



Australian Government

Fair Work

OMBUDSMAN

ENFORCEABLE UNDERTAKING

Between

The Commonwealth of Australia

(as represented by the Office of the Fair Work Ombudsman)

and

Baxi Health Wholesale Pty Ltd

ABN: 47 610 443 948/ ACN: 610 443 948

and

Chao "Jason" Ma

ENFORCEABLE UNDERTAKING

PARTIES

1. This enforceable undertaking (**Undertaking**) is given to the Fair Work Ombudsman (**FWO**) pursuant to section 715 of the *Fair Work Act 2009* (Cth) (**FW Act**) by:
 - a) Baxi Health Wholesale Pty Ltd as Baxi Health (ABN: 47 610 443 948) (**Baxi**); and
 - b) Mr Chao Ma (**Mr Ma**).

COMMENCEMENT OF UNDERTAKING:

2. This Undertaking comes into effect when:
 - a) The Undertaking is executed by Baxi and Mr Ma; and
 - b) The FWO accepts the Undertaking so executed.

BACKGROUND:

3. Baxi is an online retail business that sells health and beauty products directly to the consumer. Mr Ma is the director of Baxi.
4. The FWO commenced an investigation in December 2018 after it received requests for assistance from three former employees identified in **Attachment A**. Employees A, B and C all alleged that they were underpaid by Baxi. Employee A is a Chinese national who was on a Student Visa (subclass 500). Employee B is a Taiwanese National who was on a Working Holiday Visa (subclass 417). Employee C is a Taiwanese National who was on a Student visa (subclass 500).
5. Baxi employed Employee A on a casual basis between December 2016 and August 2018, Employee B on a casual basis between August 2017 and November 2018 and Employee C on a casual basis between March 2018 and October 2018.
6. Employee A, Employee B and Employee C's terms and conditions of employment were governed by the FW Act, *Fair Work Regulations 2009* (Cth) (**FW Regulations**), the National Employment Standards (**NES**) and the applicable award, being the *General Retail Industry Award 2010* (**General Retail Award**).
7. Mr Ma admits and agrees that:
 - a) He has been the Director of Baxi since 29 January 2016;
 - b) As sole Director, he is ultimately responsible for the overall direction, management and supervision of the operations of Baxi; and
 - c) By reason of the matters set out in subclauses (a) and (b), he was responsible in a practical sense for ensuring that Baxi complied with its legal obligations.
8. The FWO has determined, and Baxi and Mr Ma admit, that Baxi contravened:
 - a) Section 45 of the FW Act, by failing to comply with the following terms of the General Retail Award:
 - i) Clause 17 by failing to pay minimum rates;

- ii) Clause 13.2 by failing to pay casual loading;
 - iii) Clause 29.4(b) by failing to pay penalty rates;
 - iv) Clause 22.2 by failing to pay superannuation contributions; and
- b) Section 44 of the FW Act, by contravening the following provisions of the NES:
 - i) Subsection 125(1) by failing to provide each new employee with a Fair Work Information Statement; and
 - c) Section 535(1) of the FW Act by failing to make and keep employee records for a period of 7 years as prescribed by the FW Regulations; and
 - d) Subsection 536(1) of the FW Act by failing to issue pay slips.
9. Baxi commissioned the performance of calculations to determine the underpayments arising from the contraventions listed above. The FWO reviewed the calculations and confirmed that the calculations were performed using incorrect rates and require amendment.

UNDERTAKINGS:

10. Upon the execution of this Undertaking and for the purposes of section 715 of the FW Act, Baxi and Mr Ma undertake the following:

10.1 Finalise Calculations and Rectify Underpayments

- a) Within 14 days of the execution of the Undertaking, Baxi shall amend the calculations performed to determine underpayments arising from the contraventions listed in clause 8 above and provide the amended calculations to the FWO for review. Baxi shall ensure that the following hourly rates of pay from the General Retail Award are used in performing the calculations:
 - i) Ordinary hours:
 - From 1 July 2016 \$19.44
 - From 1 July 2017 \$20.08
 - From 1 July 2018 \$20.79
 - ii) Casual Loading:
 - From 1 July 2016 \$4.86
 - From 1 July 2017 \$5.02
 - From 1 July 2018 \$5.20
 - iii) Saturday hours:
 - From 1 July 2016 \$26.24
 - From 1 July 2017 \$27.11
 - From 1 July 2018 \$28.07
- b) Baxi will ensure that any further amendments required by the FWO following a review of the calculations are made within 14 days of notification by the FWO;
- c) Within 14 days of approval of the correct calculations by the FWO, Baxi will rectify underpayments to Employees A, B and C and provide evidence to the FWO that payments were made to each employee by the same date; and
- d) If Employee A, Employee B or Employee C cannot be located, within 60 days of the execution of this Undertaking, make an application to the Commonwealth of Australia (through the FWO) in accordance with section 559 of the FW Act to pay money into the Commonwealth Consolidated Revenue Fund (CRF). Baxi will complete the documents required to make this payment as supplied by the FWO.

