



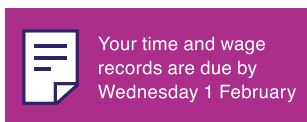
# Improving compliance with labour law

Better audits key to a fairer deal for workers, business & the community

Employees in Australia have a right to the minimum wage, as well as penalty rates, allowances and other entitlements. The Fair Work Ombudsman uses audits to help businesses keep on track—we set out to see if these audits can have an even bigger impact.

## We worked with the FWO to...

Redesign their audit processes to help employers do the right thing—and tested it with around 2000 small businesses. **We used:**



**Banners for important information**



**Checklists and planning prompts**



**Social norms**



**Timely reminders**

## The result—a win-win

### Workers

**24 per cent reduction** in instances of underpayment

Employees **\$900 better off** (on average)

### Business

Audit took **15 days** (down from 23)

Employers told us that it's **more helpful** and **informative**

### The community

Helps **level the playing field** by addressing non-compliance

**Flow on benefits** throughout local communities by ensuring fair pay

“ It felt like the audit was specifically tailored to my business ”

“ It was quite an easy process and guidelines were set out in an easy to read format ”