# Fact Sheet for Paid Agents

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**This resource is for paid agents.**

A paid agent is someone who charges a fee to represent another person or business in a case before the Fair Work Commission.

This fact sheet explains our rules and expectations for paid agents.

## Notification and Permission

Paid agents need permission to represent clients in some matters before the Commission.

You may be required to:

* lodge a notice (Form xx) seeking permission to represent the client
* seek permission to participate in any hearing or conference
* notify the Commission if you stop representing the client by lodging notice (Form xx).

## Fees

Paid agents are required to be transparent about their fees.

You must provide the client and the Commission a written costs agreement outlining:

* your fee structures
* estimated costs for representing the client at conciliation
* likely future costs should the matter not settle at conciliation
* fees charged should the Commission deny your representation in the matter
* whether you will continue to represent your client should the matter not settle at conciliation.

You must promptly pay your client all their settlement monies.

## Professional Conduct and Ethics

Paid agents are expected to conduct themselves in a professional and ethical manner. You must:

* act in the client’s best interest
* deliver services competently, diligently and promptly
* avoid conduct that may hinder the Commission’s processes.

## Communication

Paid agents are expected to be honest and respectful in their communication with the Commission, the client, and other parties.

You must:

* advise clients of your experience or qualifications, and clearly disclose that you are not a lawyer.
* provide clients realistic and appropriate advice regarding likely outcomes and risks
* communicate all settlement offers and clearly explain settlement terms to the client.
* be timely in responding to client and Commission communications
* be transparent in your communication, including copying the client and other parties on relevant communications.