

## Franchises

It is important that both franchisees and franchisors are aware of their obligations to employees. We're here to help you understand your obligations and give you information and resources you can use to get it right.

### For franchisors

Franchisors can be held legally responsible if their franchisees don't follow workplace laws.

Franchisors should help their franchisees understand and meet their responsibilities under workplace laws. By doing so, franchisors can minimise their legal and reputational risks.

Visit our [Franchisors page](#) for information about when franchisors can be held responsible and tips on how to enable, support and monitor compliance.

### For franchisees

Franchisees that employ staff have the same workplace responsibilities as other employers.

To help you meet your responsibilities, you can:

- find the minimum rate of pay to pay your employees using our [online pay calculator \(https://calculate.fairwork.gov.au/findyouraward\)](https://calculate.fairwork.gov.au/findyouraward)
- register for My account ([www.fairwork.gov.au/my-account/fwosignin.aspx](http://www.fairwork.gov.au/my-account/fwosignin.aspx)) to get tailored information based on your industry and save your favourite pages and pay calculator results
- use [Find my award \(www.fairwork.gov.au/awards-and-agreements/awards/find-my-award/\)](http://www.fairwork.gov.au/awards-and-agreements/awards/find-my-award/) to find the right award that your employees are covered by
- complete our free online short course, [Franchisee workplace essentials \(www.fairwork.gov.au/tools-and-resources/online-learning-centre/franchisee-workplace-essentials\)](http://www.fairwork.gov.au/tools-and-resources/online-learning-centre/franchisee-workplace-essentials)
- visit our [Small business page \(www.fairwork.gov.au/find-help-for/small-business\)](http://www.fairwork.gov.au/find-help-for/small-business) for helpful advice and resources for starting and running a small business
- use our [Employer Advisory Service \(EAS\) \(www.fairwork.gov.au/small-business-showcase/employer-advisory-service/employer-advisory-service\)](http://www.fairwork.gov.au/small-business-showcase/employer-advisory-service/employer-advisory-service) for free tailored written advice on pay and entitlement issues
- download our [templates \(www.fairwork.gov.au/tools-and-resources/templates/templates\)](http://www.fairwork.gov.au/tools-and-resources/templates/templates) ([www.fairwork.gov.au/templates/templates](http://www.fairwork.gov.au/templates/templates)) to help you meet your obligations, including pay slip and record-keeping templates
- download our free [Fair Work Handbook \(DOCX 327.7KB\) \(www.fairwork.gov.au/ArticleDocuments/712/fair-work-handbook.docx.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/712/fair-work-handbook.docx.aspx) (PDF 645.5KB) ([www.fairwork.gov.au/ArticleDocuments/712/Fair-Work-Handbook.pdf.aspx](http://www.fairwork.gov.au/ArticleDocuments/712/Fair-Work-Handbook.pdf.aspx)) .

### In-language resources for franchisees

We've developed some short videos in your language to help you with your business. Topics covered include:

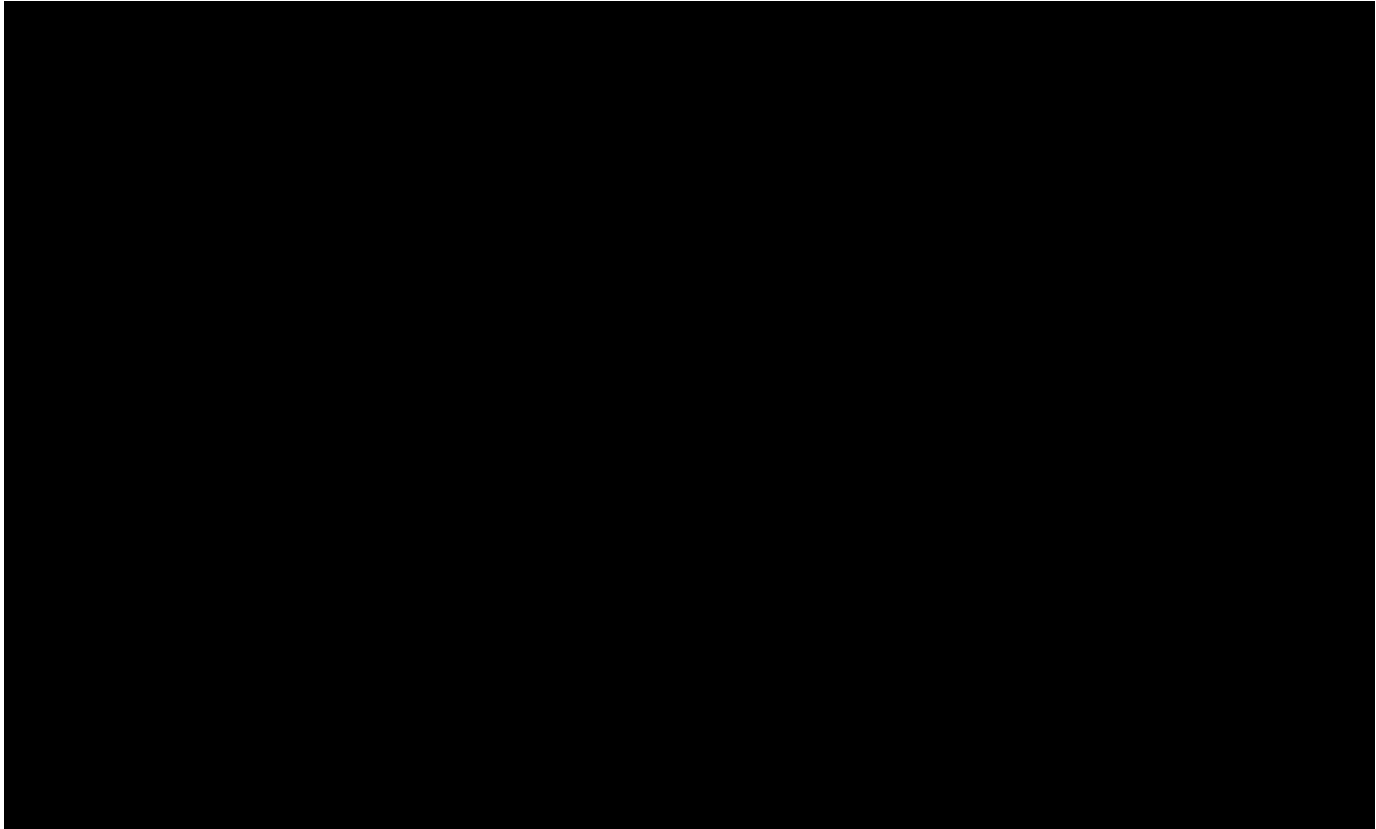
- How to avoid common mistakes made by franchisees
- Getting workplace laws right in your franchise
- How the Fair Work Ombudsman can help you and your franchise
- Awards
- National Employment Standards
- Pay slips and record-keeping for franchisees.

Watch the videos in your language:

