



Checklist – promoting compliance with workplace laws in your franchise network

FWO Checklist	ER Strategies' WorkShield Franchise service
Encourage prospective franchisees to shadow an existing compliant franchisee prior to joining the network	
Encourage prospective franchisees to undertake extensive due diligence around business costs, including labour costs, before engaging them	WorkShield Franchise allows potential franchisees, as well as existing ones, to access expert telephone advice on employment obligations. Because your whole brand is covered, we don't distinguish between who we help.
Include terms in your franchise agreements requiring franchisees to comply with workplace laws, for example:	
<ul style="list-style-type: none"> • paying legal minimum rates of pay, including overtime and penalty rates 	We provide simple, easy-to-read information on your franchisees' pay rates via our Online HR Resources Service.
<ul style="list-style-type: none"> • providing employees with pay slips within one day of pay day 	Our Online Training Modules include a module on Employee Records and Payslips.
<ul style="list-style-type: none"> • keeping accurate and complete employment records 	
<ul style="list-style-type: none"> • requiring that employees are paid by bank transfer so there are independent records of the payment 	Our Payroll Audits – an included part of the WorkShield Franchise service – compare rosters, time sheets and payments made, to confirm payroll compliance.
<ul style="list-style-type: none"> • participating in investigations of workplace complaints and audits undertaken by the Fair Work Ombudsman or other regulatory agencies 	
Ensure your franchise business model and disclosure statements take into account the costs of lawfully employing enough staff to operate the business under the franchise agreement	We can assist your prospective franchisees in providing details and answering questions about their employment obligations, including pay rates and penalties, in order to allow them to prepare business plans on how their business will operate.
Consider negotiating an enterprise agreement for your franchise network (you may wish to seek specialist advice to determine if this is a suitable step for your business)	Enterprise agreements – including all documentation, negotiation, drafting, advising on the employee approval process, and lodgment, are all included as part of WorkShield Franchise.
Incorporate the Fair Work Ombudsman's Fair Work Handbook into your business' operations manual, or provide it as a standalone resource for franchisees	WorkShield Franchise now includes unlimited internal use of our full range of Online Training Modules via our ERS Training Academy , delivered via our Go1 LMS, at no extra charge. We can also provide files in SCORM-



	<p>compliant format suitable for use within most other Learning Management Systems (LMS). This enables you to track franchisee completion of the modules. You will also receive free updates on those modules whilst you remain a WorkShield Franchise client. ER Strategies also conducts face-to-face and webinar training for your management teams on important ER topics, as an included part of your WorkShield Franchise service.</p>
<p>Keep franchisees regularly updated about their obligations under workplace laws and where they can get help</p>	<p>ER Strategies provides regular newsletter services on important developments (including wage increases, public holidays, legislative and award changes) either via direct distribution to your franchisees (with your approval), or for you to distribute via your own communication mechanisms.</p>
<p>Implement, or recommend the use of record keeping and payroll software to help your franchisees with consistent and compliant workplace practices. Larger networks should consider technology that can provide opportunities to support with monitoring compliance, such as bio-metric time clocks, payroll systems, CCTV and facial recognition.</p>	<p>ER Strategies works closely with Payroll and Time and Attendance system providers to ensure smooth access to the advantages provided by new and emerging technologies. ER Strategies can also assist you in implementing and administering your HRIS, to ensure you make good use of our included employment documentation resources (such as employment contracts, HR policies and procedures, etc).</p>
<p>Engage staff or consultants with workplace relations expertise or qualifications to train, update and assist franchisees</p>	<p>Our specialist staff supplement your internal resources to ensure your network has access to the best sources of information and advice on important workplace / employee relations matters. Our included package of Online Employment Compliance Training Modules as part of our ERS Training Academy provides your franchisees with cutting-edge information and knowledge about their employment obligations – helping you meet your ‘reasonable steps’ obligations.</p>
<p>Encourage businesses in your network to register for an online account on the Fair Work Ombudsman’s website.</p>	<p>Our Online HR Resources service provides your franchisees with a single source of information on employment obligations, plus HR policies and procedures, written with an employer viewpoint in mind.</p>
<p>Recommend our Record My Hours app as a secondary record-keeping measure available at www.fairwork.gov.au/app</p>	<p>We can recommend various system providers as a way of efficiently capturing employee start and finish times.</p>



<p>Direct franchisees to our online pay tools available at www.fairwork.gov.au/pact</p>	<p>We offer our franchise clients simple to read and easy to use wage schedules. We also provide manager salary calculators on some major awards, to determine minimum salary levels to remain compliant with minimum award obligations.</p>
<p>Direct franchisees to our online learning centre, available at www.fairwork.gov.au/learning, to do courses to help them understand their obligations</p>	<p>Our included Online Employment Compliance Training Modules provide your franchisees with cutting-edge information and knowledge about their employment obligations – helping you meet your ‘reasonable steps’ obligations. Our modules are particularly appropriate for use by franchisees and other small business owners, rather than some of the more generic courses provided by the FWO.</p>
<p>Encourage regular audits of pay slips and records to make sure franchisees are meeting their record-keeping obligations</p>	<p>Our Payroll Audits – an included part of the WorkShield Franchise service – compare rosters, time sheets and payments made to confirm payroll compliance.</p>
<p>Encourage franchisees to conduct ‘self-audits’ and report the results</p>	<p>We can provide and conduct online self-audits of your franchise network, as an included part of your WorkShield Franchise service, to check your franchisees’ knowledge levels and assist in the further targeting of areas needing further attention or development.</p>
<p>Allow employees to contact you for help if their complaints are not dealt with by the franchisee</p>	<p>As an included part of WorkShield Franchise, we provide your brand with a confidential Employee Helpline to allow your employees or those of your franchisees, to bring to your attention matters of concern where that is warranted or assist in redirecting them to your franchisee where appropriate to the circumstances. By providing this service, you gain visibility over issues occurring in your network, as well as the opportunity to remedy them without the need for involvement or intervention of external parties, including the FWO.</p>
<p>Encourage franchisees to notify you if an employee has requested our assistance, or if we are auditing them</p>	
<p>Encourage franchisees to actively cooperate with our dispute resolution processes, investigations and audits</p>	<p>We are a source of advice and assistance to your franchisees when issues arise with the FWO and other government instrumentalities or tribunals.</p>