

YOUR ACWA MEMBERSHIP INCLUDES 2 x HELPLINES

* To obtain assistance you will need to quote your ACWA Membership Number and provide your ACWA Membership carwash or company name and main contact name



IR & WAGE ADVICE



ACWA has a service agreement with **ESSA** (Employment Services & Solutions Australia) and HR Legal to provide Industrial and Wage advice to financial ACWA members. In today's changing industrial environment it is important to stay informed and comply with all conditions of employment. **ESSA** will maintain an ACWA specific Phone and email advice line, manned by trained industrial relations consultants, to answer queries about:

1. current terms and conditions of employment for the industry including award coverage (*either Transitional Federal Awards, or NAPSAs – transitional state awards*);
2. annual wage increases;
3. changes arising from the new National Employment Standards;
4. changes arising from Upcoming Modernized Awards;
5. general information regarding termination of employment and unfair dismissal (*litigation referred to HR Legal*);
6. general information about Discrimination, Bullying and OH&S (*litigation referred to HR Legal*);

Individual ACWA members will each be entitled to approximately 45 minutes of **FREE** telephone support per annum with additional work being charged at discounted rates. Support includes:

1. telephone advice (*via the dedicated ACWA Phone Service*) or dedicated email advice;
2. review documentation which involves less than 10 minutes reading, preparation of short written correspondence by email (*not requiring formal legal advice*).
3. ACWA Member website page dedicated to vital current information

It is anticipated the time allocated will enable the majority of members seeking to clarify wage rates, or get general information about agreement making and termination to obtain such advice without charge. However, limits will be applied where the matter requires specific detailed advice or representation, or information on past underpayment of wages. If the advice you seek is more detailed than as described, or if you have reached the limit of your free time allocation, you will be notified in writing (by email or letter) that any additional advice will be chargeable directly to you and charge rates specified. ESSA will consult with HR Legal as required to provide professional and seamless advice.

Workplace Health and Safety Advice



Eastman Lynch are the Consultants that developed the template OH&S Manual available in the Members Areas of the ACWA website, and provide regular updates.

Find the WH & S Manual in the Members Area of the ACWA Website From the Members Home page – click on the tab Services to Members and see the tab to WH&S

If you need further WH&S assistance or have any questions regarding your legal obligations, you can now contact **Eastman Lynch** directly. The **FREE** Service is available for up to a 20 minute consultation and does not include researching of information or preparation of specific documentation. If required, further charges for more complex advice or assistance will be negotiated with the individual member.

A quotation will always be provided before any extra charges are incurred.