

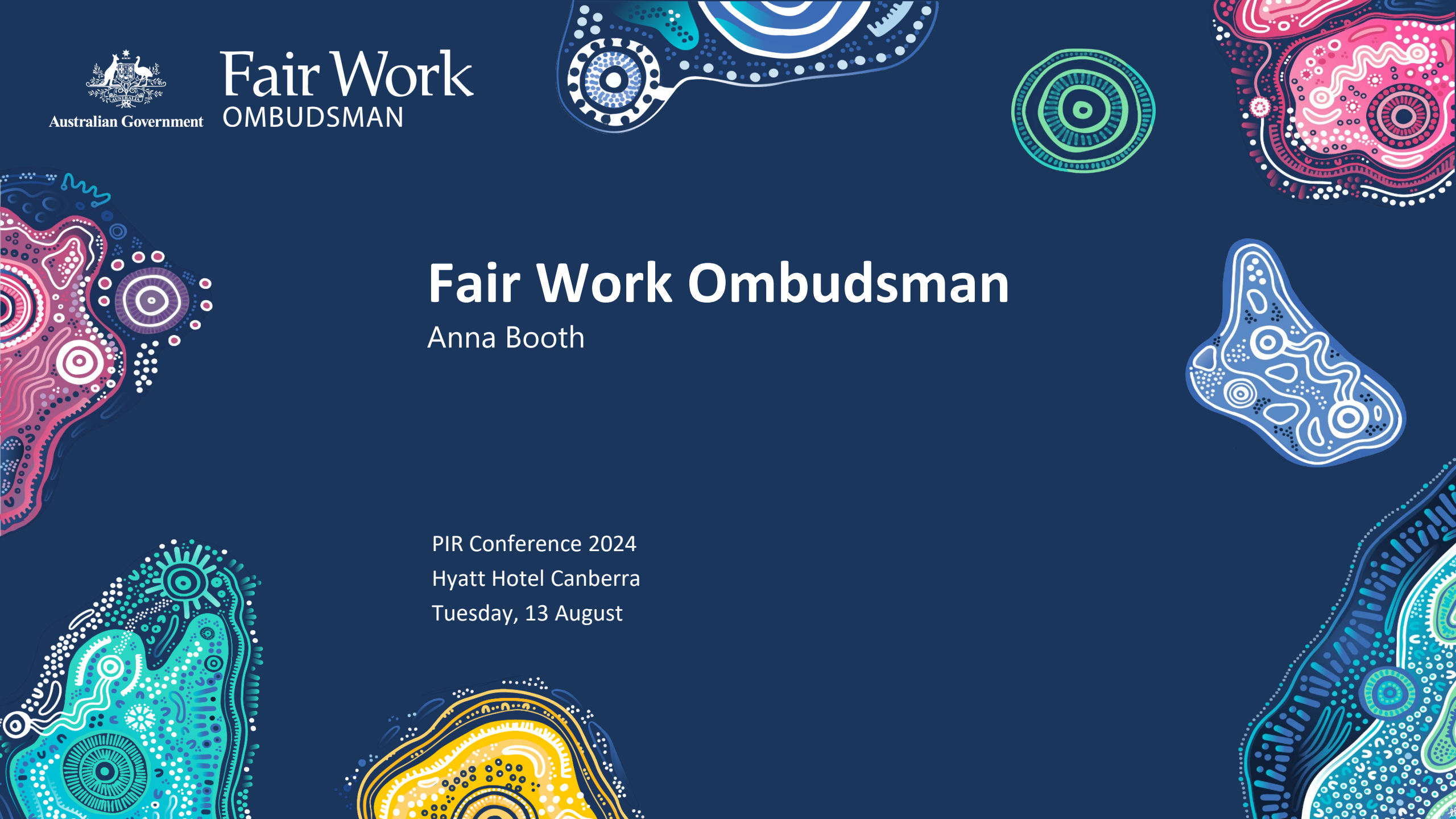


Fair Work  
OMBUDSMAN

# Fair Work Ombudsman

Anna Booth

PIR Conference 2024  
Hyatt Hotel Canberra  
Tuesday, 13 August



# Why does a culture of compliance matter?



**Fast food,  
Restaurants  
and Cafés**

**Average rate of non-compliance in  
the industry for all FWO matters**

(1 July 2022 – 30 Jun 2024)

