

Activity reports

Where there are allegations of serious non-compliance and it's in the public interest, we may decide to publish our findings following compliance activities involving particular businesses. This would be considered in line with our role of ensuring compliance with Australian workplace laws by enhancing general and specific deterrence.

Download and read our Activity reports.

Hobart food precincts activity report

Release date: April 2021

The Fair Work Ombudsman investigated 45 fast food, restaurant and café businesses in Hobart food precincts in November 2019. We found that 35 (78 per cent) had breached workplace laws, and recovered \$582,450 for 376 employees from 28 businesses.

Read the [Hobart food precincts activity report \(DOCX 323.7KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/hobart-food-precincts-report.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/hobart-food-precincts-report.docx.aspx) (PDF 1.6MB) (www.fairwork.gov.au/ArticleDocuments/1151/hobart-food-precincts-report.pdf.aspx) .

Read the media release: [Over \\$580,000 recovered for Hobart workers](http://www.fairwork.gov.au/about-us/news-and-media-releases/2021-media-releases/april-2021/210401-hobart-food-precincts-audits-media-release) (www.fairwork.gov.au/about-us/news-and-media-releases/2021-media-releases/april-2021/210401-hobart-food-precincts-audits-media-release) .

NDIS compliance activity report

Release date: March 2021

The Fair Work Ombudsman investigated 27 businesses operating in Western Sydney, NSW's Central Coast and Mid-North Coast, and Inner-East Melbourne between September 2019 and July 2020. We found that 13 of these NDIS service provider businesses (48 per cent) were non-compliant, and recovered \$43,204 in unpaid wages for 322 workers.

Read the [NDIS compliance activity report \(DOCX 164.6KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/ndis-compliance-activity-report.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/ndis-compliance-activity-report.docx.aspx) (PDF 481.6KB) (www.fairwork.gov.au/ArticleDocuments/1151/ndis-compliance-activity-report.pdf.aspx) .

Read the media release: [Disability service workers back-paid](http://www.fairwork.gov.au/about-us/news-and-media-releases/2021-media-releases/march-2021/20210329-ndis-service-providers-report-media-release) (www.fairwork.gov.au/about-us/news-and-media-releases/2021-media-releases/march-2021/20210329-ndis-service-providers-report-media-release) .

Queensland security compliance activity report

Release date: March 2021

The Fair Work Ombudsman investigated 19 security businesses in Queensland (Brisbane, Gold Coast, Townsville, Mackay, Maryborough and Gympie) between September 2019 and July 2020. We found that 10 of the businesses (53%) were non-compliant, and recovered a total of \$389,982 for 163 employees from 8 businesses.

Read the [Queensland security compliance activity report \(DOCX 361.6KB\)](http://www.fairwork.gov.au/ArticleDocuments/714/queensland-security-compliance-activity-report.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/714/queensland-security-compliance-activity-report.docx.aspx) (PDF 401.6KB) (www.fairwork.gov.au/ArticleDocuments/714/queensland-security-compliance-activity-report.pdf.aspx) .

Read the media release: [Nearly \\$390,000 recovered for security guards](http://www.fairwork.gov.au/about-us/news-and-media-releases/2021-media-releases/march-2021/20210305-queensland-security-report-media-release) (www.fairwork.gov.au/about-us/news-and-media-releases/2021-media-releases/march-2021/20210305-queensland-security-report-media-release) .

Soul Origin: compliance activity report

Release date: November 2020

The Fair Work Ombudsman investigated 40 Soul Origin sites across Australia in September 2019. We found 33 sites (83%) were non-compliant. We recovered a total of \$78,944 from 23 employers for 230 employees working in 26 stores and one manufacturing site.

Read the [Soul Origin compliance activity report \(DOCX 143.2KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/soul-origin-report-final.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/soul-origin-report-final.docx.aspx) (PDF 621.5KB) (www.fairwork.gov.au/ArticleDocuments/1151/soul-origin-report-final.pdf.aspx) .

Read the media release: [Wages recovered for Soul Origin workers](http://www.fairwork.gov.au/about-us/news-and-media-releases/2020-) (www.fairwork.gov.au/about-us/news-and-media-releases/2020-) .

[media-releases/november-2020/20201127-soul-origin-report-media-release](#) .

7-Eleven Store Pty Ltd Proactive Compliance Partnership Report

Release date: October 2020

Read the [7-Eleven Stores Pty Ltd Proactive Compliance Report \(PDF 309KB\)](#) (www.fairwork.gov.au/ArticleDocuments/544/7-eleven-compliance-partnership-report-final.pdf.aspx) ([DOCX 78.1KB](#)) (www.fairwork.gov.au/ArticleDocuments/544/7-eleven-compliance-partnership-report-final.docx.aspx) .

