



IRS AWARD SUPPLY SERVICE

“FREE AWARD-RELATED TELEPHONE ADVICE”

The Industrial Relations Award Supply Service is an annual subscription to a State, Federal or Modern Award. Part of this subscription includes free telephone advice for a direct interpretation of an Award provision and its application.

From time to time we have had clients request clarification of what advice is likely to fall outside this direct interpretation classification and become chargeable. This document has been drafted to provide guidance in this regard.

In essence, should an inquiry from a client extend beyond a direct interpretation of an Award provision, and the Consultant is required to draw upon experience, knowledge and understanding of processes to provide a client with advice, which may include but is not limited to performance management and termination advice, worker compensation issues, matters under the State or Federal Industrial Relations Acts, workplace health and safety issues or potentially discriminatory practices, Livingstones will be obliged to charge for the provision of that advice.

Please remember that if you are at all unsure when you are speaking with our consultants, simply ask and they will be happy to provide clarification.

We look forward to assisting you with your Industrial Relation requirements.

Kind regards

Livingstones Australia

