is named in the award bound by common rule (in Victoria, the ACT and/or the NT), or subject to a transfer of business or WR Act transmission of business that has taken place.

	Where this term is used in a dispute or court case, it means a party responding to a proceeding that was initiated by someone else.
Return to work guarantee	The right an employee has to return to the same position they
Reverse onus of proof	Shifts the burden of proof that would otherwise be in favour of the person making an allegation, and places the burden of proof onto the person responding to the allegation.
Right of entry	The rights and obligations of a permit holder, generally a union official, to enter work premises.
Roster	A timetable showing the days and times employees are scheduled and expected to attend work.
Rostered day off	A day in a roster period that an employee doesn't have to work. An employee's day off can be paid or unpaid, depending on the award or enterprise agreement.
S	
Salary	<p>An agreement to be paid a specified amount of pay for work over a 12 month period. Other known term: annualised salary.</p> <p>Salary terms are often included in employment contracts, and some awards set out specific requirements for annual salary arrangements.</p>
School-based apprentice	<p>A national system employee to whom a school-based training arrangement applies. These are employees that are working as apprentices while they are also still attending school (usually secondary school).</p> <p>A 'training arrangement' is a combination of work and training that is subject to a training agreement or a training contract between the employee and employer. The training arrangement must take effect under a state or territory law relating to training employees.</p> <p>This term is defined in section 12 of the FW Act.</p>

<p>School-based training arrangement</p>	<p>A training arrangement undertaken as part of a course of secondary education.</p> <p>A 'training arrangement' is a combination of work and training that is subject to a training agreement or a training contract between the employee and employer. The training arrangement must take effect under a state or territory law relating to training employees.</p> <p>This term is defined in section 12 of the FW Act.</p>
<p>Sham contract</p>	<p>An attempt by an employer to misrepresent or disguise an employment relationship as an independent contracting arrangement.</p>
<p>Shiftworker</p>	<p>An employee who works fixed hours of work (shifts or rosters) that are outside or partly outside of normal working hours (for example 9am – 5pm).</p> <p>Under the National Employment Standards, shiftworkers are entitled to five weeks of annual leave from 1 January 2010. Whether an employee is defined as a “shiftworker” will depend on the definition of shift work within the modern award or agreement that applies to them.</p>
<p>Small business employer</p>	<p>An employer that employs less than 15 employees, including full-time, part-time and regular and systematic casual employees.</p> <p>Refer to section 23 of the FW Act.</p>
<p>Small claims assistance</p>	<p>The FWO’s small claims subject matter experts provide information and tailored assistance to customers who wish to pursue their alleged entitlements (where their claim is under \$20,000) through alternative options such as taking the dispute to the small claims court. Customers are empowered to resolve their dispute prior to filing a small claims application hence saving everyone time and cost.</p> <p>The FWO’s dedicated small claims assistance function enhances the customer experience by equipping the employee and employer with tailored information and assistance to make choices about utilising the small claims process.</p>

Sole trader	An individual who runs their own business as an individual, rather than through a partnership or company.
Special National Minimum Wage	<p>The Special National Minimum Wage (also known as the 'Special NMW') applies to certain employees with a disability.</p> <p>The Special NMW does not apply to employees with a disability who are covered by rates of pay in a modern award or a pay scale (modern awards and pay scales can contain special provisions for employees with a disability).</p> <p>Where this concept was used before 1 January 2010 it was referred to as the Special Federal Minimum Wage (Special FMW).</p>
Special maternity leave	<p>Unpaid leave that can be taken if the employee has a pregnancy related illness or the pregnancy ends after 12 weeks because of a miscarriage, termination or stillbirth.</p> <p>Refer to section 80 of the FW Act.</p>
Stand down	<p>When an employee is told not to go to work by an employer because they cannot be usefully employed due to specified circumstances, including industrial action or machinery breakdown. An employee is not paid during a period of stand down.</p> <p>Part 3-5 of the FW Act deals with stand down.</p>
Standard rate	A pay rate defined in a modern award, used to calculate some entitlements like overtime and allowances. It is usually the rate for a specified classification (for example: Level 3).
State reference transitional award	See Division 2A State reference transitional award' and 'Division 2B State reference transitional award'.
State reference employer and employee	Employers and employees who are part of the national workplace relations system as a result of referral of industrial relations powers from a state.

