

The FCA HR Help Desk

...A dedicated HR Help Desk for our members

02 March 2017

The FCA and its partner HR Central, the HR specialists for the franchising sector are proud to offer our members a unique and specialised service invaluable to their business operations. From people management to systems and training, HR Central will ensure that you get the best advice regarding compliance and best practice around all things HR.

Commencing 13 March, FCA members will get exclusive access to the FCA HR Central's free dedicated Help Desk and speak to a HR Specialist who will access your situation and provide you with a personalised solution for your business, with no charge for the phone call, or advice/guidelines given by the Specialist.

"Navigating the HR complexity as a small business owner is never easy. This new partnership initiative gives our members access to HR Central's experts, and members can now provide their franchisees with this free service as part of their franchise system. The ability to get quick advice and access to a HR specialist is just one of the ways the FCA, in partnership with HR Central, are helping small business grow through franchising," said Damian Paull, CEO of FCA.

"We're delighted that HR Central are here to assist the FCA and its members with their knowledge and expertise, especially in today's current business climate where being entirely policy compliant is crucial to success."

We understand that no HR situations are alike. That's why, depending on the circumstances, you and your HR Central consultant can set up an appointment to gain more information and work deeper on the subject at hand. If this is the case, this will be explained in full to the member on the call.

If requested, the HR Specialists will compile and send a written proposal to the member so they can decide whether they would like to go ahead. The proposal will outline any fee for the service based on the solution specified. Payment will be billed directly to the member. No invoice will be issued until both the member and HR Central have signed off on the proposal.

"HR Central is proud to be extending our partnership with FCA. FCA members will now have access to a free, dedicated FCA HR Help Desk supported by an expert team of HR Specialists. The service will provide guidelines and advice around HR issues that occur in the Franchise business world. HR Central acknowledges the continuous contribution that the FCA make in support of its members, and believes that this new service will strengthen bonds between the FCA, members and external support parties, such as HR Central," said Damien Gooden, CEO of HR Central.

Franchise Council of Australia Media Release

The FCA HR Central Help Desk will focus their primary support network on, but not limited to:

- Providing HR solutions including hiring and managing staff
- Assistance with mitigation of risk/loss of earnings
- Assistance with minimising damage to brand and reputation (of the franchise)
- Ensuring compliance requirements are met

This initiative further supports small business and our valuable FCA members. To speak to a HR Specialist from 13 March onwards, please call 1300 032 247 (13000 FCA HR) within office hours and get a solution to your query, quicker.

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For more information please contact:

Communications Manager, Franchise Council of Australia, on 1300 669 030