

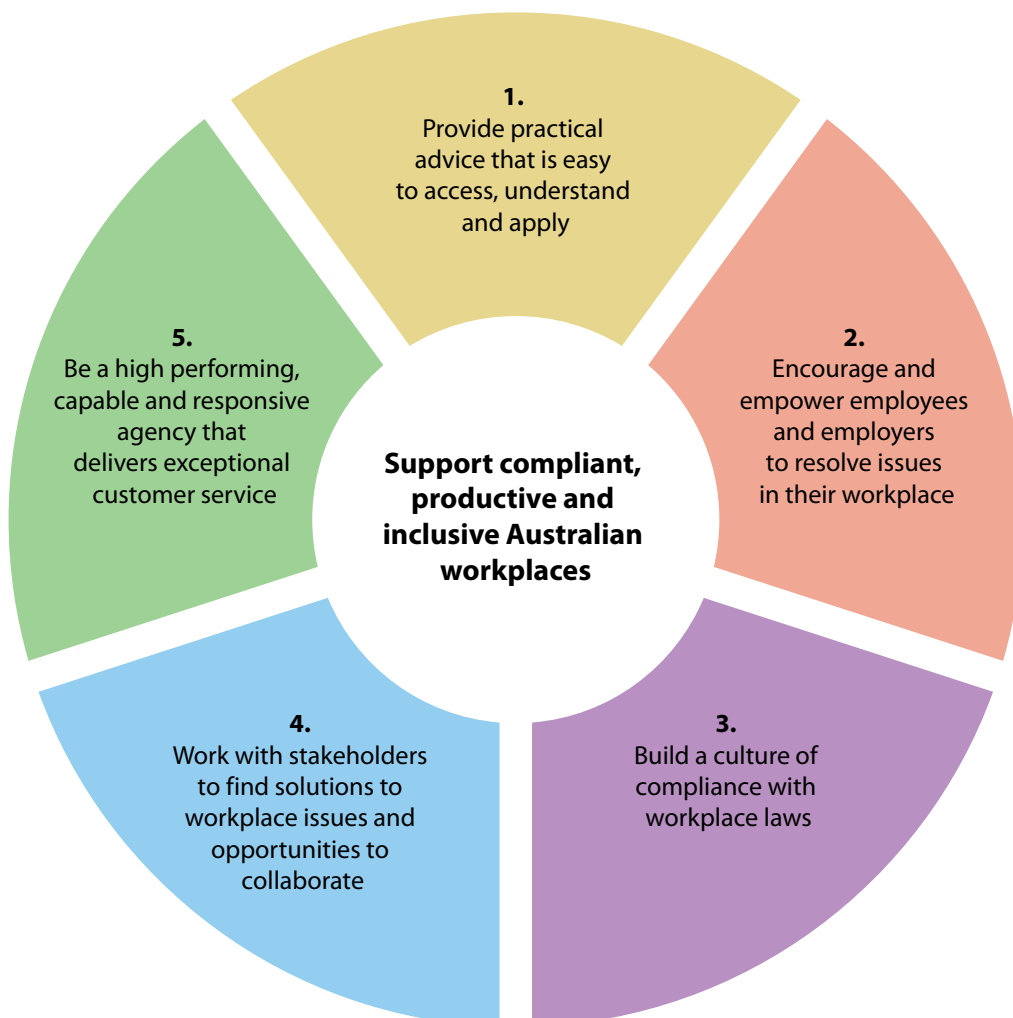
The Fair Work Ombudsman is valued by the community for supporting compliant, productive and inclusive Australian workplaces.

We deliver practical workplace relations advice and assistance to the community. We promote a culture of compliance by providing Australian workers and businesses the information and support they need to make good choices in their workplaces.

We are responsive, professional and impartial. We focus our compliance and enforcement efforts where there is serious non-compliance and where we can deliver the greatest benefit and impact.

We aim to become the most respected regulator in Australia.

To make a difference we will:



Our vision

The Fair Work Ombudsman is valued by the community for supporting compliant, productive and inclusive workplaces.

Our focus

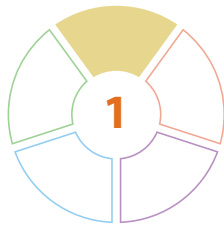
To be an effective and efficient workplace regulator we must be responsive to the evolving needs and expectations of the Australian Government and the community.

