

YOUR ACWA MEMBERSHIP INCLUDES IR & WAGE ADVICE



ACWA has a service agreement with **ESSA** (Employment Services & Solutions Australia) and HR Legal to provide Industrial and Wage advice to all current ACWA members.

***** You must quote your ACWA Membership Number and provide your ACWA Membership carwash or company name and main contact name *****

In today's changing industrial environment and the introduction of modern awards by the IRC it is important for members to stay informed and comply with all conditions of employment.

ESSA will maintain an ACWA specific Phone Line and email advice line, manned by trained industrial relations consultants, during normal business hours (EST) 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 (with any litigation to be referred to HR Legal);
6. general information about Discrimination, Bullying and OH&S (with any litigation to be 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 of documentation which involves less than 10 minutes reading, the preparation of short written correspondence by email (not requiring formal legal advice).

It is anticipated that the "3/4 of an hour limit" will enable the majority of our 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 about past underpayment of wages.

If the advice you seek is more detailed than described above, 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 the charge rates will be specified.

ESSA will consult with HR Legal as required to provide professional and seamless advice.