



## Privacy notice

### Research with applicants about expectations and experiences

#### About this notice

The Fair Work Commission (Commission) is conducting research to understand the experiences of applicants, resources that they used and how their experiences compare to the expectations they had when they made their application(s) to the Commission.

The research comprises an **anonymous survey** ('the survey') and in-depth interviews. The survey covers a range of topics including how applicants decided to make an application to the Commission, what they expected and what they experienced from our processes.

The Commission will administer the survey through the *Qualtrics* survey platform. **Pivot Consulting** has been engaged by the Commission to conduct the in-depth interviews.

This research relates to unfair dismissal and general protections (dismissal and non-dismissal) matters (collectively, 'relevant matters'). At the completion of the survey, eligible participants will be invited to register their interest in taking part in paid research activities through an interview conducted by **Pivot Consulting**.

The information collected through the research will be used to consider improvement of the Commission's services, systems, resources and engagement activities.

The purpose of this notice is to explain how we will use and disclose personal information in connection with the survey and interviews. We are required to comply with the *Privacy Act 1988*.

#### How we use and disclose your personal information

The Commission will send an invitation to participate in the online survey via email to a sample of applicants who have engaged with the Commission in relation to relevant matters that have been finalised in 2026. The Commission will send a single reminder/follow-up activity to complete the survey to applicants who are invited to take the survey. This reminder activity will occur approximately 5-7 days after the original survey invitation is sent. Applicants who inform the Commission that they do not want to participate in the survey will be excluded from the reminder/follow-up activity.

The Commission will send invitations to participate in the survey via email. **No identifying information will be collected from survey participants** or connected to the survey responses because all applicants invited to participate will receive the same online survey link.

The Commission is using the following information from its case management system to identify and invite applicants from relevant matters to participate in the survey:

- Name
- Email address



- Type of relevant matter
- Matter finalisation date

Eligible survey participants who choose to register to participate in an interview with Pivot Consulting will be asked to provide personal information. We need to collect and use the following **personal information** for Pivot Consulting for the purpose of undertaking the interview research:

- Name
- Email address
- Phone number

**This information will be collected using a registration form that is separate to, and collected outside of, the survey.**

Individuals invited to participate in the survey who **do not** complete the survey and **do not** actively register their interest to participate in an interview and consent to share their personal information with Pivot Consulting will have no personal identifying information collected.

Personal information will not be used for any purpose that is not connected to research or disclosed to any other person or organisation by the Commission or Pivot Consulting unless such use or disclosure is with your consent or is otherwise permitted under the *Privacy Act 1988* (Cth).

Personal information disclosed to Pivot Consulting for the purpose of undertaking the interview research is kept for up to **12 months**.

## For more information

Our [Privacy policy](#) contains information about:

- how users can access and seek correction of personal information that we hold
- how users can complain about a breach of privacy, and
- how we deal with privacy complaints.

Any concerns or complaints about privacy should first be made in writing to:

The Privacy Officer

Fair Work Commission

Email: [privacy@fwc.gov.au](mailto:privacy@fwc.gov.au)

Post: GPO Box 1994, Melbourne VIC 3001