

A high-angle photograph of a man and a woman sitting on red armchairs. The man, on the left, is wearing a dark blue suit and is looking towards the woman. The woman, on the right, is wearing a light-colored blazer and dark pants, and is holding a tablet computer. They appear to be in a professional meeting or discussion. The background is a light blue floor with a subtle pattern. A large red diagonal shape is overlaid on the left side of the image.

Ai GROUP

# Member Services Overview

# Ai Group Services Overview

## Keeping you connected

During the current health and economic crisis, Ai Group is working day and night to champion the interests of members, keep you informed as issues develop and deliver our services in a highly responsive way.

We are committed to providing reliable support for members when you most need it and helping you keep on top of the complex, ever-changing environment so that you can make the best choices

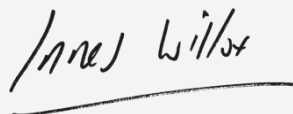
This document provides a quick reminder of the broad range of services available to you. It demonstrates our important role in supporting companies on things they cannot easily do alone and keeping you connected to the action.

Besides the extensive range of help you receive as part of your membership, we have a range of high-quality, high-value consulting and legal services available. To help you navigate the challenges, we have refocussed many of these services specifically towards urgent needs related to the pandemic.

Ai Group is at the heart of the pandemic response. We have positions on numerous state and federal government working groups, giving us direct influence in shaping policies. We can keep you connected to this process and ensure you have a say in decisions that impact your business.

We are in daily contact with the Fair Work Commission and we have been instrumental in designing and delivering award variations to help deal with the current circumstances. We are working to keep governments focussed on the important current issues without losing sight of the need to gear the economy to reignite quickly when the crisis is over.

Innes Willox

A handwritten signature in black ink that reads "Innes Willox". The signature is written in a cursive style and is positioned above a horizontal line.

Ai Group, Chief Executive

# Services provided free to Ai Group members

## Access to expert advice and connections

Ai Group plays an important role in connecting members with expertise, government and other members who might be dealing with similar issues or looking to fill supply chains.

Our industry experts are plugged into the coalface of government legislation and regulation. We have positions on dozens of specialist advisory groups and councils that link directly to the decision-making process. Our policy and influence teams constantly advise members on the impact of change and provide unique insights based on our special access to the heart of Australia's decision-making machine. This happens at a national level as well as through state and regional offices.

Our Workplace Relations policy team operates at the epicentre of the WR landscape, taking on major test cases on behalf of members and constantly influencing the policy and industrial relations agenda. As a peak registered employer organisation, we have special access to the Fair Work Commission, and special rights to represent employers there.

Our expertise extends across many sectors. The following is a guide to our areas of particular specialisation. If you want to be connected to someone who can help, email [expertise@aigroup.com.au](mailto:expertise@aigroup.com.au) and we will get you in touch with the right person.

- Workplace Relations (Contact the Workplace Advice Line first)
- Workplace Health and Safety (Contact the Workplace Advice Line first)
- Human Resources
- Advanced Manufacturing
- Defence industries
- Construction
- Economics and industry trends
- Cyber security and technology
- Energy, environment, climate and waste
- Skills, training and workforce development
- Pet food industry
- Trade and Export Development
- Standards and regulation
- Mining supply chain
- Food/confectionary
- JobKeeper help – email [jobkeeper@aigroup.com.au](mailto:jobkeeper@aigroup.com.au)



## Events and networking

Ai Group coordinates a series of industry peer networks in different states, including in the areas of Workplace Relations and Workplace Health and Safety. We also run a stream of member engagement events and webinars to keep you up to date and connected with fellow members. During the pandemic, this activity has moved online.

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## Workplace Advice line

The Workplace Advice Line is available every week day to provide advice on a range of workplace issues including award matters, wage rates and employment conditions, redundancy, stand downs, leave entitlements, hours of work, and workplace health and safety management  
Phone **1300 55 66 77 (press option 1)** 8.30am to 5.30pm (Australian Eastern Standard Time) or email [workplaceadvice@aigroup.com.au](mailto:workplaceadvice@aigroup.com.au) for a call back.