Read the media release: [7-Eleven partnership improves compliance \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/october-2020/20201030-7-eleven-compliance-partnership-report-media-release\)](#) .

CW Retail Services Pty Ltd (Chemist Warehouse) Proactive Compliance Partnership Report

Release date: October 2020

Read the [Chemist Warehouse \(CW Retail Services Pty Ltd\) Proactive Compliance Report \(PDF 237.4KB\)](#) (www.fairwork.gov.au/ArticleDocuments/1151/Chemist-Warehouse-PCD-report-2020.pdf.aspx) ([DOCX 32.9KB](#)) (www.fairwork.gov.au/ArticleDocuments/1151/Chemist-Warehouse-PCD-report-2020.docx.aspx) .

Read the media release: [Chemist Warehouse partnership improves compliance \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/october-2020/20201002-chemist-warehouse-compliance-partnership-final-report\)](#) .

Release date: November 2018

Read the [Chemist Warehouse \(CW Retail Services Pty Ltd\) Compliance Partnership: Interim Report \(PDF 186.6KB\)](#) (www.fairwork.gov.au/ArticleDocuments/762/chemist-warehouse-proactive-compliance-deed-interim-report.pdf.aspx) ([DOCX 68.2KB](#)) (www.fairwork.gov.au/ArticleDocuments/762/chemist-warehouse-proactive-compliance-deed-interim-report.docx.aspx) .

Read the media release: [National campaign shows improved compliance \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/november-2018/20181108-final-national-compliance-monitoring-campaign-report-media-release\)](#) .

National Compliance Monitoring Report

Release date: October 2020

Between November 2017 and March 2019, the FWO investigated 946 businesses across Australia that we had found to have previously breached Australian workplace laws. Almost half of the businesses (452 businesses, or 48%) were non-compliant with workplace laws. We recovered \$508,034 from 243 businesses for 2,994 employees and took a range of enforcement actions, including litigation and entering into enforceable undertakings.

Read the [National Compliance Monitoring Report \(DOCX 467.3KB\)](#) (www.fairwork.gov.au/ArticleDocuments/1151/National-Compliance-Monitoring-Report.docx.aspx) ([PDF 570.4KB](#)) (www.fairwork.gov.au/ArticleDocuments/1151/National-Compliance-Monitoring-Report.pdf.aspx) .

Stadiums Contract Cleaning report

Release date: October 2020

We investigated 9 cleaning companies at 6 stadiums across Australia in September-October 2019. 8 out of 9 cleaning companies were non-compliant with Australian workplace laws. The stadiums were not involved in the contraventions and no evidence of misclassification or sham contracting was found.

Read the [Stadiums contract cleaning report \(DOCX 368.7KB\)](#) (www.fairwork.gov.au/ArticleDocuments/1151/Stadiums-contract-cleaning-report.docx.aspx) ([PDF 328.6KB](#)) (www.fairwork.gov.au/ArticleDocuments/1151/Stadiums-contract-cleaning-report.pdf.aspx) .

Read the media release: [Wages recovered for stadium cleaners \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/october-2020/20201009-stadium-contract-cleaning-report-media-release\)](#) .

Korean FRAC report

Release date: September 2020

Between August 2019 and December 2019, the Fair Work Ombudsman investigated 51 Fast Food, Restaurant & Café businesses employing Korean workers across Australia. The aim of this activity was to build upon previous investigations disclosing high non-compliance impacting vulnerable workers from Korea. The FWO recovered \$161,551 from 22 businesses for 284 employees.

Read the [Korean FRAC report \(DOCX 29.5KB\)](#) (www.fairwork.gov.au/ArticleDocuments/1151/Korean-FRAC-report.docx.aspx) ([PDF 621.5KB](#)) (www.fairwork.gov.au/ArticleDocuments/1151/Korean-FRAC-report.pdf.aspx) .

Read the media release: [Over \\$160,000 recovered in Korean worker audits \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/september-2020/20200925-korean-frac-report-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/september-2020/20200925-korean-frac-report-media-release) .

Top Juice Report

Release date: September 2020

The FWO audited 16 Top Juice outlets and visited Top Juice head office in NSW in response to anonymous reports alleging non-compliance. 7 outlets (44%) were non-compliant with workplace laws. We recovered \$32,435.04 from 5 businesses for 18 employees.