**89%**



**\$3,056,342** underpayments  
recovered from proactive activities

(1 July 2022 – 30 Jun 2024)



**693,351**

workers in the sector



**53.8%**

proportion of young people  
(as at Census 2021)



**\$8,543,455** underpayments  
recovered overall

(1 July 2022 – 30 Jun 2024)

**19.9%**



proportion of visa holders  
(as at 30 June 2023)



# Why does a culture of compliance matter?



**Agriculture**

**Average rate of non-compliance in the industry for all FWO matters**  
(1 July 2022 – 30 Jun 2024)

**44%**



**\$492,692** underpayments recovered from proactive activities  
(1 July 2022 – 30 Jun 2024)



**233,7321** workers in the sector

**9.4%** proportion of young people  
(as at Census 2021)



**\$1,406,900** underpayments recovered overall  
(1 July 2022 – 30 Jun 2024)

**13.9%**



proportion of visa holders  
(as at 30 June 2023)



# Why does a culture of compliance matter?



**Building and  
Construction**

**Average rate of non-compliance in  
the industry for all FWO matters**  
(1 July 2022 – 30 Jun 2024)

**89%**



**\$7,247,057** underpayments  
recovered overall  
(1 July 2022 – 30 Jun 2024)



**1,368,300**  
workers in the sector

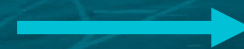


**4,577** RFAs completed in the industry  
(1 July 2022 – 30 June 2024)

**14.7%** proportion of young workers  
(as at Census 2021)



**116,5604**  
apprentices / trainees in the sector  
(as at Dec 2023)



**259** RFAs completed involving  
apprentices and trainees  
(1 July 2022 – 30 June 2024)



# Why does a culture of compliance matter?



**Disability  
support  
services**

**Average rate of non-compliance in  
the industry for all FWO matters**

(1 July 2022 – 30 Jun 2024)

**78%**



**\$1,754,596**

**underpayments recovered through RFAs**

(1 July 2022 – 30 Jun 2024)



**13**

**Self reports completed in the industry**

(1 July 2022 – 30 June 2024)



**1,270 RFAs completed in the industry**

(1 July 2022 – 30 June 2024)



**\$25,258,745**

**Recovered through self-reports**

(1 July 2022 – 30 June 2024)



# Why does a culture of compliance matter?



**Aged care services**

**Average rate of non-compliance in the industry for all FWO matters**

(1 July 2022 – 30 Jun 2024)

**63%**



**276** RFAs completed in the industry

(1 July 2022 – 30 June 2024)



**\$140,613**

**underpayments recovered through RFAs**

(1 July 2022 – 30 Jun 2024)



**\$45,728,826**

**Recovered through self-reports**

(1 July 2022 – 30 June 2024)



# Why does a culture of compliance matter?



**Universities**



**42 Universities**



**26**

**active investigations**



**\$128,070,181**

**total recoveries**

**(1 July 2022 – 30 Jun 2024)**



# Why does a culture of compliance matter?



Large  
corporates



153

Self reports as at 30 June 2024



\$553,566,086

total recoveries

(1 July 2022 – 30 Jun 2024)



