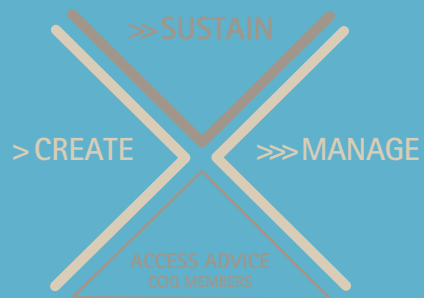


Effectively manage workplace issues





CCIQ can make your workplace relations easy

Chamber of Commerce & Industry Queensland (CCIQ) clients have recognised that effective use of Workplace Relations can improve their business growth, staff morale and overall productivity. Better still they have saved time, money and effort by choosing CCIQ consultancy services. CCIQ's Workplace Relations consultants provide expert consulting and training services across the spectrum of the employment lifecycle, covering both Human Resources and Industrial Relations issues.

Are you protected against common workplace claims?

Industrial Relations issues are often complex and risky. As an employer, there are an array of obligations and risks that can hinder workplace effectiveness. There are also a variety of opportunities to improve productivity, loyalty and employee satisfaction. The bottom line is often affected by an organisation's ability to manage issues in a timely and effective manner.

Unfair dismissals, terminations & redundancies

Unfair dismissals will become more prevalent in the coming months. CCIQ is able to provide representation at all levels and will guide you through the process. We can also guide you through the termination or redundancy process. Our consultants provide practical solutions and outline the risks and pitfalls to be avoided, ensuring you make legally sound decisions.

Disciplinary issues

Invariably a disciplinary issue involves an employee breaching a company policy or simply not performing the job to the expected standard. Our consultants can assist you in handling these matters to ensure responsive outcomes.

Dispute resolution – advice, mediation and negotiation

Often disputes can start out as a small matter, which quickly escalates into formal proceedings at the Queensland or Australian Industrial Relations Commission. Timely advice and action can save an employer from costly and lengthy litigation. Our consultants can offer professional and practical advice about managing disputes.

Employment contracts & unfair contract issues

Employment contracts are one of the most critical pieces of documentation in the employment relationship - it is therefore important to get them right first time. Our consultants can assist in drafting employment contracts ensuring the contract is legally compliant.

Wages claims

Employers can sometimes be faced with a claim for underpaid wages either from a current employee or a past employee. It is our experience that these claims can be complex and lengthy. Employers can also be fined for not keeping proper time and wage records as well as for not paying wages correctly. Our consultants can assist you to assess these types of claims as well as represent you during negotiations or proceedings.

Negotiating & reviewing agreements

In order to maintain an efficient and effective workforce, many employers draft their own terms and conditions of employment through ratified agreements, designed to address individual workplace issues. CCIQ's consultants can help employers through the entire agreement process, from drafting, negotiation and certification to implementation of the agreement in the workplace.

Equal employment opportunities

More and more employers are actively pursuing equal employment opportunities in the workplace. CCIQ can assist employers achieve the right balance by providing guidance or assisting in the development of equal employment opportunity strategies. Our consultants can also provide assistance in drafting reports for the Federal Equal Opportunity for Women in the Workplace Agency.

Sexual harassment and discrimination issues

While an employer may not be directly responsible for an incident that may occur in the workplace, they are vicariously liable for any wrong doing. As a result, employers are often faced with costly litigation. CCIQ consultants are able to provide advocacy in the relevant tribunals as well as work with employers to prevent future claims. Our services range from general advice to representation.

- > Mitigate liability & risk in regard to workplace claims.
- > Implement appropriate workplace relations to demonstrate you value your employees.
- > Improve growth, staff morale & overall productivity.
- > Access professional & practical advice & solutions.
- > Maintain an efficient & effective workforce.

