

foundU

Our Award Building Process



At foundU, we empower our customers to take control of their Award and Agreement configurations, while providing the understanding and support needed for a compliant payroll.

Below is an outline of how we approach Award and Agreement Building, ensuring clarity and collaboration throughout the process. Over 75,000 Australian employees are paid through our platform every month and we provide smooth automations that help businesses get each payslip right. This process extends not only to Awards but also to other Agreements such as Enterprise Bargaining Agreements (EBAs), Enterprise Agreements (EAs), and Individual Flexibility Agreements (IFAs).

We Support Customer-Driven Award Configuration

We do not interpret Awards, EBAs, EAs, or IFAs on your behalf. Instead, we are here to assist with the mapping process, interpreting your understanding into the foundU platform's language and formatting. It is essential that you provide us with the specific details on how you would like your Award or Agreement configured.

In some cases, we can provide pre-set Award Summaries that detail how we have configured the Award. These require your written confirmation of understanding and agreement before implementation.

We Encourage Self-Sufficiency

Throughout the implementation and beyond, especially for labour hire customers, we encourage you to learn how to build and manage your payroll rules yourself. While we'll assist in setting up your configurations initially, we'll also direct you to relevant resources and articles to support you in the future.

We Provide Pre-Set Award Summaries and Templates

We offer pre-set summaries and templates for certain Awards and other Agreements (such as salaried positions). However, please note:

- We cannot guarantee the accuracy of these interpretations. It is your responsibility to review and confirm the interpretation.
- Written confirmation of your review and acceptance of any pre-filled summary or template is required.
- If no written confirmation is received, the use of the Award or Agreement and configured rules to process payroll will be taken as confirmation instead.
- If needed, we are happy to offer a 15-minute consultation to help you understand how to read the pre-filled Award Template Form, ensuring all parties have a clear understanding of the suggested setup and rules.

Building Awards and Agreements Without Pre-Set Summaries

If a pre-set summary is not available, you will need to provide us with the necessary interpretation and rules. We can then assist in building the Award, EBA, EA, or IFA within your platform.

- We are happy to offer a 15-minute consultation to discuss how to present the rules and run through what you'd like to achieve, but we cannot determine these rules for you.
- It's important to complete the Award Template Form accurately and in full.
- Please specify the Levels/Grades/Positions under the Award or agreement that you want to be created. Otherwise, only a template position will be created, and it will be up to you to manage the details afterwards.
- Once the configuration has been completed, we can then offer another 15-minute consultation to help you review the rules and ensure they are implemented as per your requirements.

Implementation Phase

During implementation, we will build all currently used Awards for free. Any additional Awards may be set up at the discretion of your Implementation Manager. Once your platform is live, additional Award and Agreement builds may incur a charge.

We Encourage You to Test and Confirm Your Awards

After we build the Award or Agreement, we ask that you use the Award Test to verify various scenarios and ensure you are satisfied with the setup.

- Please confirm your satisfaction via email once testing is complete. We will consider this email as confirmation that the setup is finalised. Any changes requested after this may incur additional costs.
- If no written confirmation is received, the use of the Award or Agreement using the configured rules to process payroll will be taken as confirmation instead.
- Once the build is complete, maintenance of the Award or Agreement is your responsibility. Assistance with maintaining it may be subject to a charge.

Custom Award Builds and Pre-Set Summary Implementation Costs

Custom Award Builds:

\$620 per Award or Agreement

Pre-Set Summary Implementation:

\$220 per Award

All service costs will be added to your next monthly invoice and are exclusive of GST.

Complimentary Services

In certain circumstances, we may offer Award and Agreement Building as a complimentary service.

For Customers on our Performance Package, this service is always provided free of charge.

Award and Agreement Building Training

Training guides for Award and Agreement Building can be accessed in our [dedicated Awards section](#) of the Help Centre.

For custom training sessions on Award building, please view our [Training Services fact sheet](#).

Requesting a New Award or Agreement

To add a new Award or Agreement to your platform, please complete the form [here](#).

If a pre-set summary is available, we will provide it for your review within 2 business days. Once you confirm your satisfaction with the template, we will configure and add it to your platform within 24 hours.

If a pre-set summary is not available, your Customer Success Manager will review your Award Rules document and reach out to schedule a 15-minute consultation. This consultation will be scheduled within 2 business days of receiving your Award Rules document.

Our team requires a minimum of 2 business days for the configuration and build of the Award or Agreement in your platform. A time estimate will be provided after your consultation.

Additional fees may apply for expedited award services.