We will focus on increasing productivity by reducing the burden of regulation and helping businesses find more productive ways of working.

We will support employment participation through addressing the barriers to employment and helping businesses to do the right thing.

We will focus our compliance and enforcement efforts where there is serious non-compliance and where we can deliver the greatest benefit and impact.

Our priorities and strategies



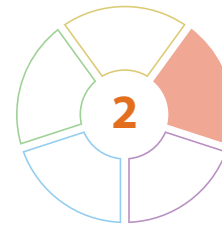
Provide practical advice that's easy to access, understand and apply

We will give employees and employers practical advice about workplace rights and obligations that is easy to access, understand and use. This improves productivity by reducing the time it takes to get the basics right.

We will provide advice on how to be an inclusive workplace based on principles of diversity, fairness, dignity and respect. Inclusive and informed workplaces help reduce barriers to participation, are more productive and are more likely to comply with workplace laws.

We'll do this by:

- > advising on how to comply and how we can help
- > equipping employees and employers with information to make good choices in their workplaces
- > delivering quick and easy self-service solutions and resources
- > providing tools to help workplaces implement best practice.



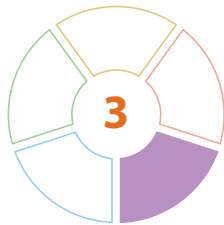
Encourage and empower employees and employers to resolve issues in their workplace

We will empower employees and employers to resolve workplace issues themselves. We will facilitate the early resolution of issues by providing impartial dispute resolution options, to help people solve problems quickly and retain positive workplace relationships.

We aim to build the skills of employees and employers to positively engage with one another and address issues without our involvement. This reduces the time and cost of compliance, allowing workplaces to get on with their core business.

We'll do this by:

- > enhancing our impartial dispute resolution services
- > getting involved before issues escalate
- > using dispute resolution processes when our assistance is needed
- > empowering employees and employers to take control of their workplace issues
- > expanding our range of dispute resolution tools and resources.



Build a culture of compliance with workplace laws

We will support compliance with workplace laws by making it as easy as possible for employees and employers to understand their obligations. Our aspiration is that doing the right thing should be the norm in all industries. Deliberate non-compliance should be considered unacceptable.

We will use data and intelligence to identify the reasons why people don't comply. We will develop solutions to address structural and behavioural drivers that lead to widespread non-compliance in certain industries and sub-sectors including by taking appropriate enforcement action in cases of serious non-compliance.

We'll do this by:

- > showing the benefits of complying with workplace laws
- > focusing our compliance activities where they will have the greatest impact, such as industries where non-compliance is common
- > supporting those who face significant barriers that prevent them from taking their own action
- > taking reasonable and proportionate enforcement action, including litigation, where people deliberately and/or repeatedly do the wrong thing

- > making decisions based on evidence and the public interest
- > seeking out and using data and intelligence from a range of sources to identify barriers to compliance and finding solutions to overcome them
- > measuring the impact of our interactions with customers and using this information to improve our services.

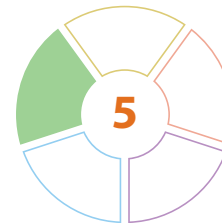


Work with stakeholders to find solutions to workplace issues and opportunities to collaborate

We must engage with a broad range of stakeholders to deliver effective services. We will work with industry, unions, government, academia and others to influence and find innovative solutions to workplace issues. We will be open to different views, needs and expectations to continuously improve and better target our work.

We'll do this by:

- > building relationships with stakeholders and the community based on trust and respect
- > consulting relevant stakeholders on our work, considering their views and identifying opportunities to collaborate
- > working with other government agencies to improve services for the community and decrease the burden of regulation
- > informing policy and stakeholders to achieve better outcomes.



Be a high performing, capable and responsive agency that delivers exceptional customer service

Our people are critical to delivering our outcomes. Their engagement and commitment to our work and exceptional customer service enables us to be responsive and high performing. We will be a role model for inclusive, productive and compliant workplaces.

We'll do this by:

- > building the capability of our people and aligning roles to skills
- > fostering our inclusive workplace culture
- > demonstrating our commitment to Australian Public Service values
- > collaborating to achieve the best outcomes
- > operating within budget and a sound corporate governance framework
- > leveraging information communication technologies to transform our services to be more efficient and effective.