10.2 FWO My account registration

- a) Within 21 days of the execution of this Undertaking:
 - i) Register with the FWO My account portal at www.fairwork.gov.au/register and fully complete the My account profile, including information about the business and award/agreement coverage, through this portal;
 - ii) Using the FWO Pay Calculator, calculate relevant minimum pay rates (and penalty rates where necessary) and save these calculations to the My account;
 - iii) Provide to the FWO the 'My account' Customer Registration Number (CRN);
- b) Within 28 days of the execution of the Undertaking, at a mutually agreed time and location, demonstrate to an officer of the FWO knowledge of the use of My account, including saving information within My Account from the website and relevant FWO online tools. Baxi and Mr Ma must also demonstrate how use of this saved information will contribute toward their compliance with workplace obligations including payment to employees of the correct minimum pay rates and public holiday penalty rates;
- c) Within 28 days of the execution of the Undertaking, subscribe to the FWO's email updates function available at <http://www.fairwork.gov.au/website-information/staying-up-to-date/subscribe-to-email-updates> and provide evidence to the FWO of the subscription. Choose the relevant State/s and industry, select information updates on pay rates and entitlements, new products and resources, about the FWO and its work, updates in the relevant industry and tailored information that is relevant to Baxi and Mr Ma.

10.3 Workplace relations systems and processes

- a) Ensure compliance at all times and in all respects with the FW Act, the FW Regulations, the General Retail Award; and
- b) Provide the FWO, within 60 days of the date of execution of this Undertaking, details of systems and processes already in place or to be implemented to comply with clause 10.3(a) above. Without limitation, such systems and processes should relate to:
 - i) Ensuring employees receive the correct minimum rates of pay and entitlements;
 - ii) Ensuring employment status is correctly determined (ie: full-time, part-time, or casual);
 - iii) Ensuring employees receive the correct leave entitlements;
 - iv) Issuing payslips to employees within one (1) working day of payment;
 - v) Keeping accurate and complete records to ensure employees receive their correct wages and entitlements; and
 - vi) Demonstrating that Baxi is meeting its ATO Single Touch Payroll obligations.

10.4 Workplace Notice

- a) Within 30 days of the execution of this Undertaking, display a notice in Baxi's workplace in the form of **Attachment B (Workplace Notice)** and provide the FWO with photographic evidence of its display and the location of the notice in the workplace. The Workplace Notice must:
 - i) Outline the contraventions committed by Baxi;
 - ii) Be translated into Chinese by an independent and external provider at

Baxi's expense;

- iii) Be printed in at least A3 size and be clearly displayed:
 - In both English and Chinese;
 - In locations to which all employees who work for Baxi have access;
 - In a manner that is reasonably capable of drawing the attention of all employees to the Workplace Notice (for example, by placement on a staff noticeboard); and
- iv) Be displayed for a period of 30 continuous days.
- b) At the end of the period of 30 days provide confirmation to the FWO that the Workplace Notice has been continuously displayed for the required period.

10.5 Website Notice

- a) Place a notice (**Website Notice**) on the front page of the Baxi website within 30 days of, but not prior to, the FWO publishing a Media Release on its website, which will:
 - i) Be in the form of the Public and Workplace Notice set out at **Attachment B**;
 - ii) Be translated into Chinese by an independent and external provider at Baxi's expense;
 - iii) Be displayed in both English and Chinese;
 - iv) Be displayed in at least size 10 font; and
 - v) Remain on the website for a period of 6 months; and
- b) Provide evidence to the FWO of the placement of the Website Notice to the FWO on the date it is published.

10.6 Apology

- a) Send letters of apology to Employee A, Employee B and Employee C in the form of **Attachment C** to this Undertaking and provide copies to the FWO within 14 days of the execution of this Undertaking;
- b) These letters of apology are to be provided to Employee A, Employee B and Employee C in Chinese as translated by an independent and external provider at the expense of Baxi.