# The Compliance Triangle: Voluntary Compliance

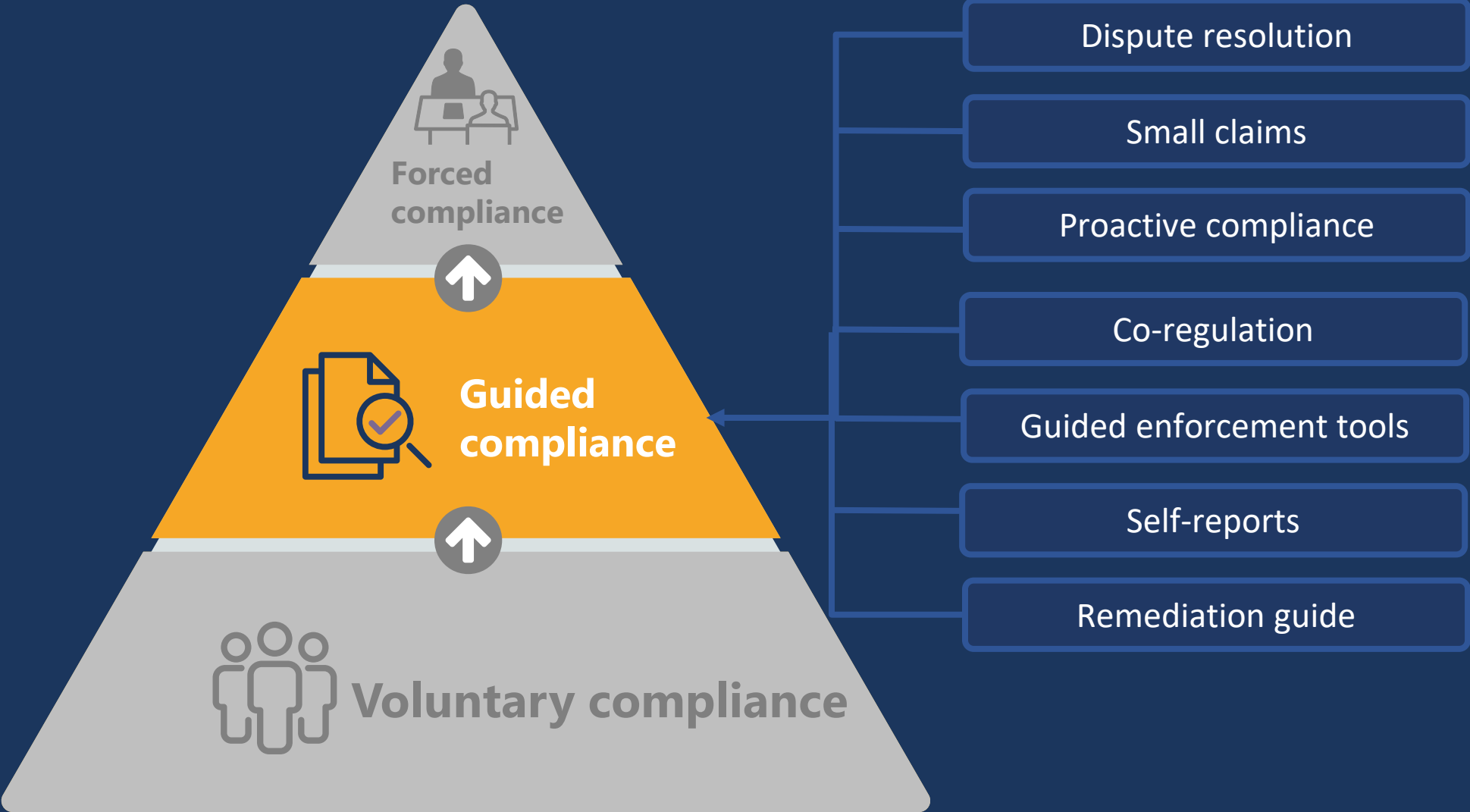


- FWO Infoline
- Employer Advisory Service
- Co-designed education
- Corporate governance and systems
- Employer organisations and unions supporting members
- Workplace dialogue
- Voluntary Code