Read the [Top Juice Activity Report \(DOCX 325.5KB\) \(www.fairwork.gov.au/ArticleDocuments/1151/Top-Juice-report.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1151/Top-Juice-report.docx.aspx) (PDF 415.1KB) (www.fairwork.gov.au/ArticleDocuments/1151/top-juice-report.pdf.aspx) .

Read the media release: [Wages recovered for Top Juice Workers \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/september-2020/20200911-top-juice-audits-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/september-2020/20200911-top-juice-audits-media-release) .

National Food and Retail Revisit report

Release date: September 2020

We investigated 171 businesses across Australia in the fast food, restaurant and cafes (FRAC) and retail sectors that had previously been found non-compliant, between March 2019 and March 2020. 71% were non-compliant and we recovered \$709,289 from 84 businesses for 796 employees.

Read the [National food and retail revisit report \(DOCX 324.9KB\) \(www.fairwork.gov.au/ArticleDocuments/1151/National-Food-and-Retail-Revisit.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1151/National-Food-and-Retail-Revisit.docx.aspx) (PDF 590.2KB) (www.fairwork.gov.au/ArticleDocuments/1151/national-food-and-retail-revisit.pdf.aspx) .

Read the media release: [Over \\$1.2 million recovered for food and retail workers \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/september-2020/20200904-food-precincts-melbourne-brisbane-and-food-retail-report-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/september-2020/20200904-food-precincts-melbourne-brisbane-and-food-retail-report-media-release) .

Melbourne and Brisbane Food Precincts

Release date: September 2020

We investigated 93 businesses in two popular food precincts in Brisbane and Melbourne. 86% were non-compliant with workplace laws. We issued 51 infringement notices, 42 compliance notices and took 1 employer to court. A further two employers may face legal action.

Read the [Melbourne and Brisbane food precincts report \(DOCX 333.1KB\) \(www.fairwork.gov.au/ArticleDocuments/1151/Food-Precincts-Melbourne-Laneways-Brisbane-Westend-report.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1151/Food-Precincts-Melbourne-Laneways-Brisbane-Westend-report.docx.aspx) (PDF 1.6MB) (www.fairwork.gov.au/ArticleDocuments/1151/Food-Precincts-Melbourne-Laneways-Brisbane-Westend-report.pdf.aspx) .

Read the media release: [Over \\$1.2 million recovered for food and retail workers \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/september-2020/20200904-food-precincts-melbourne-brisbane-and-food-retail-report-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/september-2020/20200904-food-precincts-melbourne-brisbane-and-food-retail-report-media-release) .

Gami Chicken: compliance activity report

Release date: August 2020

The Fair Work Ombudsman investigated 19 Gami Chicken & Beer outlets in Victoria, NSW and WA in April 2019.

We found all the outlets it investigated had breached workplace laws. Common breaches included underpayment or non-payment of penalty rates, underpayment of the minimum hourly rate, and not providing proper payslips. In total, the FWO recovered \$233,087 in wages for 353 underpaid workers.

Read the [Gami Chicken and Beer compliance activity report \(DOCX 339KB\) \(www.fairwork.gov.au/ArticleDocuments/1151/gami-chicken-beer-compliance-activity-report.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1151/gami-chicken-beer-compliance-activity-report.docx.aspx) (PDF 913.5KB) (www.fairwork.gov.au/ArticleDocuments/1151/gami-chicken-beer-compliance-activity-report.pdf.aspx) .

Read the media release: [Over \\$230,000 recovered for Gami Chicken workers \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/august-2020/20200821-gami-chicken-and-beer-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/august-2020/20200821-gami-chicken-and-beer-media-release) .

Regional University Towns - Geelong Report

Release date: August 2020

The Fair Work Ombudsman (FWO) investigated 132 hospitality and retail businesses in the Greater Geelong area between May 2019 and March 2020 as part of its rolling program of investigations in regional university towns. Geelong has two universities,

several smaller independent tertiary education facilities and is home to approximately 15,000 tertiary students.

The Fair Work Ombudsman found 77 per cent of businesses it investigated (102) failed to comply with workplace laws. Breaches included failing to pay staff proper hourly wages and penalty rates, through to failing to provide proper payslips. In total, the regulator recovered \$431,875 in wages for 487 underpaid workers.

Read the [Regional University Towns - Geelong Report \(DOCX 393.4KB\)](http://www.fairwork.gov.au/ArticleDocuments/538/regional-university-towns-geelong.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/538/regional-university-towns-geelong.pdf.aspx) (PDF 1.2MB) (www.fairwork.gov.au/ArticleDocuments/538/regional-university-towns-geelong.pdf.aspx)

Read the media release: [Over \\$430,000 recovered for Geelong workers \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/august-2020/20200814-geelong-regional-university-cities-report-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/august-2020/20200814-geelong-regional-university-cities-report-media-release) .