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## COVID-19 Resource Centre

Ai Group has launched a dedicated [Coronavirus COVID-19 Advice and Resources hub](#) with resources to help you navigate the pandemic and stay up-to-date with the latest information and advice. This site is being updated daily as issues develop.

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## HR Resource Centre

Supported by Ai Group Workplace Lawyers and our HR experts, the [HR Resource Centre](#) provides comprehensive and practical HR information, advice and resources. These include diagnostic tools, articles, templates, Q&As, videos and seminars and sample policies. The HR Resource Centre is updated regularly, and includes numerous resources to assist members to deal with the COVID-19 crisis.

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## Health and Safety Resource Centre

Developed by our WHS experts, the Health and Safety Resource Centre provides cutting edge tools, information, advice and resources on topics such as safety management, emergency management, risk management and mental health. The following specific pandemic-related information is available:

- [Dedicated COVID-19 Resource Centre Page](#)
  - Sample [Working from home policy](#)
  - [Workstation Setup Checklist](#)
  - [Working From Home Self-assessment](#)
  - [Mental Health Resources & Services](#)
  - [Toolbox Talk: Mental Health](#)
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## Business improvement and growth hub

Ai Group's Business Improvement and Growth Hub has more than 200 fact sheets, self-assessment tools, checklists and company case studies to identify internal skill gaps and improve company operations and strategy. It also hosts a consultant referral service to help you find quality providers to help you on specific needs.

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## Economics Resource Centre

The Ai Group Economics Resource Centre monitors and analyses developments across the Australian economy. It produces a range of regular surveys, activity indicators, reports, submissions and research notes about issues that affect Australian business and industry. Most of these are exclusive to members. The suite of publications includes the highly regarded Economics Weekly, and the Performance of Manufacturing, Services and Construction Indexes.

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## Standards and regulations

Ai Group's Standards and Regulatory Services (SRS) team manages four key areas:

- **Standards engagement** – technical engagement, on behalf of members, with Standards Australia (we have approximately 260 members participating on 400 committees) to create the opportunity for our members to influence standards development
- **Regulatory advocacy** – advocacy to regulators and policy makers on the electrical, building and plumbing products sector (we have seats on the ABCB Plumbing Code Committee and Building Code Committee)
- **Member reference groups** – to facilitate information sharing on standards and regulatory developments
- **Non-conforming product** – the non-conforming building products project (we chair and provide a joint secretariat for the Construction Product Alliance)



## Industry insights publications

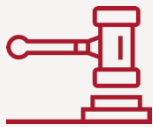
Ai Group provides members with insights and alerts about the ever-changing industry landscape. These are in the form of regular Member Advices as well as regularly newsletters to keep you fully informed. Newsletters include:

- A broad [Industry Newsletter](#)
- [Significant Workplace Relations Issues Report](#)
- [Workforce Development Newsletter](#)



# Fee-for-Service offerings

On top of your member benefits, Ai Group uses its unique blend of policy and delivery expertise to provide trusted, high-quality, high-value consulting and legal services. We aim to deliver top-tier services to members at well below a top-tier price tag.



## Legal Services and Consulting

Members have free access to the Workplace Advice Line and, on more complex or specific matters (when our workplace lawyers need to open a file and do a major body of work) we offer legal and consulting services at reduced rates for members.

As an industry organisation that exists purely to support members we do not have the profit requirement of major law firms. Our lawyers are highly experienced and our charges are transparent so you always know where you stand.

Our experience dealing with the workplace relations needs of hundreds of businesses every week gives us deep insights into the best way to resolve issues with minimum disruption to your business. Our national structure and our role at the cutting edge of Workplace Relations policy and case law, and our status as a Registered Organisation, allows us to operate across jurisdictions, courts and tribunals.