	<p>All states other than Western Australia have referred their industrial relations powers to the Commonwealth. However, some state referrals have excluded certain employers and employees in a state (for example local or state government) who will still be covered by a state system rather than the national system.</p> <p>The term 'State reference employee' is defined in sub-items 2A(3) and 2A(3A) of Schedule 3 to the TPCA Act.</p> <p>The term 'State reference employer' is defined in sub-items 2A(4) and (4A) of Schedule 3 to the TPCA Act.</p>
State referral	The Commonwealth passed the Fair Work Amendment (State Referrals and Consequential and Other Amendments Act) 2009 in June 2009 and the Fair Work Amendment (State Referrals and Other Measures) Act 2009 in December 2009. These Acts enabled states to refer certain matters to the Commonwealth so that a national workplace relations system could be established.
Statement	A written declaration of an event.
Statute	A law enacted by parliament.
Strategic enforcement activities	This terminology is no longer used. See: 'Inquiry'.
Superannuation	Money paid by an employer on behalf of an employee into a superannuation fund to provide for the employee's retirement. Other known term: employer contribution.
Supported Wage System	The Supported Wage System is a productivity-based wage assessment for an employee with disability.
T	
Take-home pay order	Both the FW Act and modern awards provide that the implementation of modern awards are not intended to result in the reduction of an employee's take-home pay.

	<p>If an employee suffers a reduction in their take-home pay as a result of transitional arrangements under the model transitional provisions, the employee or their union can apply to the Fair Work Commission for a take-home pay order.</p> <p>A take-home pay order can require an employer to retain existing rates of pay to ensure that employees do not suffer a reduction in their take-home pay.</p> <p>An employee's take-home pay will be assessed on an overall basis, taking into account that some entitlements may increase, and some may decrease under transitional arrangements.</p> <p>For more information about take home pay orders contact Fair Work Commission www.fwc.gov.au.</p>
Termination of employment	When an employer or employee ends the employment relationship. Other known terms: resignation, quitting, firing and dismissal.
Termination payment	A payment made to the employee when employment ends, which can include notice, redundancy pay, unused annual leave and long service leave. Other known terms: final pay.
Time and wage records	The records an employer must keep under workplace laws about the employment of each of their employees.
Time in lieu	An arrangement where an employee is given paid time off work instead of being paid overtime hours allowed under some awards and enterprise agreements.
Titan	The FWO's new case management system as of 2019.
Trading corporation	A corporation which engages in trading activity (for example providing goods or services for payment).
Trainee	An employee who is employed under a training arrangement.
Training arrangement	A combination of work and training that is subject to a training agreement or a training contract between the employee and employer that takes effect under a state or territory law relating to training employees.

	This term is defined in section 12 of the FW Act.
Transfer of business	<p>A transfer of business occurs where:</p> <p>there is a transfer between an old employer and a new employer (for example a transfer of assets or the outsourcing or insourcing of work), or the employers are associated entities an employee's employment with the old employer is terminated and the employee is employed by the new employer within 3 months, and</p> <p>the employee is undertaking the same or substantially the same work for the new employer.</p> <p>Section 311 of the FW Act contains the full definition of a transfer of business.</p> <p>There are rules in the FW Act about what happens to an employee's entitlements where there is a transfer of business. In general, the rules provide that industrial instruments that applied to the employee before the transfer continue to apply to the employee (and the new employer) after the transfer, and that the new employer must recognise an employee's service with the old employer when working out most of their entitlements.</p> <p>The transfer of business rules in the FW Act commenced from 1 July 2009. For 'transfers' that occurred prior to this time, see WR Act transmission of business.</p>
Transferring employee	An employee that moves from the old employer to the new employer in a transfer of business.
Transitional amount	<p>The dollar difference amount between an employee's pre-modern award and modern award wage rates (including any applicable industry allowances) calculated as at 1 January 2010 for the employee's classification and frozen for that classification for the duration of the transitional provisions (until 1 July 2014).</p> <p>This term is used in the model transitional provisions in modern awards.</p>