Workplace Basics: compliance activity report

Release date: March 2020

The Fair Work Ombudsman (FWO) audited over 1200 businesses across Australia as part of the Workplace Basics compliance activity, which is a rolling campaign that tests compliance with the 'basics', such as pay, record-keeping and pay slips. The campaign commenced in April 2018.

Fair Work Inspectors audited 1217 businesses and found 583 (48%) were in breach of workplace laws, including not paying employees correctly and non-compliance with pay slip and record-keeping requirements. The campaign resulted in 457 contravention letters, 56 formal cautions, 24 infringement notices and 47 compliance notices.

Read the [Workplace Basics Compliance Activity Report \(DOCX 143.7KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/workplace-basics-campaign-report.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/workplace-basics-campaign-report.pdf.aspx) (PDF 837.2KB) (www.fairwork.gov.au/ArticleDocuments/1151/workplace-basics-campaign-report.pdf.aspx) .

Read the media release: [Audits recover \\$1.3 million for underpaid workers \(www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/march-2020/20200310-workplace-basics-campaign-report\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2020-media-releases/march-2020/20200310-workplace-basics-campaign-report) .

Emerging franchises: compliance activity report

Release date: December 2019

The FWO audited 76 businesses across 7 franchise brands as part of a compliance activity (The Activity). The Activity was initiated to test compliance within franchise networks which is a strategic priority for the FWO.

The Activity found a 78% non-compliance rate mostly relating to pay slips, penalty rates and underpayment of minimum hourly rate. The Activity resulted in 38 contravention letters, 26 formal cautions, 13 infringement notices and 8 compliance notices. It recovered \$731,648 for 780 employees from 40 businesses.

Read the [Emerging Franchises Compliance Activity Report \(DOCX 139.6KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/emerging-franchises-compliance-activity-report.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/emerging-franchises-compliance-activity-report.pdf.aspx) (PDF 317.4KB) (www.fairwork.gov.au/ArticleDocuments/1151/emerging-franchises-compliance-activity-report.pdf.aspx) .

Read the media release: [">\\$730,000 recovered from popular food franchises \(www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/december-2019/20191218-emerging-franchises-compliance-activity\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/december-2019/20191218-emerging-franchises-compliance-activity) .

Food precincts: compliance activity report

Release date: December 2019

The FWO audited 156 businesses in popular food precincts in 4 locations as part of a compliance activity (The Activity). The Activity was initiated owing to high employer non-compliance rates and the vulnerability of workers within the fast food, restaurant and café (FRAC) sector.

The Activity found a 75% non-compliance rate with most areas of non-compliance relating to payment of minimum hourly wage, payslips and penalty rates. The Activity resulted in 46 contravention letters, 38 formal cautions, 34 infringement notices and 13 compliance notices. It recovered \$316,674 for 608 employees from 79 businesses.

Read the [Food Precincts Activity Report #2 \(DOCX 169.7KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/food-precincts-activity-sica-report-2.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/food-precincts-activity-sica-report-2.pdf.aspx) (PDF 295.2KB) (www.fairwork.gov.au/ArticleDocuments/1151/food-precincts-activity-sica-report-2.pdf.aspx) .

Read the media release: [Over \\$300,000 returned to fast food, restaurant and café workers \(www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/december-2019/20191206-over-300-000-returned-to-fast-food-restaurant-and-cafe-workers\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/december-2019/20191206-over-300-000-returned-to-fast-food-restaurant-and-cafe-workers) .

Cleaning supply chains in Victorian Government schools: compliance activity report

Release date: November 2019

In late 2017, the Fair Work Ombudsman (FWO) investigated cleaning companies working in 10 Victorian Government schools. The cleaning companies were procured directly by the schools via a Department of Education and Training (DET) approved panel of suppliers.

27 employees were underpaid due to being paid a flat rate for all hours worked and/or incorrect penalty rates. The smallest underpayment for a single worker was \$26.39, and the highest was \$2223.54.

We took the following compliance and enforcement actions:

- 3 formal cautions
- 14 infringement notices
- 4 compliance notices
- 1 enforceable undertaking.