10.7 Audit Activity and Compliance Review

Retrospective Audit

- b) Within 28 days of execution of this Undertaking, engage an external accounting professional (for example a Certified Practising Accountant) or an employment law specialist to be approved by FWO, at Baxi's own expense, to perform a retrospective audit of all employee entitlements from the time Baxi commenced employing employees to the date of execution of this Undertaking (**Retrospective Audit**). The Retrospective Audit should be completed within 60 days of the execution of this Undertaking.
- c) The Retrospective Audit will include the pay and conditions of all employees of Baxi and shall assess:
 - i) Compliance with the FW Act as follows:

- Section 125 Fair Work Information Statement
 - Section 535(1) making and keeping employee records
 - Section 536 pay slip obligations
- ii) Compliance with the General Retail Award as follows:
- Clause 17 base rate of pay
 - Clause 13.2 casual loading
 - Clause 29.4(b) penalty rates
 - Clause 22.2 superannuation
- d) Where the Retrospective Audit reveals contraventions of relevant Commonwealth workplace laws and instruments, Baxi must rectify all underpayments to employees and provide evidence of rectification to the FWO within 90 days from the date of execution of the Undertaking.

Future Audits

- e) Engage an external accounting professional or an employment law specialist as approved by FWO, at Baxi's own expense, to perform audits of Baxi's compliance with all Commonwealth workplace laws and instruments (**Future Audits**), including the FW Act and the General Retail Award.
- f) The Future Audits will include pay and conditions of all employees and meet the following requirements:
- i) 21 days prior to the Future Audits finalisation dates, as specified below, Baxi will provide for the FWO's approval, details of the methodology to be used to conduct the Future Audits;
 - ii) The Future Audits will be conducted for all full pay periods where any part of the period falls within the following dates:
 - 1 October 2019 – 31 October 2019 – audit report to be finalised and provided to the FWO by 10 January 2020
 - 1 April 2020 – 30 April 2020 – audit report to be finalised and provided to the FWO by 28 June 2020.
- g) The Future Audits will assess:
- i) Compliance with the FW Act as follows:
 - Section 125 Fair Work Information Statement
 - Section 535(1) making and keeping employee records
 - Section 536 pay slip obligations
 - ii) Compliance with the General Retail Award as follows:
 - Clause 17 base rate of pay;
 - Clause 13.2 casual loading;
 - Clause 29.4(b) penalty rates;
 - Clause 22.2 superannuation
- h) Where the Future Audit reveals contraventions of relevant Commonwealth workplace laws and instruments, Baxi must rectify all underpayments to employees and provide evidence of rectification to the FWO by the dates specified for finalisation of the audit reports in clause 10.7(f)(ii).
- i) If requested, provide the FWO with all records and documents used to conduct the Future Audit, including any working documents, within 7 days of such a request.

- j) If any employee(s) identified as having underpayments owing to them cannot be located, within 60 days of each of the finalisation dates specified in subclause (h) above, Baxi will make application to the Commonwealth of Australia (through the FWO) in accordance with section 559 of the FW Act to pay money into the CRF. Baxi will complete the required documents supplied by the FWO. Any employees that have underpayments paid into the CRF can contact the FWO to claim the money.

10.8 Matters notified to the FWO

- a) Where the FWO receives a request for assistance from an employee or former employee regarding non-compliance with the relevant award or legislative requirement the FWO will, at its discretion and subject to the below clause regarding serious non-compliance, notify Baxi and its officers and provide relevant details.
- b) Where a matter is notified to Baxi, it will undertake to fully co-operate with the FWO to ensure compliance. This includes:
 - i) Determining an appropriate outcome for the matter within 45 days of notification; and
 - ii) Advising the FWO of their determination and actions in relation to the matter including:
 - The reasons for the determination and any compliance issues identified;
 - The details of any underpayments and amounts rectified;
 - Steps taken to address compliance issues identified, including for any similarly affected employees; and
 - If any matter remains unresolved, the steps taken by Baxi to facilitate the resolution of any such matter.
- c) The FWO reserves the right to investigate any allegations.
- d) The FWO may advise Baxi of any active investigations the FWO is undertaking. If this is the case, Baxi undertakes to:
 - i) Provide all requested employment records and other document to the FWO relevant to the investigation;
 - ii) Participate fully in any subsequent requests for information relevant to the investigation, including participation in any formal records of interview; and
 - iii) Fully co-operate in FWO's investigative processes.

