



Service charter – feedback form

The following feedback form should be used to provide comments, suggestions or complaints about the services of Fair Work Commission staff. Comments can also be made directly through any of the contact methods listed below.

Please refer to the [service charter](#) for details of the services provided by Commission staff.

Who are you?				
Individual representing myself without any assistance from an employee or employer organisation		Yes	No	
Individual being represented with assistance from an employee or employer organisation		Yes	No	
An employer		Yes	No	
<i>Small business employer (fewer than 15 full-time equivalent employees)</i>			<i>Other employer</i>	
Registered employee organisation		Yes	No	
Registered employer organisation		Yes	No	
Professional practitioner (please specify)		Yes	No	
How did you contact the Commission?				
By telephone			By email	
By letter/mail			In person	
Other (please specify)				
Your feedback				
Did we respond to your enquiry quickly enough for your needs?		Yes	No	N/A
Did we provide accurate information to your request?		Yes	No	N/A
Was our telephone manner courteous and helpful?		Yes	No	N/A
When on our premises, was it easy to find where you had to go?		Yes	No	N/A
If you needed assistance when you arrived at our premises, was assistance readily available?		Yes	No	N/A
Did you have difficulty in understanding and/or completing our forms?		Yes	No	N/A
Was our service ethical, fair & free from discrimination?		Yes	No	N/A
If your enquiry was one that we could not respond to, did we assist you in contacting the appropriate body?		Yes	No	N/A
Any other client service matters you would like to comment on?				
On a scale of 1 (poor), 2 (satisfactory), 3 (good), 4 (excellent) please rate our general service		1	2	3
Thank you for completing this form The form can be dropped at the counter in any Fair Work Commission office, or posted, faxed or emailed to the Fair Work Commission.				

How you can contact us

You can contact the Commission between 9.00 am and 5.00 pm on ordinary working days.

If you need help to communicate with us, you can use the Translating and Interpreter Service on telephone number 131 450. If you have a hearing, sight or speech impairment, you can use the Speech to Speech Relay through the National Relay Service on 133 677.

You can contact us through the following:

- **Email:** Enquiries can be emailed to enquiries@fwc.gov.au
- **Telephone:** The national Fair Work Commission number is 1300 799 675
- **Post:** You can write to us at: Fair Work Commission, GPO Box 1994, Melbourne VIC 3001
- **In person:** Visit the Fair Work Commission office in your capital city

Australian Capital Territory

Level 3, 14 Moore Street
Canberra, ACT, 2600
GPO Box 539, Canberra City, 2601
Telephone: (02) 6209 2400
Facsimile: (02) 6247 9774
Email: canberra@fwc.gov.au

Northern Territory

10th Floor, Northern Territory House, 22
Mitchell Street, Darwin 0800
GPO Box 969, Darwin, 0801
Telephone: (08) 8936 2800
Facsimile: (08) 8936 2820
Email: darwin@fwc.gov.au

South Australia

Level 6, Riverside Centre, North Terrace,
Adelaide, 5000
PO Box 8072, Station Arcade, Adelaide, 5000
Telephone: (08) 8308 9863
Facsimile: (08) 8308 9864
Email: adelaide@fwc.gov.au

Victoria

Level 4, 11 Exhibition Street, Melbourne, 3000
GPO Box 1994, Melbourne, 3001
Telephone: (03) 8661 7777
Facsimile: (03) 9655 0401
Email: melbourne@fwc.gov.au

New South Wales

Level 11, Terrace Tower, 80 William Street
East Sydney, 2011
Telephone: (02) 8374 6666
Facsimile: (02) 9380 6990
Email: sydney@fwc.gov.au

Queensland

Level 14, Central Plaza Two, 66 Eagle Street,
Brisbane, 4000
GPO Box 5713, Central Plaza, Brisbane, 4001
Telephone: (07) 3000 0399
Facsimile: (07) 3000 0388
Email: brisbane@fwc.gov.au

Tasmania

1st Floor, Commonwealth Law Courts, 39–41
Davey Street, Hobart, 7000 GPO Box 1232M,
Hobart, 7001
Telephone: (03) 6214 0200
Facsimile: (03) 6214 0202
Email: hobart@fwc.gov.au

Western Australia

Floor 16, 111 St Georges Tce, Perth, 6000
GPO Box X2206, Perth, 6001
Telephone: (08) 9464 5172
Facsimile: (08) 9464 5171
Email: perth@fwc.gov.au