Read the [Cleaning supply chains in Victorian Government schools: compliance activity report \(DOCX 156.2KB\)](http://www.fairwork.gov.au/ArticleDocuments/714/victorian-government-schools-cleaning-supply-chains---compliance-activity-report.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/714/victorian-government-schools-cleaning-supply-chains---compliance-activity-report.docx.aspx) (PDF 619.3KB) (www.fairwork.gov.au/ArticleDocuments/714/victorian-government-schools-cleaning-supply-chains---compliance-activity-report.pdf.aspx) .

Read the media release: [FWO recovers entitlements for school cleaners](http://www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/november-2019/20191115-victorian-government-school-cleaners-report-mr-final) (www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/november-2019/20191115-victorian-government-school-cleaners-report-mr-final) .

Foodco Group Pty Ltd Proactive Compliance Partnership Final Report

Release date: September 2019

Read the [Foodco Compliance Partnership Final Report \(PDF 260.5KB\)](http://www.fairwork.gov.au/ArticleDocuments/762/foodco-compliance-partnership-final-report.pdf.aspx) (www.fairwork.gov.au/ArticleDocuments/762/foodco-compliance-partnership-final-report.pdf.aspx) (DOCX 63.6KB) (www.fairwork.gov.au/ArticleDocuments/762/foodco-compliance-partnership-final-report.docx.aspx) .

Read the media release: [Jamaica Blue and Muffin Break employees back-paid](http://www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/september-2019/20190903-foodco-pcd-media-release) (www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/september-2019/20190903-foodco-pcd-media-release) .

Woolworths Ltd Proactive Compliance Deed – Interim report

Release date: 6 August 2019

Read the [Woolworths Proactive Compliance Deed – Interim Report \(PDF 375.5KB\)](http://www.fairwork.gov.au/ArticleDocuments/762/woolworths-proactive-compliance-partnership-interim-report.pdf.aspx) (www.fairwork.gov.au/ArticleDocuments/762/woolworths-proactive-compliance-partnership-interim-report.pdf.aspx) (DOCX 60.6KB) (www.fairwork.gov.au/ArticleDocuments/762/woolworths-proactive-compliance-partnership-interim-report.docx.aspx) .

Commonwealth Games: compliance activity outcomes

Release date: June 2019

The FWO investigated 9 employers as part of the Commonwealth Games Compliance Activity. The Activity was initiated to test the levels of compliance by employers providing general security services at the Gold Coast 2018 XXI Commonwealth Games.

The Activity found varying levels of non-compliance relating to penalty rates, record-keeping and payslip requirements, paying employees on time and in full, and frequency of payment provisions. The Activity resulted in 8 contravention letters, a Formal Caution and 4 Infringement Notices. It recovered \$24 309.79 for 10 security officers from 5 employers.

Read the [Commonwealth Games Compliance Activity Report \(DOCX 73.5KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/commonwealth-games-compliance-activity-report.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/commonwealth-games-compliance-activity-report.docx.aspx) (PDF 435.2KB) (www.fairwork.gov.au/ArticleDocuments/1151/commonwealth-games-compliance-activity-report.pdf.aspx) .

Read the media release: [Commonwealth Games security guards underpaid](http://www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/june-2019/20190621-commonwealth-games-security-guards-underpaid) (www.fairwork.gov.au/about-us/news-and-media-releases/2019-media-releases/june-2019/20190621-commonwealth-games-security-guards-underpaid) .

Baiada Poultry Pty Ltd Proactive Compliance Partnership Report

Release date: 21 December 2018

Read the [Baiada Group Proactive Compliance Partnership Final Report \(PDF 890.3KB\)](http://www.fairwork.gov.au/ArticleDocuments/544/baiada-group-pcd-final-report.pdf.aspx) (www.fairwork.gov.au/ArticleDocuments/544/baiada-group-pcd-final-report.pdf.aspx) (DOCX 775.7KB) (www.fairwork.gov.au/ArticleDocuments/544/baiada-group-pcd-final-report.docx.aspx) .

[port.docx.aspx](#) .

Read the Media release: [Positive partnership for poultry workers \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/december-2018/positive-partnership-for-poultry-workers\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/december-2018/positive-partnership-for-poultry-workers) .

Release date: 26 November 2016

Read the [Report on our compliance partnership with Baiada Group \(PDF 612.9KB\) \(www.fairwork.gov.au/ArticleDocuments/763/baiada-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/763/baiada-report.pdf.aspx) (DOCX 3.9MB) (www.fairwork.gov.au/ArticleDocuments/763/baiada-report.docx.aspx) .