10.9 Record Keeping

- a) Within 30 days of the execution of this Undertaking, provide to the FWO a copy of time and wage records and the corresponding payslip for one employee of Baxi for the first full pay period following the execution of this Undertaking. Such records are to comply with Commonwealth workplace laws.

10.10 Contrition Payment

- b) Within 30 days of the execution of this Undertaking, make a payment of \$5000 into the CRF and provide evidence of the payment to the FWO.

10.11 Reporting

- a) Notify the FWO of any changes of circumstances that could potentially impact on Baxi's ability to comply with the undertakings contained in this Enforceable

Undertaking, as soon as it becomes aware of such circumstances. Such circumstances shall include but not be limited to:

- i) Sale or potential sale of the business, or part of the business;
 - ii) Change of or change in details of company directors, or other officeholder positions;
 - iii) Change in engagement of workers, for example engaging contractors, labour hire or family members in lieu of employees;
 - iv) Baxi or Mr Ma opening any new establishments or businesses, or acquiring any existing businesses establishments, whether alone or in partnership with another entity;
 - v) Ceasing or an expectation of ceasing to trade; and
 - vi) Business going in to administration or liquidation.
- b) In the event that there are any events or circumstances described in subclause 10.11(a) above required to be reported to the FWO, Baxi and Mr Ma will provide any documentation or other evidence requested by the FWO to confirm the event/s that have transpired.

10.12 NES and Minimum Wage Fact Sheets

- a) Provide current and new employees with a copy of the FWO's fact sheets on the NES and minimum wages, and the Fair Work Information Statement in their first language (where available and otherwise in English), within 14 days of execution of the Undertaking (current employees) or 14 days of commencement of employment with Baxi (future employees). The relevant fact sheets are available on the FWO website at:

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/minimum-wages>; and

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/introduction-to-the-national-employment-standards>

- b) Each employee is to sign a declaration acknowledging they have received the FWO's fact sheets on the NES and minimum wages. A copy of the declaration is located at **Attachment D**. Copies of declarations are to be provided to the FWO every three months for a period of 12 months following the execution of the Undertaking.

10.13 FWO online training

- a) Within 60 days of the execution of this Undertaking, ensure that all persons who have responsibility for human resource, recruitment or payroll functions for Baxi, including the director, complete all education courses designed for employers available on the FWO online learning centre via <http://www.fairwork.gov.au/how-we-will-help/online-training> and provide certificates of completion to FWO.
- b) Each person who completed the FWO Online Training is required to record the date each section of the online training is complete in **Attachment E**.

10.4 Workplace relations training

- a) Within 120 days of the execution of this Undertaking, organise and ensure training is provided to all persons who have responsibility for human resource, recruitment or payroll functions for Baxi (Training);

- b) Ensure the Training relates to compliance with applicable Commonwealth workplace laws and instruments, including but not limited to the rights and responsibilities of employers under the FW Act, NES, and the General Retail Award;
- c) Ensure the Training relates to compliance with applicable Commonwealth workplace laws and instruments, including but not limited to the rights and responsibilities of employers under the FW Act as amended by the *Fair Work Amendment (Protecting Vulnerable Workers) Act 2017 (PVW Act)*;
- d) Ensure the Training is conducted by a workplace trainer, such person or organisation to be approved by the FWO and paid for by the Company;
- e) Provide the training materials to be used in the Training to the FWO no later than 14 days before the Training is to be conducted; and
- f) Provide evidence of attendance at the Training to the FWO within 7 days of the Training being provided (including the name and position of all attendees and the date on which the training was attended).

10.15 No Inconsistent Statements

- a) Baxi and Mr Ma:
 - i) must not; and
 - ii) must ensure that each of their officers, employees or agents, do not make any statement, orally or in writing or otherwise imply anything that is inconsistent with any admissions or acknowledgements contained in this Undertaking.


10.16 Acknowledgments

- a) Baxi and Mr Ma acknowledge that the FWO may:
 - i) Make this Undertaking (and any of the Attachments hereto) available for public inspection, including by posting it on the FWO internet site at www.fairwork.gov.au;
 - ii) Release a copy of this Undertaking (and any of the Attachments hereto) pursuant to any relevant request under the *Freedom of Information Act 1982 (Cth)*;
 - iii) Issue a media release in relation to this Undertaking;
 - iv) From time to time, publicly refer to the Undertaking (and any of the Attachments hereto) and its terms; and
 - v) Rely upon the admissions made by Baxi set out in clause 8 above in respect of decision making concerning any future non-compliance with Baxi workplace relations obligations;
- b) Consistent with the Note to section 715(4) of the FW Act, this Undertaking in no way derogates from the rights and remedies available to any other person arising from the conduct set out herein;
- c) Consistent with section 715(3) of the FW Act, Baxi and Mr Ma may withdraw from or vary this Undertaking at any time, but only with the written consent of the FWO; and
- d) If Baxi or Mr Ma contravene any of the terms of this Undertaking:
 - i) The FWO may apply to any of the Courts set out in section 715(6) of the FW Act, for orders under section 715(7) of the FW Act; and

