

## Eligibility

To be eligible to become a CSIR subscriber, you need to be a not for profit organisation in the non-government community services industry.

### Discounts

Subscription discounts are available to employers that are financial members of the following peak organisations:

- Australian Council of Social Services (ACOSS) and the State and Territory based Councils ACTCOSS, NCOSS, NTCOSS, QCOSS, SACOSS, TasCOSS, WACOSS and VCOSS
- Association of Competitive Employment (in Vic and in Tas)
- Association of Neighbourhood Houses and Learning Centres (ANHLC)
- Australian Federation of AIDS Organisations
- Australian Youth Affairs Coalition
- Community & Neighbourhood Houses and Centres Association (CANH)
- Community Child Care Co-operative (NSW) Ltd
- Local Community Services Association (LCSA)
- National Association of Community Legal Centres
- Network Association of Competitive Employment
- Network of Community Activities (NSW)
- NSW Family Services Inc
- NSW Federation of Housing Associations Inc
- NSW Home Modification & Maintenance Services State Council
- Refugee Council of Australia
- Victorian Alcohol & Drug Association
- WA Learning Centre Link
- Youth Action & Policy Association

## Contact us

Community Sector Industrial Relations Service

PO Box 299

Carlton South VIC 3053

Phone: 03 9349 3699

Toll Free Number: 1800 060 098

Fax: 03 9349 3655

Email: [ja@ja.com.au](mailto:ja@ja.com.au)



[www.ja.com.au](http://www.ja.com.au)

# Community Sector Industrial Relations Service

# Good Advice

Industrial relations  
and human resource  
management  
advice



Because we are dealing with a complex industrial system, and every employee is different, it's easy for problems to start out simple but then become difficult. That's when you need professional advice.

The wrong advice can cost not just a lot of money, but also time, energy and the reputation of your service. That is why Jobs Australia established CSIR.

## Community Sector

### Industrial Relations (CSIR)

It's a constant issue for employers in the community sector – the need to juggle the demands of clients, funding bodies, and community stakeholders - and still be a good employer getting the best from employees.

**Our expert Industrial Relations Advisers** are familiar with the various Federal and State industrial relations systems, and understand the workplace culture in the community sector. They can:

- help you to meet your obligations as an employer; and
- work with you to find timely and effective solutions to any industrial relations or human resource problems that might arise.

**We specialise in the community sector**, and Jobs Australia is a not for profit community organisation itself. We understand the challenges faced by volunteer committees of management, managing on a shoestring, and community sector values. CSIR is provided by Jobs Australia to all kinds of community organisations throughout Australia. As a subscriber you will receive:

- **Advice** – a toll free 1800 telephone service for prompt free advice on any industrial relations or human resource issue, including hiring staff and formulating contracts, rates of pay, termination of employment, and other employment conditions;
- **Representation** of your organisation in negotiations on employment matters, such as performance management, unfair dismissal claims, and disputes (additional fees apply for labour intensive cases);
- **Awards** – a free copy of each award used by your organisation and associated pay tables and award updates when any award is varied;
- **Updates** – regular industrial relations bulletins to keep you informed of developments in the areas of industrial relations, and human resource management;
- **On line access** to our various industrial relations publications including the Disciplinary Action and Termination of Employment Guide and the Guide to Redundancy;

## Consultancy Services

Most issues can be dealt with easily over the telephone. However, some issues are more complex and may need additional time for research or attendance at tribunals. In these circumstances further charges and conditions do apply. We recognise the realities of the nonprofit community sector, and so we aim to keep our charges low and very competitive.

Generally for industrial issues such as disputes, the first hour is free. All work and advice in excess of the first hour, including representation at industrial tribunals on disputes such as unfair dismissal claims will be charged at our very competitive hourly rate.

Other consultancy services we provide include:

- Advice and assistance in enterprise bargaining and drafting agreements.
- HR policy review and development.
- Reviewing contracts and classifications.

These consultancy services are all charged at the hourly rate, and conditions apply. Contact us for further information.

## Training

- We provide a range of workshops and seminars on employment issues for community organisations.
- Our experienced advisers are also available to address conferences and network meetings on topical industrial and HR issues.