

Retail revamps workplace practices

26 November 2014

A Sydney retail business has agreed to revamp its workplace practices after an investigation by the Fair Work Ombudsman found it had underpaid one of its staff almost \$30,000.

The employee was engaged as a casual shop assistant by JPA Manchester Pty Ltd in April, 2010.

She worked primarily at the company's Neutral Bay store until March, 2012, when she was promoted to online sales manager at Redfern.

The 33-year-old Chinese national worked at Redfern until she resigned in February this year.

After investigating a complaint from the employee, Fair Work inspectors found she had been paid a flat hourly rate as low as \$8 - well below the minimum required under the General Retail Industry Award 2010.

The business back-paid the employee a total of \$27,967 last month.

JPA Manchester sells bed linen and homewares through its Sydney retail outlets. It also runs an online store under the name Benson Australia.

The company is owned and operated by Mr Jia Ping Ou, who has entered into an Enforceable Undertaking with the Fair Work Ombudsman.

The Enforceable Undertaking requires the company to complete workplace relations training and conduct self-auditing of other employee wages and entitlements.

Fair Work Ombudsman Natalie James says Enforceable Undertakings are one of a number of ways her Agency is encouraging voluntary compliance with federal workplace laws.

"We use Enforceable Undertakings where we have formed a view that a breach of the law has occurred, but where the employer has acknowledged this and accepted responsibility and agreed to co-operate with us and fix the problem," she said.

"Many of the initiatives in EUs help to build a greater understanding of workplace responsibilities, motivate the company to do the right thing and help them avoid the same mistakes again.

"We know workplace laws can be complicated for the uninitiated, and for those who are not industrial experts, but we ask small business to use the tools and resources that we provide for them and inform themselves.

"In return, you will be able to act with confidence. This protects you. It means that if a problem arises down the track, you can demonstrate your intention to do the right thing."

Underpinning the Fair Work Ombudsman's website tools and resources is its award-winning Small Business Helpline, where employers can get advice they can rely on with confidence.

Small businesses can sign up to a regular newsletter from the Fair Work Ombudsman with helpful workplace tips and information.

Employers or employees seeking assistance can contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

Follow Fair Work Ombudsman Natalie James on Twitter [@NatJamesFWO](https://twitter.com/NatJamesFWO) (<http://twitter.com/NatJamesFWO>), the Fair Work Ombudsman [@fairwork_gov_au](https://twitter.com/fairwork_gov_au) (http://twitter.com/fairwork_gov_au) or find us on Facebook www.facebook.com/fairwork.gov.au (<http://www.facebook.com/fairwork.gov.au>).

Downloads:

- [JPA Manchester Pty Ltd Enforceable Undertaking \(PDF 1.2MB\) \(www.fairwork.gov.au/ArticleDocuments/837/jpa-manchester-pty-ltd.pdf.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/837/jpa-manchester-pty-ltd.pdf.aspx) ([DOCX 115.9KB\) \(www.fairwork.gov.au/ArticleDocuments/837/jpa-manchester-pty-ltd-final.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/837/jpa-manchester-pty-ltd-final.docx.aspx)

Media inquiries:

Tom McPherson, Media Adviser
Mobile: 0439 835 855
tom.mcpherson@fwo.gov.au (mailto:tom.mcpherson@fwo.gov.au)

Page reference No: 5115

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.