



QCSEA MEMBERSHIP BENEFITS

Your subscription provides you with:

1. One free industrial award per member organisation
2. Discounted subscription to additional industrial awards (if required) at the rate of \$137.50 per award (includes GST).
3. Updates to the award(s) to which you subscribe
4. Newsletters tailored for the community services sector that address Industrial Relations/Workplace Relations issues
5. Workshops and training sessions tailored to address issues commonly encountered in the community services sector and offered at subsidised rates
6. Representation in relevant industrial jurisdictions (as per member organisation's signed declaration)
7. 15 minute free telephone advice for each general IR & HR matter and/or award interpretation (from QCSEA's contracted IR & HR consultants, Employer Services Pty Ltd) (**see Note 1**)
8. Access to consultancy services at a discounted rate for Community Service organisations (from QCSEA's contracted IR & HR consultants, Employer Services Pty Ltd) (**see Note 2**)

NOTE 1: Telephone advice on award interpretation matters is restricted to verbal advice and includes queries such as:

- When does overtime apply?
- What constitutes 'ordinary hours'?
- How is pro-rata sick leave calculated?
- What weekend penalty rates apply?
- How would a new employee be classified?

Phone enquires requiring more than 15 minutes of advice may attract a fee for consultancy. Written advice may also attract a fee for consultancy.

NOTE 2: Examples of Consultancy Services accessible at a discounted rate (\$150 per hour + GST):

- Advice/opinions requested to be provided in writing
- Advice on composing employment contracts, policies and procedures, Workplace Agreements, etc.
- Composition of warning letters, appointment letters, 'show cause' documents, letters of termination, etc.
- Workplace investigations and mediation
- Extensive telephone advice eg. more than 15 mins of advice on strategic issues such as: performance management and counselling procedures, handling of grievances, termination and redundancy processes, organisational restructuring etc.

Human Resources, Workplace Relations, Award Supply Services

Employer Services are engaged by QCSEA to provide professional IR & HR advice to member organisations. Where a member's needs exceed the assistance available under the terms of the subscription, Employer Services' own fees become applicable.

TELEPHONE ADVICE – 'FAIR PLAY' POLICY

The telephone advice attaching to an annual subscription is as follows (this list is not exhaustive):

Award queries up to 15 minutes of advice per enquiry pertaining to award interpretation matters eg.

- Confirming correct classifications and rates of pay;
- Clarifying paid (e.g. annual, personal, compassionate and LSL) and unpaid leave (e.g. parental leave) and public holiday entitlements;
- Application and amounts of relevant allowances;
- Understanding ordinary hours of work and meal breaks obligations;
- Clarifying when overtime would apply and what penalty it can attract; and
- Payments applicable for attendance at staff meetings and training sessions, etc.

Strategic advice up to 10 minutes of advice per enquiry for issues requiring strategic/specialised assistance, such as:

- Performance management processes and disciplinary action (i.e. the conducting of counselling sessions and issuing of warnings);
- Dismissal obligations and appropriate processes leading to termination (e.g. conducting a 'show cause' process);
- Redundancy processes and obligations when reducing/changing the working hours of employees;
- Managing of staff complaints/grievances including investigating and responding to claims of harassment, etc.
- Managing staff absenteeism, extended sick leave periods and/or WorkCover periods;
- Abandonment of employment processes;
- Responding to employee claims via Unions or the FWO regarding concerns about their wages and statutory entitlements;
- Content of employment contracts and use of Individual Flexibility Agreements (IFA's); and
- Negotiation and drafting of Enterprise Agreements.

In the event that telephone advice on a particular issue exceeds the parameters provided for above (i.e. 15 minutes advice for award interpretation queries & 10 minutes of advice for strategic issues) 'ES' reserves the right to issue a bill for consultancy.

Multiple phone enquiries pertaining to the same issue may be regarded as a single period of advice and charged accordingly (e.g. 3 x 10 minute calls by the same employer regarding performance management/dissmissal of an employee will generally be totalled as 30 minutes of advice on the same issue and billed as such).