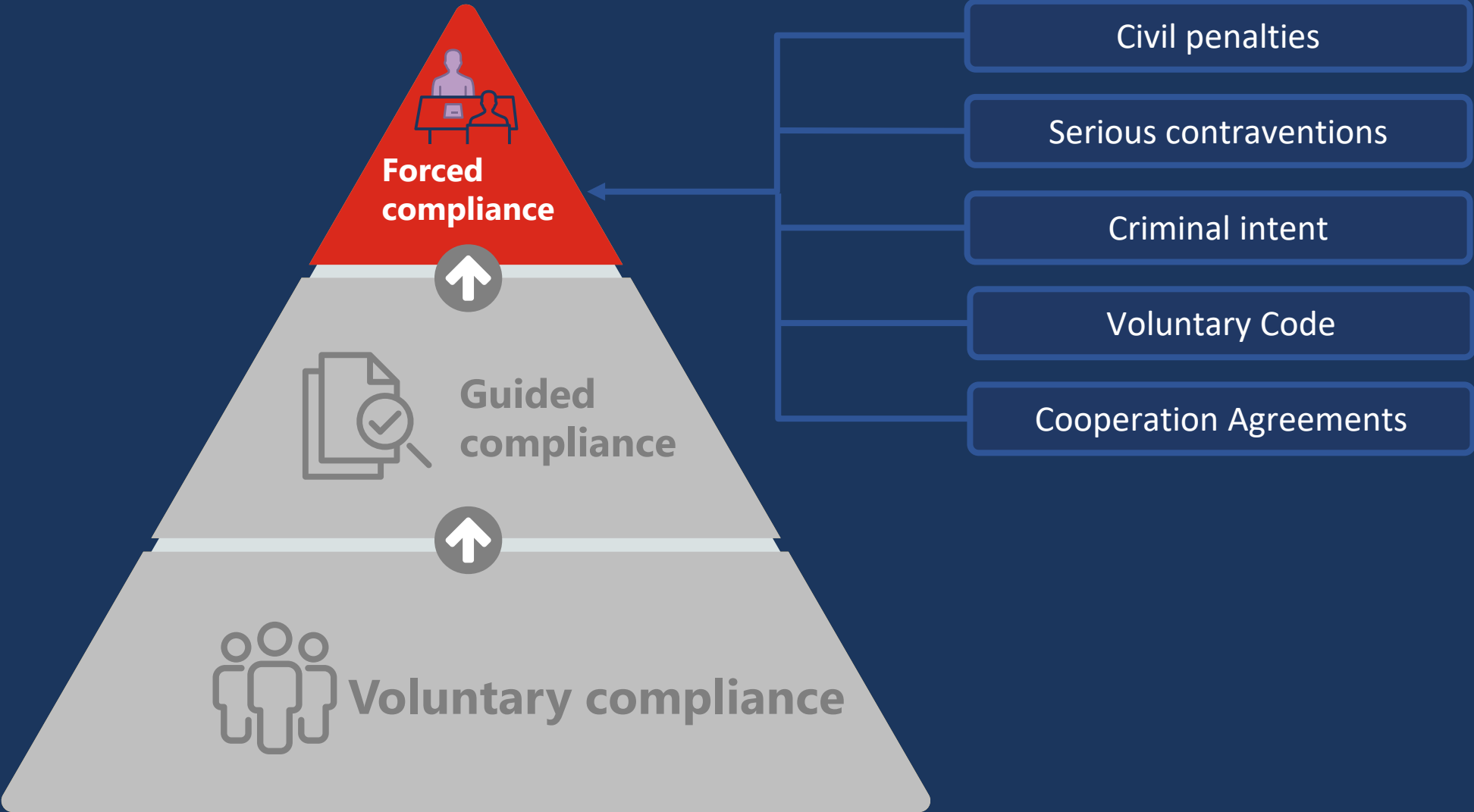


# The Compliance Triangle: Guided Compliance





# The Compliance Triangle: Forced Compliance





# Questions?



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