Read the Media release: [Compliance Partnerships boosts compliance at Baiada worksites \(www.fairwork.gov.au/about-us/news-and-media-releases/archived-media-releases/2016-media-releases/november-2016/20161128-baiada-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/archived-media-releases/2016-media-releases/november-2016/20161128-baiada-media-release) .

JB Hi-Fi Group Pty Ltd Proactive Compliance Partnership Report

Release date: November 2018

Read the [JB Hi-Fi Group Pty Ltd Compliance Partnership Report \(PDF 344.4KB\) \(www.fairwork.gov.au/ArticleDocuments/762/jb-hi-fi-group-pty-ltd-proactive-compliance-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/762/jb-hi-fi-group-pty-ltd-proactive-compliance-report.pdf.aspx) (DOCX 81.6KB) (www.fairwork.gov.au/ArticleDocuments/762/jb-hi-fi-group-pty-ltd-proactive-compliance-report.docx.aspx) .

Read the media release: [JB Hi-Fi acts to improve workplace practices \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/november-2018/20181123-jb-hi-fi-pcd-report-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/november-2018/20181123-jb-hi-fi-pcd-report-media-release) .

Retail ZOO Pty Ltd Proactive Compliance Partnership Report

Release date: November 2018

Read the [Retail Zoo Group Pty Ltd Proactive Compliance Partnership Report \(PDF 190.9KB\) \(www.fairwork.gov.au/ArticleDocuments/1221/retail-zoo-group-compliance-partnership-report-november-2018.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1221/retail-zoo-group-compliance-partnership-report-november-2018.pdf.aspx) (DOCX 73.5KB) (www.fairwork.gov.au/ArticleDocuments/1221/retail-zoo-group-compliance-partnership-report-november-2018.docx.aspx) .

Read the Media release: [Improved compliance for food franchisor \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/november-2018/20181116-retail-zoo-pcd-report-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/november-2018/20181116-retail-zoo-pcd-report-media-release) .

United Trolley Collections Pty Ltd Proactive Compliance Report

Release date: November 2018

Read the [UTC Proactive Compliance Report \(PDF 180.2KB\) \(www.fairwork.gov.au/ArticleDocuments/544/utc-pcd-final-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/544/utc-pcd-final-report.pdf.aspx) (DOCX 85.9KB) (www.fairwork.gov.au/ArticleDocuments/544/utc-pcd-final-report.docx.aspx) .

Read the media release: [Trolley contractor improves workplace compliance \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/november-2018/20181102-utc-pcd-report-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/november-2018/20181102-utc-pcd-report-media-release) .

Sushi enterprises: compliance activity outcomes

Release date: October 2018

The FWO investigated 45 regional sushi eateries, as part of a compliance activity (The Activity). The Activity was in response to a high number of requests for assistance from vulnerable workers in regional sushi restaurants.

The Activity found non-compliance with the Fair Work Act 2009 at 39 businesses and resulted in 15 formal cautions, 6 compliance notices, 9 infringements notices, 1 enforceable undertaking and legal proceedings commenced against six employers. The Activity recovered \$797 063 for 406 workers.

Read the [Report on compliance activity involving sushi enterprises \(DOCX 619.3KB\) \(www.fairwork.gov.au/ArticleDocuments/1151/sushi-enterprises-compliance-activity-report.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1151/sushi-enterprises-compliance-activity-report.docx.aspx) (PDF 906.4KB) (www.fairwork.gov.au/ArticleDocuments/1151/sushi-enterprises-compliance-activity-report.pdf.aspx) .

Read the media release: [FWO recovers nearly \\$800,000 for sushi workers in NSW, QLD and the ACT \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/october-2018/20181009-sushi-compliance-activity-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/october-2018/20181009-sushi-compliance-activity-media-release) .

Minor DKL Food Group Pty Ltd Proactive Compliance Report

Release date: September 2018

Read the [Minor DKL Food Group Pty Ltd Compliance partnership report \(PDF 4.1MB\) \(www.fairwork.gov.au/ArticleDocuments/762/minor-dkl-food-group-pty-ltd-proactive-compliance-deed.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/762/minor-dkl-food-group-pty-ltd-proactive-compliance-deed.pdf.aspx) (DOCX 161.7KB) (www.fairwork.gov.au/ArticleDocuments/762/minor-dkl-food-group-pty-ltd-proactive-compliance-deed.docx.aspx) .

Read the media release: [Café franchisor improves workplace compliance \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/september-2018/20180921-mdkl-pcd-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/september-2018/20180921-mdkl-pcd-media-release) .

Degani Bakery Cafe: compliance activity outcomes

Release date: August 2018

The FWO investigated 16 Degani cafes, as part of a compliance activity (The Activity). The Activity was in response to a high number of requests for assistance from Degani Bakery and Café workers alleging underpayment.