- ii) This Undertaking may be provided to the Court as evidence of the admissions made by Baxi in clauses 8 above, and also in respect of the question of costs.
- e) The PVW Act made the following changes to the FW Act:
- i) Increased penalties for 'serious contraventions' of workplace laws;
 - ii) Makes it clear that employers can't ask for 'cashback' from employees or prospective employees;
 - iii) Increased penalties for breaches of record-keeping and pay slip obligations;
 - iv) Employers who don't meet record-keeping or pay slip obligations and can't give a reasonable excuse will need to disprove wage claims made in a court (this is also referred to as a reverse onus of proof);
 - v) Strengthen the FWO's powers to collect evidence in investigations;
 - vi) Introduce new penalties for giving the FWO false or misleading information, or hindering or obstructing FWO investigations.
- f) The above mentioned changes to the FW Act also mean that certain franchisors and holding companies can be held responsible if their franchisees or subsidiaries don't follow workplace laws (if they knew or should have known and could have prevented it).
- g) Providing false or misleading information is a contravention of section 718A of the FW Act and is a civil remedy with a maximum penalty of \$630,000 for a body corporate or \$126,000 for an individual.
- h) Providing false or misleading information is also a criminal offense under section 137.1 and 137.2 of the *Criminal Code Act 1995* (Cth), which could result in imprisonment for up to 12 months.

Executed as an undertaking

EXECUTED by Baxi Health Wholesale Pty Ltd in accordance with section 127(1) of the *Corporations Act 2001*:



(Signature of director)

(Signature of director/company secretary)

Chao Ma

(Name of director)

(Name of director/company secretary)

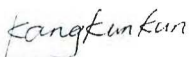
26/06/19

(Date)

(Date)

in the presence of:

in the presence of:



(Signature of witness)


(Signature of witness)

Kunkun Kang

(Name of witness)

(Name of witness)

EXECUTED by Mr Chao Ma:

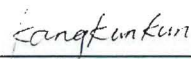


(Signature of party)

26/06/19

(Date)

in the presence of:

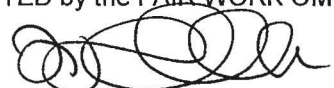


(Signature of witness)

Kunkun Kang

(Name of witness)

ACCEPTED by the FAIR WORK OMBUDSMAN pursuant to section 715(2) of the *Fair Work Act 2009* on:


Lynnda McAuliffe-Smith

[Insert name and role of Delegate]

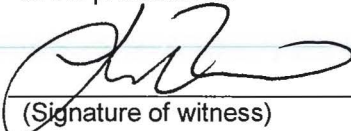
27/6/19

(Date)

**Executive Director, Compliance
& Enforcement**

Delegate for the FAIR WORK OMBUDSMAN

in the presence of:



(Signature of witness)

LUKE THOMAS

(Name of Witness)

Attachment A – Underpaid Employees

- 1) [REDACTED] (Employee A)
- 2) [REDACTED] (Employee B)
- 3) [REDACTED] (Employee C)

Attachment B – Form of Public and Workplace Notice

Baxi Health Wholesale Pty Ltd

Contravention of Fair Work Act by Baxi Health Wholesale Pty Ltd

We refer to the investigation conducted by the Office of the Fair Work Ombudsman (**FWO**) into allegations that Baxi Health Wholesale Pty Ltd contravened the *Fair Work Act 2009* and *General Retail Industry Award 2010* by:

- Failing to pay the correct rate of pay;
- Failing to pay casual loading;
- Failing to pay penalty rates;
- Failing to pay superannuation;
- Failing to provide pay slips to its employees;
- Failing to provide Fair Work Information Statement to its employees;
- Failing to make and keep records.

Baxi Health Wholesale Pty Ltd has formally admitted to FWO that these contraventions occurred and has entered into an Enforceable Undertaking with the FWO (available at www.fairwork.gov.au) committing to a number of measures to remedy the contraventions, including by rectifying the underpayments.