The following spectrum details the range of products and services CCIQ's workplace relations consultants can provide:

Planning	Engaging	Managing	Developing	Exiting
<ul style="list-style-type: none"> > Workforce planning > HR strategic plan development > HR audit > Starter pack for employing workers > Position description development > Job evaluation > Remuneration & benefits > HR policies & procedures manual > Employee handbook > Internal quality audits > Purchasing a new business > <i>Inhouse Briefings</i> <ul style="list-style-type: none"> - Contemporary HR & IR issues 	<ul style="list-style-type: none"> > Recruitment tools, policies, procedures & templates > Common Law Contracts > Letters of offer and employment contracts > Induction & probation tools > Fair Work Australia compliance > Individual workplace policies > <i>Inhouse Training</i> <ul style="list-style-type: none"> - Inductions - Recruitment & Selection Techniques - Payroll Legislation & Administration 	<ul style="list-style-type: none"> > Discrimination & harassment advice, consultancy & advocacy > WorkCover management > Workplace health & safety prosecutions > Reward & recognition programs > Industrial Commission representation & advocacy > Restructuring & change management > Succession management > Mediation & facilitated negotiations > Workplace investigations > <i>Inhouse Training</i> <ul style="list-style-type: none"> - Contact Officer - Anti-Discrimination & Harassment Awareness 	<ul style="list-style-type: none"> > Training needs analysis > Profiling > Guest speaking at events & conferences > Organisational climate surveys > Organisational development > HRIS parameter & rule set consulting > <i>Inhouse Training</i> <ul style="list-style-type: none"> - Communication & Conflict Management - Performance Appraisal - Negotiation - Contemporary HR Training for Managers & Supervisors - Performance Management - Counselling & Discipline 	<ul style="list-style-type: none"> > Exiting policies, procedures & documentation > Exit interviews > Performance related dismissals > Redundancies > Unfair & unlawful dismissals advocacy

Employer Advice Line (EAL) – 1300 135 822

Employment issues can be a minefield! It is imperative you are confident in your requirements as an employer and are not putting yourself at risk of severe penalties for breach of legislation.

Industrial Awards, union activity, HR issues, safety, WorkCover, contracts of employment, staff discipline and compliance are just a few issues faced by businesses every day, which can distract from core business operations.

EAL provides peace-of-mind by supporting members with relevant expert industrial employer advice via telephone. Members can feel comfortable knowing they are making decisions compliant with current legislation.

Workplace Award Service

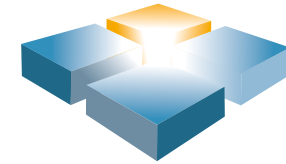
Different businesses use different Awards, which stipulate the rates of pay and employment conditions for their staff. By law, these Awards must be available at each workplace, and the conditions of the Award must be strictly applied.

Members are eligible to receive one complimentary Award included in their membership, with additional Awards available for a cost-effective subscription fee.

Failure to correctly apply Awards may result in costly penalties and back-pay claims years after staff leave your organisation.



- > Don't put your business at risk of severe penalties for breach of legislation.
- > Failure to correctly apply Awards may result in back-pay claims years after staff leave your organisation.
- > Ensure your greatest assets work for you.
- > Protect your business and executive against prosecution.
- > Representation at all levels.



CCIQ – Solutions for Business Success

Chamber of Commerce & Industry Queensland (CCIQ) represents over 25,000 businesses in Queensland. We are committed to ensuring our customers have the right tools to achieve real results in their business.

At CCIQ we harness the results of our research, lobbying and policy achievements to offer the best possible business support solutions to invigorate growth statewide, nationally and globally. By joining CCIQ you support the organisation that supports the Queensland business community.

Membership also ensures you are an integral part of an organisation dedicated to providing first class services to assist Queensland industry with relevant and practical business solutions. Not only is membership your connection to information, industry best practice, training and consultancy services, it also allows you to take advantage of the many benefits CCIQ offers.



Our success is success for all Queensland businesses.

Chamber of Commerce & Industry Queensland members are informed and connected business people. Whether you run a small business or form part of a large industry sector, call us today to take advantage of the opportunity to associate yourself with the CCIQ brand.

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