The Activity found serious non-compliance with the Fair Work Act 2009 at 15 stores, with only 1 store meeting workplace obligations. The Activity resulted in 10 formal cautions, 8 compliance notices, 5 infringements notices, 1 enforceable undertaking and 1 litigation.

Read the [Degani Bakery Cafe Activity Report \(PDF 822.1KB\) \(www.fairwork.gov.au/ArticleDocuments/1411/degani-bakery-cafe-compliance-activity-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1411/degani-bakery-cafe-compliance-activity-report.pdf.aspx) .

Read the media release: [Degani Bakery and Cafe compliance report \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/august-2018/20180807-degani-media-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/august-2018/20180807-degani-media-release) .

La Porchetta Proactive Compliance Report

Release date: July 2018

Read the [La Porchetta Franchising Pty Ltd Compliance Partnership Report \(PDF 575KB\) \(www.fairwork.gov.au/ArticleDocuments/1399/la-porchetta-franchising-pty-ltd-compliance-partnership-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1399/la-porchetta-franchising-pty-ltd-compliance-partnership-report.pdf.aspx) .

Hays Specialist Recruitment (Australia) Pty Ltd Proactive Compliance Report

Release date: 13 April 2018

Read the [Hays Specialist Recruitment \(Australia\) Pty Ltd Compliance Partnership report \(PDF 225KB\) \(www.fairwork.gov.au/ArticleDocuments/1318/hays-specialist-recruitment-australia-pty-ltd-compliance-partnership-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1318/hays-specialist-recruitment-australia-pty-ltd-compliance-partnership-report.pdf.aspx) .

Read the Media release: [Hays Recruitment demonstrates commitment to workplace compliance through positive partnership with the FWO \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/april-2018/20180413-hays-pcd-report-release\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/april-2018/20180413-hays-pcd-report-release) .

Caltex retail fuel outlets: compliance activity outcomes

Release date: March 2018

The FWO investigated 25 Caltex retail stores nationally, as part of a compliance activity (the Activity). The Activity was in response to a number of concerns the FWO had about underpayments and other non-compliance issues within the Caltex network of franchise-operated stores.

The Activity found significant non-compliance with Commonwealth workplace laws contained in the Fair Work Act 2009 and the relevant modern award, the Vehicle Manufacturing, Repair, Services and Retail Award. The Activity resulted in a number of enforcement outcomes, including 16 formal cautions, 9 infringement notices, 11 compliance notices and 2 litigations.

Read the [Caltex Compliance Activity Report \(PDF 650.5KB\) \(www.fairwork.gov.au/ArticleDocuments/1271/caltex-compliance-activity-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/1271/caltex-compliance-activity-report.pdf.aspx) .

Read our media release: [FWO Report finds three quarters of Caltex sites breaching workplace laws \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/march-2018/20180305-caltex-media-statement\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/march-2018/20180305-caltex-media-statement) .

Compass Group (Australia) Pty Ltd Proactive Compliance Report

Release date: 26 January 2018

Read the [Compass Group \(Australia\) Pty Ltd compliance partnership report - January 2018 \(PDF 433KB\) \(www.fairwork.gov.au/ArticleDocuments/762/compass-group-fwo-compliance-partnership-report.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/762/compass-group-fwo-compliance-partnership-report.pdf.aspx) (DOCX 154.2KB) (www.fairwork.gov.au/ArticleDocuments/762/compass-group-fwo-compliance-partnership-report.docx.aspx) .

Read the Media release: [Partnership leads to improved systems and processes to manage workplace compliance \(www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/january-2018/compass-pcd-report\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/2018-media-releases/january-2018/compass-pcd-report) .

United Petroleum retail fuel outlets: Summary of compliance activity outcomes

Release date: April 2017

The FWO has received a number of requests for assistance from United Petroleum franchise and commission agent employees over the years alleging underpayment of wages and conditions. Following media coverage in September 2015 raising new allegations

regarding underpayments, we initiated a compliance activity (the Activity) to assess United Petroleum fuel outlets compliance with workplace laws. The Activity included assessing the level of compliance by United Petroleum, its associated entities, franchisees and commission agents by checking a sample of 12 United Petroleum sites.

The Activity found employees of United Petroleum had been underpaid and that United Petroleum did not have any process or system in place to test whether its franchisees or commission agents were paying employees correctly or applying the modern award correctly. The Activity resulted in a number of enforcement outcomes, including 2 enforceable undertakings, 2 compliance notices and 3 letters of caution.

