



Fair Work  
Commission

# Education strategy 2025–28

*Delivering the right information, in the right format,  
at the right time.*



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# Purpose

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This document outlines an education strategy that supports the objectives of the Fair Work Commission's *Corporate Plan 2024–25*. This strategy is a key deliverable under Strategic pillar 1: Fairness and access to justice. It sets the direction for our ongoing education efforts over the next 3 years. Its focus is on supporting new and existing users to understand and access our significantly expanded jurisdiction.

Our education team is responsible for creating and maintaining our public facing digital education resources, delivered via our:

- [Online Learning Portal](#)
- [Fair Work Commission website](#)
- [YouTube channel](#)
- social media channels ([LinkedIn](#), [Facebook](#), [Instagram](#)).

The purpose of these resources is to:

- increase awareness of our role and tribunal functions in
  - setting and varying minimum wages and modern awards
  - making minimum standards for some workers and contractors
  - facilitating collective bargaining
  - approving agreements
  - dealing with disputes
- build capability of the parties who use our services
- improve access to justice for the community, including culturally and linguistically diverse audiences and people with disability.

This strategy focuses on the work of the education team. However, it acknowledges that education is also delivered by Members and staff across the Commission in speaking engagements, enquiry responses, benchbooks, case management processes and other activities. The strategy aims to support such activities with a suite of relevant, accessible and high-quality digital education resources.



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## Relationship to other strategies

This strategy focuses on our functions as the national workplace relations tribunal. It relates to education about rights and processes under the *Fair Work Act 2009*.

It is separate to, but sits alongside, the [Registered Organisations Education and Engagement Strategy 2024-2025 \(PDF\)](#), which addresses the General Manager's role as Regulator of registered organisations and his education responsibilities under the *Fair Work (Registered Organisations) Act 2009*.

Additionally, this strategy will support and complement our *User experience strategy* and *Community engagement strategy 2025-27* in considering user needs and enhancing accessibility, inclusion and engagement.



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# Education objectives

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Initiatives commenced under this strategy will align with the following objectives.

1. **Expand our online education offerings** by developing new digital resources in a range of formats that support our ‘Start online, stay online’ objective.
2. **Maintain and enhance existing resources** to ensure they are current, accurate and remain fit for purpose.
3. **Partner and co-design with our stakeholders and priority audience<sup>1</sup> groups** to ensure our suite of education resources is accessible, audience-appropriate, accurate and actionable.
4. **Apply best practice design methodologies** (human-centred design, instructional design, adult learning principles, plain English and behavioural science models such as the [EAST framework](#)).
5. **Ensure digital education resources are data-informed, avoid duplication of web content and go beyond text-based information.** Our digital resources support learning with interactive and multimedia elements (video, animation, audio, flowcharts, infographics, e-learning courses, templates, checklist, online forms). We will use text-based PDF resources only where these best meet the audience needs.
6. **Extend the reach of our education offerings** via promotion, partnership and integration into operational activities and correspondence.
7. Support access to our services for parties from **culturally and linguistically diverse backgrounds** by providing in-language resources and promoting translation services.
8. Be responsive to **emerging issues** and organisational priorities.
9. Explore **new technologies and innovative delivery methods.**
10. **Deepen our collaboration with the Fair Work Ombudsman** by exploring further opportunities to co-develop and co-promote resources.

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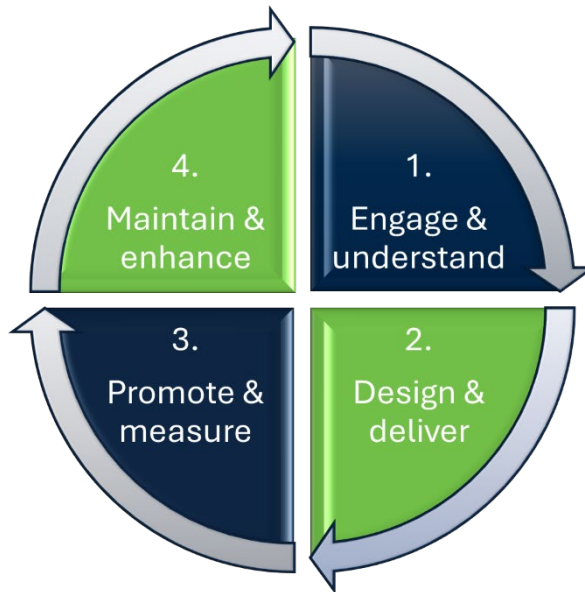
<sup>1</sup> See priority audiences list at page 9



# Approach

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Our work is guided by a 4-stage approach.



## Engage and understand

Priority audiences<sup>2</sup> and other parties accessing our services have widely varying levels of knowledge and capability. Our first step is to engage with, and seek to better understand, the target audience's needs and motivations.

We partner with internal and external experts where appropriate and collaborate early to gather insights, test assumptions and inform the direction of our work.

User research may include surveys, behavioural interviews, literacy reviews and user experience testing of digital products.