Baxi Health Wholesale Pty Ltd expresses its sincere regret and apologises for the conduct which resulted in the contraventions. Furthermore, Baxi Health Wholesale Pty Ltd gives a commitment that such conduct will not occur again and that it will comply with all requirements of the Commonwealth workplace relations laws in the future.

Use the following passage in Public Notices

If you worked for Baxi Health Wholesale Pty Ltd and have queries or questions relating to your employment, please contact **<insert details of internal contact>**. Alternatively, anyone can contact the FWO via the website at www.fairwork.gov.au or the Infoline on 13 13 94.

Attachment C – Letter of Apology

Baxi Health Wholesale Pty Ltd

<Date>

<Employee Name>

<Employee Address>

Dear <Employee Name>

I am writing to apologise on behalf of Baxi Health Wholesale Pty Ltd for non-compliance with Commonwealth Workplace relations laws. A recent investigation conducted by the Office of the Fair Work Ombudsman (FWO) determined that Baxi Health Wholesale Pty Ltd had contravened the *Fair Work Act 2009* and *General Retail Industry Award 2010* by:

- Failing to pay the correct rate of pay;
- Failing to pay casual loading;
- Failing to pay penalty rates;
- Failing to pay superannuation;
- Failing to provide pay slips to its employees;
- Failing to provide Fair Work Information Statement to its employees;
- Failing to make and keep records.

Regrettably, the investigation determined that you were affected by the above contraventions.

Baxi Health Wholesale Pty Ltd is taking steps to remedy the contraventions, including rectification of the underpayment to you in the sum of \$XXXXX, which has already taken place.

Baxi Health Wholesale Pty Ltd has formally admitted to the FWO that Baxi Health Wholesale Pty Ltd did not comply with its obligations under Commonwealth workplace relations laws and have entered into an Enforceable Undertaking with the FWO, a copy of which will be available from the FWO website at www.fairwork.gov.au. As part of the Enforceable Undertaking we have committed to a number of measures to ensure future compliance with Commonwealth workplace relations laws.

Baxi Health Wholesale Pty Ltd expresses its sincere regret and apologises to you for failing to comply with our lawful obligations.

Should you have any questions, please contact [party to include contact details].

Yours sincerely

Chao Ma

Baxi

Acknowledgement of Receipt – FWO's NES and Minimum Wages fact sheets

I,..... (insert name)

of..... (insert address)

.....

agree that Baxi Health Wholesale Pty Ltd has provided me with a copy of the Fair Work Ombudsman's **NES and Minimum Wages fact sheets**.

Signed:

Date:/...../.....

Attachment E

TRAINING RESOURCES UTILISED FROM THE FAIR WORK OMBUDSMAN WEBSITE

I, _____ (Enter name and position in the organisation)

have undertaken the following tools:

Completed online courses* including:

- Difficult conversations in the workplace – manager course date completed: _____
- Hiring employees date completed: _____
- Managing employees date completed: _____
- Managing performance date completed: _____
- Diversity and discrimination date completed: _____
- Workplace flexibility date completed: _____
- Record-keeping and pay slips date completed: _____

** Please provide printout of the Statement/Certificate of Attainment for each course completed*

Viewed Videos including:

- Welcome to fairwork.gov.au date completed: _____
- Finding information for your industry date completed: _____
- My account date completed: _____
- Introduction to the Pay and Conditions Tool date completed: _____
- PACT – Award classifications date completed: _____
- PACT – Pay summary date completed: _____
- PACT – Penalty rates date completed: _____
- PACT – Allowances date completed: _____
- PACT – Award Coverage date completed: _____

Read Factsheets including:

- Role of the Fair Work Ombudsman date completed: _____
- Contractors and employees – what's the difference? date completed: _____

Read information on the following:

- **Pay Overview**

-
- Minimum wages Page Ref No. _____ date completed: _____
 - Penalty rates & allowances Page Ref No. _____ date completed: _____

- **Leave Overview**

- Annual leave Page Ref No. _____ date completed: _____
- Sick & carer's leave Page Ref No. _____ date completed: _____

- **Ending Employment Overview**

- Notice & final pay Page Ref No. _____ date completed: _____
- Unfair dismissal Page Ref No. _____ date completed: _____

- **Employee Entitlements Overview**

- Types of employees Page Ref No. _____ date completed: _____
- National Employment Standards Page Ref No. _____ date completed: _____

- **Awards & Agreements Overview**

- Awards Page Ref No. _____ date completed: _____

- Date and signature: _____