



HR for your Franchise Network Fact Sheet

Human Resources is the responsibility of the Franchisor and not just the Franchisee.

HR is vital for franchise networks to effectively manage their workforce, promote employee engagement, ensure legal compliance, and support the growth and success of individual franchise locations while maintaining consistent standards across the network.

Why is HR the responsibility of the Franchisor and not just the Franchisee?

- A Franchisor must take reasonable steps to make sure their Franchisees are complying with the rules and regulations when it comes to employing staff
- Due to responsibilities under the Protecting Vulnerable Workers Act
- If a Franchisor knew or could reasonably have known about a contravention of underpayment by one of their Franchisees and failed to take reasonable steps to prevent this contravention, the responsibility also applies to the Franchisor's entity along with the Franchisee's entity for underpayment.

What benefits can HR bring to the Franchisee?

- Peace of mind knowing the network is educated on their responsibilities under the Fair Work Act
- Provide the tools and resources to support HR obligations
- Coach, guide, and educate the network
- Compliance under relevant legislations linked to Employer obligations
- Proactive approach
- Ensure processes are implemented and adhered to
- Specialised opinion for the network
- Brand protection

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What services can HR bring to a Franchise network?

- Guidance on how to deal with general HR matters that arise with Employees
- Advice on Award interpretation and application including advice on remuneration to avoid underpayments
- HR documentation including but not limited to employment contracts, position descriptions, workplace policies, performance management framework, on-boarding and off-boarding processes
- HR Audits to track and manage compliance adherence of the network
- Development of a HR Operations Manual
- Induction process for New Franchisees on Employer obligations
- Education on legislation changes

Further Resources

- [Importance of HR for the Franchise Sector](#)
- [Fact Sheet: Vulnerable Workers Act](#)

Want to make sure that your Franchisor obligations are adhered to when it comes to Human Resources?

Get in touch with Now Actually to see how we can help.

CONTACT US