Transitional minimum wage instrument	<p>Transitional minimum wage instruments set out an employee's pre-modern award entitlement to minimum rates of pay.</p> <p>Refer to sub-item 5(3) of Schedule 9 to the TPCA Act.</p>
Transitional percentage	<p>The difference between two equivalent loading/penalty rates (frozen as at 1 January 2010). This term has been used in the context of working out loading and penalty rate entitlements in accordance with the model transitional provisions.</p> <p>This term is used in model transitional provisions in modern awards.</p>
U	
Unfair dismissal	<p>When an employee's dismissal is harsh, unjust or unreasonable and is not a genuine redundancy.</p> <p>Refer to section 385 of the FW Act.</p>
Unlawful termination	<p>Where an employee's employment is ended by their employer for reasons that are discriminatory or otherwise against the law.</p>
Unlawful terms	<p>A term that cannot be lawfully included in an enterprise agreement.</p> <p>Refer to section 194 of the FW Act.</p>
Unpaid work	<p>Work performed for no pay, such as a vocational placement, internship or work experience.</p>
Unprotected industrial action	<p>Industrial action that is not protected industrial action. For example, industrial action that is taken before the nominal expiry date of an enterprise agreement, or does not meet the relevant notice requirements (See: protected industrial action).</p> <p>Unprotected industrial action may be in breach of the FW Act and may be subject to action under the FW Act.</p>
V	
Visa (457)	<p>A type of visa an employee is on when an employer sponsors their application and allows them to work temporarily in Australia. This visa type</p>

	stopped being issued in March 2018 and has been replaced by Visa 482 – Temporary skill shortage visa.
Voluntary administration	When an administrator is appointed to investigate a company's affairs and recommend whether it should enter into a deed of company arrangement, go into liquidation or be returned to the creditors of the company. This is a process started by a company having financial problems.
Voluntary emergency management activity	An activity engaged in by an employee on a voluntary basis, that involves dealing with an emergency or natural disaster at the request of a recognised emergency management body (or when it is likely that such a request would have been made had the circumstances permitted it). Other known term: emergency management activity. Section 109(2) of the FW Act defines when an employee has engaged in a 'voluntary emergency management activity' for the purposes of community service leave.
Voluntary redundancy	When redundancy is offered by an employer and is voluntarily accepted by an employee.
Voluntary resolution	Agreement reached by the employee and employer on a voluntary basis, allowing the FWO involvement in the matter to be completed.
Vulnerable worker	For the purposes of the FWO, this employee type includes (but is not limited to): young people, trainees, apprentices, people with a physical or mental disability or literacy difficulties, migrants and people from non-English speaking backgrounds, the long-term unemployed and those re-entering the workforce, outworkers, people with carer responsibilities, Aboriginal and Torres Strait Islander peoples, employees in precarious employment (for example: casual employees) and people residing in regions with limited employment opportunities and/or with financial and social restraints on their ability to relocate to places where there may be greater job opportunities.
W	

Witness	A person who sees, hears or experiences an event and can provide evidence which is relevant and admissible before a court of law.
Workers compensation	A compensation system that is run by state and territory organisations for work-related injuries.
WR Act transmission of business	Part 11 of the WR Act contained provisions that dealt with the transfer of employer obligations under certain instruments when the whole, or a part, of a person's business was transmitted to another person. for example

Useful links

[Australian Government Style Manual](#)

A guide produced as part of the Digital Service Standards to assist government agencies to create accessible and inclusive content.

[Macquarie Dictionary Online](#)

The standard reference for Australian English.

[Web Content Accessibility Guidelines \(WCAG 2.0\) version 2.0](#)

The Web Content Accessibility Guidelines (WCAG) explain how to make web content accessible to the widest possible audience. Web 'content' generally refers to the information in a web page or web application, including text, images, forms, sounds, and downloadable documents. This applies to all content published on the website or the intranet.

[Website Content Principles](#)

For additional guidance on creating online content for fairwork.gov.au, including principles for website content, standardised references and formatting, and website principles for tone and personality on fairwork.gov.au.



