Best practice guides

Award flexibility

Due to the impacts coronavirus is having on the community, a number of unions and employer associations are applying to the Fair Work Commission to increase award flexibility.

This may affect the information about entitlements on both this page and in the best practice guides found on this page.


JobKeeper changes to the Fair Work Act

On 9 April 2020, the Fair Work Act was amended to support the implementation and operation of the JobKeeper scheme in Australian workplaces.


Our best practice guides aim to help small businesses and employees with a range of workplace issues. By adopting best practice initiatives, employers and employees can achieve happier, fairer and more productive workplaces.

Each guide has a checklist to help achieve best practice.

Our best practice guides cover the following topics:


What to do next

- Learn more about best practice by visiting our Online learning centre (www.fairwork.gov.au/how-we-will-help/online-training/online-learning-centre/default)
Help for small business


Contact us

Fair Work Online: www.fairwork.gov.au
Fair Work Infoline: 13 13 94
Need language help?
Contact the Translating and Interpreting Service (TIS) on 13 14 50
Hearing & speech assistance
Call through the National Relay Service (NRS):
For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94
Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94

The Fair Work Ombudsman is committed to providing advice that you can rely on. The information contained on this website is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or workplace relations professional. Visitors are warned that this site may inadvertently contain names or pictures of Aboriginal and Torres Strait Islander people who have recently died.