



## FAIR WORK OMBUDSMAN

Australia's Fair Work Ombudsman (FWO) plays a critical and independent role in promoting productive workplace relations and ensuring compliance with workplace laws. Its free services include advice and education about fair work practices and investigation of suspected breaches.

### CHALLENGE

In line with the Australian Government's Regulatory Reform Agenda, the FWO is committed to reducing the burden of regulation on businesses and individuals. This includes cutting through unnecessary red tape and boosting the productivity of employees and stakeholders.

"We're always looking at opportunities to make things simpler for our employees and those who interact with us," said Michael Clark, Executive Director, Technology and Innovation at the FWO. "The idea to digitise our processes came from that commitment to be a more efficient and effective regulator."

The FWO had a number of paper-based processes that involved emailing, printing, signing, and scanning. These included internal document approvals as well as the execution of contracts, deeds, and enforceable undertakings.

Processing these documents manually was time consuming—especially for senior management and support staff who would need to print, sign, and scan up to five different documents each day.

The FWO wanted a scalable solution that would help it to digitise simple internal processes first and then streamline more complex workflows in the future.

### RESULTS

**15**  
minutes saved  
per document



**15%**  
estimated reduction in  
printing per user



## SOLUTION

The FWO selected DocuSign for its ease of use and robust security, including full document encryption. It also offered a simple path to adoption; users can simply log into the app and start sending and signing documents straight away.

Today, DocuSign is primarily used for internal approvals and employment contracts, but uptake is on the rise. Clark partly attributes this to DocuSign's support in helping to uncover new use cases and increase adoption.

Next on the FWO's roadmap is the integration of DocuSign with SharePoint, enabling employees to sign, send, and manage documents directly from its document management system. The regulator is also assessing how it can use DocuSign to digitise its case management and enforcement activities.

## RESULTS

Considering the small size of the initial rollout, the impact of DocuSign has been large. It has reduced the time spent approving and executing internal documents by up to 15 minutes per document. It has reduced printing by an estimated 10-15% per user. Considering multiple documents being signed by up to a dozen users per day, the savings are quickly adding up.

The ability to sign documents on-the-go, from any device is another key benefit. It means busy executives can keep business moving whilst traversing the regulator's geographically dispersed sites.

"We have had really great feedback from the executives and other users on the speed and efficiency of DocuSign compared to how things were done in the past," said Clark. "They also appreciate how easy it is to use."

The FWO has promoted this feedback on its intranet, encouraging wider interest and adoption. And while there are numerous internal processes that will benefit from digitisation, Clark believes that the impact of DocuSign will be greatest on its external processes.

"Looking at our likely roadmap for DocuSign, it's all about reducing the burden of regulation and making it easy for people to engage with us. Anywhere we can eliminate the need to print and scan, we will," said Clark.



"DocuSign has improved our efficiency, allowing us to be more responsive to the needs of our stakeholders and is reducing red tape."

### MICHAEL CLARK

EXECUTIVE DIRECTOR,  
TECHNOLOGY AND INNOVATION  
AT THE FWO

## ABOUT DOCUSIGN

DocuSign is changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life moving forward.

## CONTACT

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