Writing for FWO – cheat sheet

Plan before you start



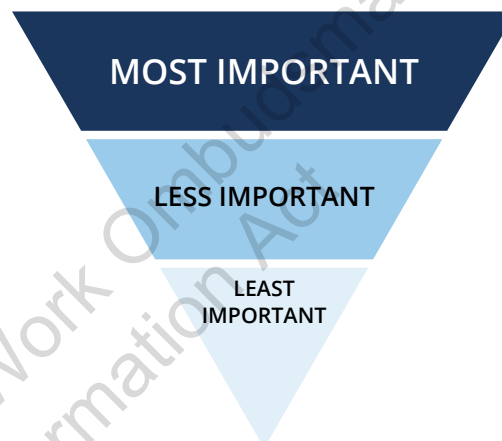
▶ **Audience:**
Who are you writing to?



▶ **Objective:**
What do you want them to do (or know)?

Structure

- Put the most important information first.
- Only include the information the audience needs.
- One idea per sentence.
- Limit paragraphs to 2 or 3 sentences containing 1 theme.
- Break up text with short headings.
- Frontload headings with keywords.
- Break up text into **bullet point lists** instead of using lots of commas.
- Allow lots of white space.
- Left align your text – don't use 'justified' formatting.



Style

- Use **active voice** (*subject-verb-object*). The do-er of the action should come first in sentences.
Example: 'We (*subject*) did not accept (*verb*) your application (*object*).'
- Only use passive voice if you can't specify the do-er of the action.
Example: 'The part-time role was approved in March.' Look for 'to be' 'is', 'was' and 'by the' to help you spot passive voice.
- Use first and second pronouns (I, we, us and you).
- Use contractions ('we're', 'don't' etc).
- Avoid jargon.
- Spell out acronyms on first use (and include acronym in brackets).
- If you wouldn't say it in a conversation, don't write it (like 'moreover', 'pursuant to').
- Use short common words over longer words/phrases.

Swap this	For this
amongst	Among
as a consequence of	Because
ascertain	find out
at the time of writing, at this point in time	now
cognisant of	aware of, know
despite the fact that	although
impact upon	affect
notwithstanding	even though, though
pursuant to	under
subsequently	after
utilise	use
with reference to, with regard to, with respect to	about, regarding

See the full [plain English swap list](#).



Writing for FWO – cheat sheet

Headings

Only capitalise the first word of a heading (unless it includes proper nouns).

Bullet lists and punctuation

For a list of full sentences, use a capital letter at the start of each bullet point and end each item with a full stop.

If it isn't a full sentence, don't start with a capital letter and only give the last bullet a full stop.

Example:

'Awareness week agenda:

- We will host a community morning tea.
- The Minister will launch the book.'

Example:

The environmental protection plan includes:

- site inspection
- sustainability report
- ongoing benchmarks.'

Don't add 'or', 'and' or a **semicolon** to the end of list items.

[More information on punctuation and grammar.](#)

Hyphenated

- part-time
- full-time
- record-keeping
- long-term

Not hyphenated

- fact sheet
- overtime
- pay slip
- workplace

[More information on hyphenation.](#)

Be inclusive and accessible

- People with disability — not people with a disability, disabled or handicapped people.
- Older people or seniors — not pensioners, old-age pensioners or the aged.
- Aboriginal and Torres Strait Islander peoples (note the plural) — not ATSI, Aborigines or Aboriginals.
- Avoid gendered pronouns.
- Use [accessible links](#), not 'click here'.
- Add [skip links](#) to navigation and content.
- Aim for an [age 9 reading level](#).

Australian Government
Not "Commonwealth
Government" or
'Federal Government'.

Numbers

123

- 1 to 9 — not one to nine
- one or two of them
- 10 to 9999
- 10,000 to 1 million
- 10am and 10.30am
- \$2
- 75%
- 1980s
- 1 July – not 1st July

Common nouns and proper nouns

Aa

Common

- compliance notice
- proactive compliance deed
- award (generic sense, 'the award')
- enterprise agreement
- enforceable undertaking

Proper

- National Employment Standards
- Act/s (when referring to the legislation)
- Fair Work Inspectors

More information

[Australian Government Content Guide](#)

[FWO Language Supplement](#)

[Visual Style Guide](#)