



The Retailers Association

Serving Members Australia Wide™

MEDIA RELEASE

TELEPHONE: 1300 721 730

FACSIMILE: 1300 554 552

EMAIL:
info@theretailersassociation.com.au

WEBSITE:
www.theretailersassociation.com.au

BRISBANE:

Suite 3, 321 Kelvin Grove Road
KELVIN GROVE QLD 4059

PO Box 105
KELVIN GROVE BC QLD 4059

MELBOURNE:

Level 27
101 Collins St
MELBOURNE VIC 3000

SYDNEY:

Level 57
MLC Centre
19-29 Martin Place
SYDNEY NSW 2000

ADELAIDE:

Level 24
Westpac House
91 King William St
ADELAIDE SA 5000

PERTH:

Level 28
AMP Tower
140 St Georges Terrace
PERTH WA 6000

ABN: 53 009 660 495

Fair Work Australia - Missing in Action!

*We're from the government and we're here to help...
NOT*

Tuesday, 9 February 2010

Scott Driscoll, National Executive Director of **The Retailers Association** has condemned the Fair Work Australia "**help line**", calling it a poorly resourced PR stunt of the Rudd Government.

"Far from being of any help at all, the so called **help line** over at the Fair Work Australia office is a sad little joke. **We're from the government and we're here to help**, has been reinforced yet again by the Rudd Government as the hypocritical nonsense that it is," said Mr Driscoll.

"As a peak national industry association with qualified industrial relations staff on hand, we have only limited need for contacting the FWA help line in order to assist members, but when we do, my staff are left hanging on hold for one and a half hours on average, or often met with a recorded message that the line is just too understaffed and can't handle the volume of calls, followed by then simply cutting the caller off asking they call back some other time," said Mr Driscoll.

"This **star chamber** is being presided over by the same Rudd Government that has refused to offer any moratorium on heavy handed prosecutions against small businesses who inadvertently and unwittingly contravene the now highly technical and confusing aspects of the new Fair Work Act and associated Awards as I have called on them to do," said Mr Driscoll.

"It is the height of insanity and injustice that this Rudd Government won't properly resource their own so called telephone information services of their beloved Fair Work Australia Act, but at the very same time is telling their government Agency operatives to sharpen their swords and go out, field audit and prosecute small businesses that who might be making innocent mistakes because they can't get straight answers from the Government. This is big government gone absolutely mad," said Mr Driscoll.

For further comment please call Scott Driscoll on 0413 831 045.