



Fair Work
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Registered Organisations Education and Engagement Strategy

2024–2025



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Registered Organisations Education and Engagement Strategy 2024–2025

The General Manager of the Fair Work Commission (the Commission) is committed to supporting federally registered employer and employee organisations (registered organisations) voluntarily comply with their obligations under the *Fair Work (Registered Organisations) Act 2009* (the RO Act).

The purpose of this Education and Engagement Strategy is to set out the General Manager’s approach to providing education, assistance and advice to registered organisations and their members, which will be delivered by the Registered Organisations Services Branch (ROS Branch) of the Commission in 2024-25.

This strategy was developed following feedback provided by registered organisations and their peak bodies as part of the independent [Registered Organisations Governance and Compliance External Review](#).

Background

The RO Act requires that the General Manager must seek to embed within organisations a culture of good governance and voluntary compliance with the law. This drives ROS Branch’s education-focused practices and a shared co-production approach to compliance with federally registered organisations and other stakeholders.

The functions of the General Manager are set out in section 329A of the RO Act and include:

- promoting efficient management of organisations and high standards of accountability of organisations and their office holders to their members
- promoting compliance with the financial reporting and accountability requirements of the RO Act
- providing education, assistance and advice to registered organisations and their members
- monitoring acts and practices to ensure they comply with the provisions of the RO Act and providing for the democratic functioning and control of organisations
- doing anything incidental to or conducive to the performance of any of the above functions.



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Assistance and advice

The Commission is committed to providing assistance and advice to registered organisations, their branches, members and peak bodies in the following ways:

Assistance and advice service

The Registered Organisations Services Branch operates assistance services between 9:00am to 5:00pm (AEST) Monday to Friday.

We provide assistance via an email service – regorgs@fwc.gov.au or by telephone on 1300 341 665.

Branch staff provide tailored assistance and advice to all registered organisations. Stakeholders also contact us via telephone and email are usually put in touch quickly with a subject matter expert who can assist.

Reminders and alerts

As a discretionary service to registered organisations, the Commission actively emails tailored reminders to them and to their reporting units prior to their obligations arising. This is designed to assist registered organisations voluntarily comply with the RO Act. This includes reminders and alerts about:

- the requirement to lodge an officer and related party disclosure statement
- the requirement to lodge an annual return of information
- the requirement to lodge a financial report
- lodging statements of loans, grants and donations
- the need for reporting units to rotate their auditors
- the requirement to lodge information for an election
- training for new office holders.

‘Governance to You’ outreach service

The Registered Organisations Services Branch provides an outreach service called ‘Governance to You’ where registered organisations can access tailored help with their compliance requirements.



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Organisations can request online and in-person presentations, one-on-one meetings, or tailored information packs, and can access subject matter experts on the compliance topics they identify they need help with.

The program is also designed to build relationships and develop pathways for further and ongoing engagement, inform the regulated community about legislative updates and requirements and provide education about the Commission's tools and resources that assist with voluntary compliance.

Strategic engagement with registered organisations

To ensure the ROS Branch's education, advice and assistance services meet the evolving and often tailored needs of registered organisations, we listen carefully to feedback, routinely engage with stakeholders and gather intelligence from working with registered organisations on a daily basis.

During the period covered by this strategy, the following engagement activities will be carried out:

- Ongoing engagement between the General Manager and the Registered Organisations Advisory Committee. The ROS Branch will provide secretariat support to this committee.
- The Compliance Practitioners' Reference Group (CPRG) will be comprised of subject matter experts from ROS Branch and representatives from registered organisations who are involved in carrying out compliance activities on behalf of their organisations. Representatives of peak bodies and registered accountants may also participate. The CPRG's broad strategic purpose is to provide timely feedback on compliance-related issues affecting registered organisations and their branches. This includes sharing information and feedback about matters related to achieving voluntary compliance, emerging issues and trends related to compliance and the tools and resources provided by the Commission.
- The General Manager's *Listen and Learn* program which involves the General Manager visiting different registered organisation each to hold discussions with compliance officer about their job. The aim is to learn first-hand about the day-to-day experiences and challenges of compliance officers working in registered organisations.
- Each year there will be a process of consultation with stakeholders to identify upcoming and future priorities – this will include, but is not limited to, an annual survey, feedback gathered during live education events and feedback captured on the Commission's website.
- Other communication and consultation with relevant stakeholders as required.



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Educational tools, resources and activities

The Commission has an extensive suite of resources and tools available on the [registered organisations page](#) of the Commission's website, including fact sheets, guidance notes, podcasts, e-learning modules, plain English case summaries and other materials.

We also provide other tools to help organisations meet their obligations, including a compliance calculator, model financial statements, templates and checklists. To promote contemporary cultures of good governance within organisations, we have a *Good Governance in Practice* guide, as well as an induction kit for new officers.

These tools and resources are continually reviewed and refreshed to ensure they are up-to-date, accurate and fit-for-purpose.

Each year, in December, the Commission will publish its calendar of deliverables for the next 12 months.

In the first 12 months of this strategy (the 2024 calendar year), the Commission will produce the following resources:

- A new episode of our podcast – RO pod – every two months (in February, April, June, August, October and December 2024).
- A quarterly newsletter (in March, June, September and December 2024) with relevant information for registered organisations.
- An induction pack for organisation compliance staff (as recommended by the external RO Review).
- A National Compliance Support Roadshow across each Australian jurisdiction designed to assist every registered organisation with compliance and governance.
- A major education campaign on the streamlining of the Right of Entry permit process (commencing with a podcast episode in December 2023) that, in 2024 will include a webinar as well as information provided during our National Compliance Support Roadshow.
- Clarification for registered organisations about efficiently engaging with the Commission
- The release of the General Manager's reporting guidelines.
- The release of the 2023/2024 Model Financial Statements



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- The release of a Financial Reporting Card about levels of compliance by registered organisations during 2023.
- Potential release of Model Rules for use by registered organisations.
- A guidance note on the registration of organisations
- Update to content and guidance materials about merging branches
- Review, refine and re-launch of the RO Flower.

A calendar outlining these activities will be published on the Commission's website.

Additional educational resources may be provided to the entire regulated community when intelligence suggests there is wide-ranging but low-level non-compliance.

The ROS Branch may also provide specific and tailored education and advice to registered organisations affected by non-compliance.

Feedback?

If you would like to provide feedback about the strategy, or about improvement to any of our resources, please let us know via email at regorgs@fwc.gov.au.