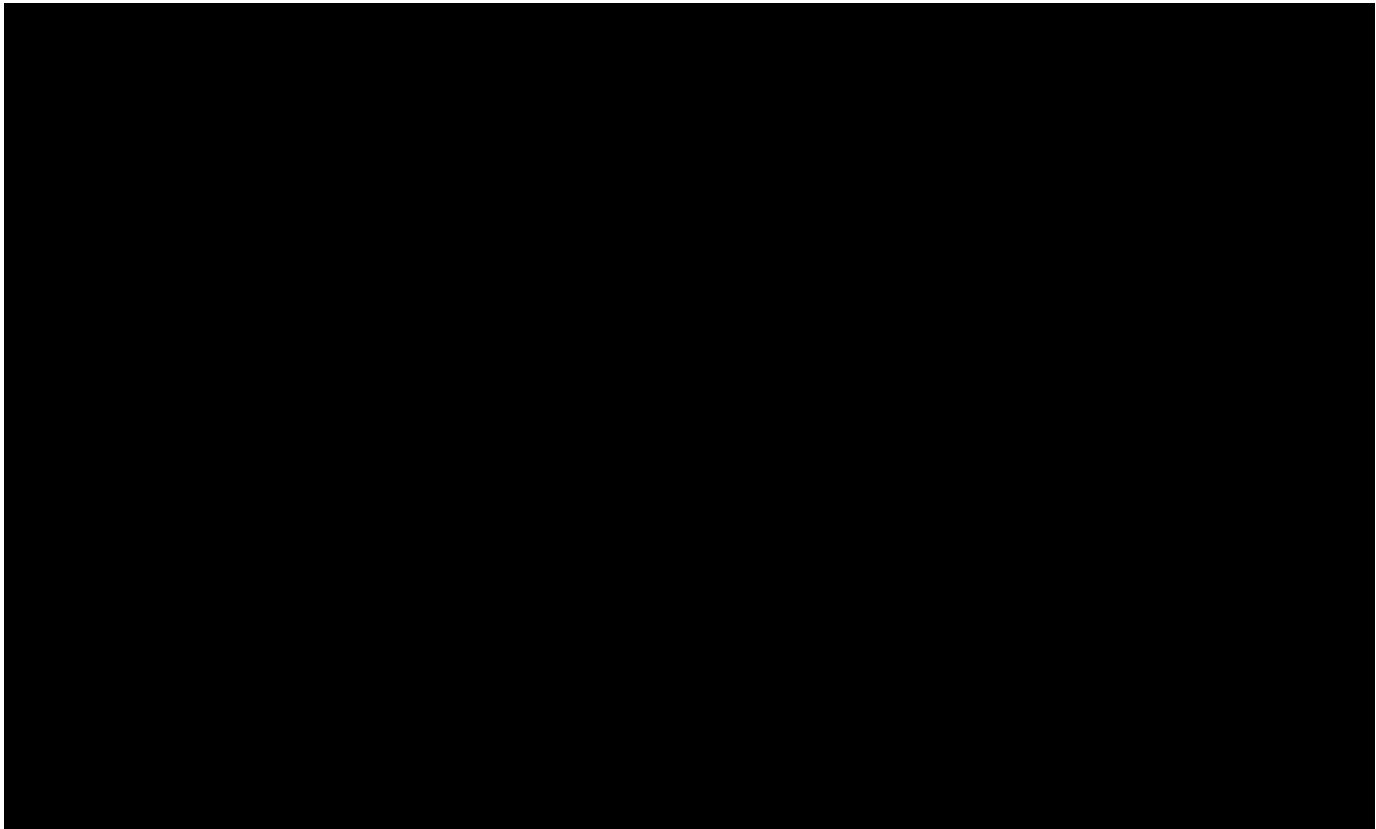
- Mandarin (<https://www.youtube.com/playlist?list=PLu9hkBtGA1TsExhH317aUK1xAtqcpfo7x>)
- Cantonese (<https://www.youtube.com/playlist?list=PLu9hkBtGA1Ts6zgg2fUo1-1OEb6oIMO7J>)
- Korean (<https://www.youtube.com/playlist?list=PLu9hkBtGA1Tsgeb7XTV0qk1xNOsaSTOWP>)
- Vietnamese (<https://www.youtube.com/playlist?list=PLu9hkBtGA1TvIxxv-5CdFPkArriTug28yk>)
- Arabic (<https://www.youtube.com/playlist?list=PLu9hkBtGA1TuYiILKh54ZmZ2nc6H5INW>)
- English (<https://www.youtube.com/playlist?list=PLu9hkBtGA1TsjGwzJRwFhiDcqdfyAka-t>) .

Two of the most popular videos in English are below.

If you're operating a franchise in Australia, it's important you follow Australian workplace laws, regardless of where the franchise originated.



Find out how the Fair Work Ombudsman can help, with a range of free resources and tools to make sure you get it right from the start.



**What to do next**

- Use our [Pay Calculator \(http://calculate.fairwork.gov.au/FindYourAward\)](http://calculate.fairwork.gov.au/FindYourAward) to check pay rates

- Download our [best practice guides \(www.fairwork.gov.au/tools-and-resources/best-practice-guides/default\)](http://www.fairwork.gov.au/tools-and-resources/best-practice-guides/default) to help improve employment practices
- Visit our [Online learning centre \(www.fairwork.gov.au/tools-and-resources/online-learning-centre/default\)](http://www.fairwork.gov.au/tools-and-resources/online-learning-centre/default) to check out our free short courses

### Help for small business

Find tools, resources and information you might need in our [Small business showcase \(https://smallbusiness.fairwork.gov.au/\)](https://smallbusiness.fairwork.gov.au/) .

### You might also be interested in

- [An overview of Pay \(www.fairwork.gov.au/Pay/default\)](http://www.fairwork.gov.au/Pay/default)
- [An overview of Leave \(www.fairwork.gov.au/Leave/default\)](http://www.fairwork.gov.au/Leave/default)
- [An overview of Employee entitlements \(www.fairwork.gov.au/Employee-entitlements/default\)](http://www.fairwork.gov.au/Employee-entitlements/default)

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### Contact us

Fair Work Online: [www.fairwork.gov.au](http://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.