Read the [Fair Work Ombudsman's Activity Report on United Petroleum retail fuel outlets \(PDF 188.5KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/united-petroleum-retail-fuel-outlets-compliance-activity-outcomes.pdf.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/united-petroleum-retail-fuel-outlets-compliance-activity-outcomes.pdf.aspx) .

Read our media release: [Fair Work Ombudsman report reveals widespread worker exploitation at United Petroleum outlets](http://www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/april-2017/20170406-activity-report-united-petroleum-mr) (www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/april-2017/20170406-activity-report-united-petroleum-mr) .

Pizza Hut franchisee delivery drivers: Summary of compliance activity findings

Release date: January 2017

As a result of receiving a number of requests for assistance, combined with media coverage in November 2015 about alleged underpayments, we initiated a compliance activity (the Activity) into Pizza Hut's workplace arrangements with its delivery drivers. We reviewed the records of the 34 randomly selected franchisees.

The Activity identified a number of issues in franchisees including non-compliance, misclassification of delivery drivers and underpayments, and found that Pizza Hut didn't have any process or system in place to test whether their franchisees were applying the relevant industrial instrument correctly. The Activity resulted in a number of enforcement outcomes against 23 non-compliant franchisees as well as the offer of an opportunity to enter into a compliance partnership for the franchisor, Pizza Hut.

Read the [Fair Work Ombudsman's Activity Report on Pizza Hut outlets \(PDF 928.7KB\)](http://www.fairwork.gov.au/ArticleDocuments/1151/pizza-hut-compliance-activity-findings.pdf.aspx) (www.fairwork.gov.au/ArticleDocuments/1151/pizza-hut-compliance-activity-findings.pdf.aspx) .

Read our media release: [Fair Work Ombudsman report reveals non-compliance in major fast-food franchise](http://www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/january-2017/20170127-pizza-hut-media-release) (www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/january-2017/20170127-pizza-hut-media-release) .

McDonald's Australia Limited Proactive Compliance Report

Release date: 10 October 2016

Read the [Report on our compliance partnership with McDonald's \(PDF 1.4MB\)](http://www.fairwork.gov.au/ArticleDocuments/762/mcdonalds-compliance-partnership-report-with-attachments-redacted.pdf.aspx) (www.fairwork.gov.au/ArticleDocuments/762/mcdonalds-compliance-partnership-report-with-attachments-redacted.pdf.aspx) (DOCX 166.5KB) (www.fairwork.gov.au/ArticleDocuments/762/mcdonalds-compliance-partnership-report.docx.aspx) .

Read the Media release: [McDonalds continues to show its commitment to young workers](http://www.fairwork.gov.au/about-us/news-and-media-releases/archived-media-releases/2016-media-releases/october-2016/20161010-mcdonalds-partnership-release) (www.fairwork.gov.au/about-us/news-and-media-releases/archived-media-releases/2016-media-releases/october-2016/20161010-mcdonalds-partnership-release) .

Red Rooster Foods Pty Ltd Proactive Compliance Final Report

Release date: 27 August 2014

Read the [Red Rooster Foods Pty Ltd Proactive Compliance Deed Final Report \(DOCX 353.7KB\)](http://www.fairwork.gov.au/ArticleDocuments/762/red-rooster-proactive-compliance-deed-final-report-june-2014.docx.aspx) (www.fairwork.gov.au/ArticleDocuments/762/red-rooster-proactive-compliance-deed-final-report-june-2014.docx.aspx) (PDF 465.3KB) (www.fairwork.gov.au/ArticleDocuments/762/red-rooster-proactive-compliance-deed-final-report-july-2014.pdf.aspx) .

Read the [Red Rooster Foods Pty Ltd Proactive Compliance Deed Appendix A \(PDF 1.7MB\)](http://www.fairwork.gov.au/ArticleDocuments/762/red-rooster-pcd-appendix-a.pdf.aspx) (www.fairwork.gov.au/ArticleDocuments/762/red-rooster-pcd-appendix-a.pdf.aspx) (DOCX 379KB) (www.fairwork.gov.au/ArticleDocuments/762/red-rooster-pcd-appendix-a.docx.aspx) .

Read the Media release: [Red Rooster report released](http://www.fairwork.gov.au/about-us/news-and-media-releases/archived-media-releases/2014-media-releases/august-2014/20140827-red-rooster) (www.fairwork.gov.au/about-us/news-and-media-releases/archived-media-releases/2014-media-releases/august-2014/20140827-red-rooster) .

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