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<sup>2</sup> See list of priority audiences at page 9

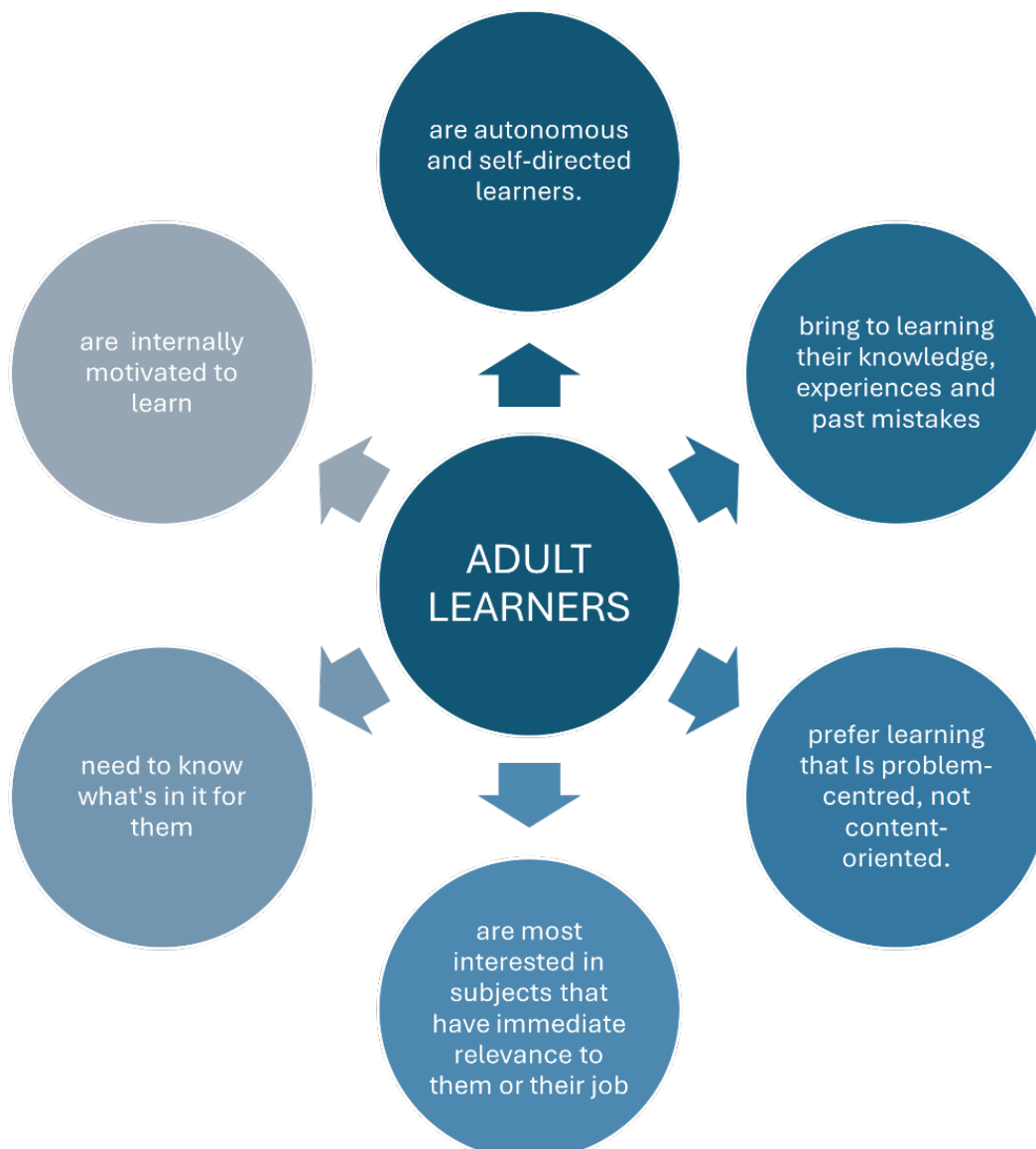


## Design and deliver

We use plain language and participatory design to create resources that are clear, concise, user-friendly and targeted to audience needs. We apply adult learning principles and recognise the different way adults approach learning.

We seek opportunities to co-design resources with subject matter experts, stakeholders (including the Fair Work Ombudsman) and end users to maximise engagement, utility and reach.

We design resources that meet accessibility standards and we support users from culturally and linguistically diverse backgrounds by providing in-language resources where appropriate.





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## Promote and measure

We seek to extend the reach of our resources by:

- ensuring frontline staff use them to make relevant and timely referrals
- promoting them via channels within the Commission (subscriber alerts, social media, member engagements)
- integrating them into website content, case management procedures and operational matters
- using stakeholder networks and channels (including co-promotion with the Fair Work Ombudsman) and
- facilitating stakeholders to deploy our eLearning modules in their Learning Management Systems.

We measure the effectiveness of our work by applying quantitative and qualitative evaluation methodologies. This includes user testing prototypes, monitoring usage and engagement data, and seeking and responding to feedback as appropriate.

## Maintain and enhance

To ensure our resources continue to serve our users' needs we will:

- identify new technologies, approaches and opportunities to improve usability, accessibility and reach
- apply strategies to 'future proof' resources where possible
- update resources as required to ensure they remain accurate and relevant
- where appropriate, retire outdated content and redesign relevant information
- work with our information technology colleagues to enhance the Online Learning Portal.





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# Priority audiences

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Self-represented  
participants



Small business  
employers



CALD  
communities



Persons with  
disability



Road transport  
industry  
participants



Regulated workers



Students, young  
workers,  
prospective  
employees



Lawyers, paid  
agents, HR/IR  
professionals,  
representatives  
from unions and  
employer  
associations



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# Key stakeholders

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## External

- Key audience cohorts (culturally and linguistically diverse workers, small business owners, self-represented participants)
- Reference and advisory groups (Small Business Reference Group, Enterprise Agreements and Bargaining Advisory Group, Regulated Worker User Group, Road Transport Advisory Group)
- Representative organisations
- Registered organisations and their peak organisations
- Workplace Advisory Service participants
- Department of Employment and Workplace Relations and portfolio partners