During the pandemic we have activated specialist teams of lawyers dealing specifically with the evolving requirements around stand downs and JobKeeper issues.

### Workplace Relations Consulting Services include:

- Fair Work Commission matters
- Restructuring and redundancies
- Union engagement
- Modern award interpretation
- Enterprise bargaining strategies and compliance

- Workplace investigations
- Dealing with terminations
- Bullying, harassment and discrimination
- Compliance auditing regarding awards and legislative changes
- Managing ill and injured workers
- Managing stand downs

**You can contact this service through**  
**[info@aigroupworkplacelawyers.com.au](mailto:info@aigroupworkplacelawyers.com.au)**



## Workplace Health and Safety Consulting Services

Ai Group employs a team of highly experienced Workplace Health and Safety (WHS) consultants who can help ensure your business is safe and compliant. Like our lawyers, this service has a strong edge because it is connected directly to our WHS policy team. As part of Ai Group, they are embedded at the leading edge of the crucial developments at federal and state level.

On top of the free advice you receive as a member in this area, you can engage the following fee-for-service consulting services:

- Virtual/digital home-based workstation assessments
- Due Diligence reviews
- Safety strategic planning sessions (to help plan the COVID-19 recovery phase through measurable, documented objectives and targets)
- Virtual cooling tower risk management plans
- WHS Gap Analysis / Audits
- Employee mental and emotional wellbeing plans
- Safety and Workers' Compensation Advice and Retainer Services
- Risk assessments
- Workers' Compensation services – premium reviews, return to work planning

**To find out more or inquire about costings for these services review the [Safety & Workers' Compensation Services capability statement](#) or email [safety.services@aigroup.com.au](mailto:safety.services@aigroup.com.au) and we will get back to you promptly.**





## Human Resources Consulting

Our human resources consulting services provide cost-effective solutions that improve employee engagement, lift productivity and promote business success.

We can help with:

- Capability development assessment and planning
- Reviewing and creating employee handbooks
- HR tools and templates
- Employee onboarding programs
- HR coaching and support for HR professionals
- Creating and reviewing performance review programs
- Managing an Ageing Workforce strategy and workshop
- Recruitment frameworks

**For further information, contact Catherine Dawson**  
**[\(\[Catherine.Dawson@aigroup.com.au\]\(mailto:Catherine.Dawson@aigroup.com.au\)\)](mailto:Catherine.Dawson@aigroup.com.au)**



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## Publications

Our Publications area specialises in providing comprehensive documents and manuals that help companies traverse complex industrial awards and workplace issues. These are available to members at a discounted rate.

The suite of annotated awards covers manufacturing, airlines, construction, clerical, sales, food, retail, logistics, transport and printing. Manuals and handbooks include guides to dealing with ill and injured workers, long service leave entitlements, negotiating employment agreements, employment standards, redundancy and terminations. An updating service is also available for many of our handbooks to keep you up to date on the latest issues and changes in legislation.

**Many of these are available [online](#).**



## Training

Ai Group provides training designed around the specific needs of members. We offer a combination of highly targeted **short courses** and **nationally accredited courses** (delivered through our status as a Registered Training Organisation - RTO).

Our position at the cutting edge of policy and business change ensures the courses are current, relevant and delivered by people who are genuine experts.

Ai Group has partnered with Deakin Co. to allow members to access a heavily discounted online Occupational COVID-19 workplace training credential. The training allows businesses to demonstrate they care about the health and wellbeing of their people and they are providing a safe place to work and do business.

[Find out more](#)

### SHORT COURSES

Our **short courses** have a particular emphasis on leadership and management, employee relations and health and safety. Our capabilities address the full career lifecycle, from apprentices and graduates, through to early, mid and mature-career professional development.

The Short Courses team offers public courses, on-site tailored programs and online training across areas such as:

- Workplace health & safety
- Mental health
- Employee relations
- Leadership

### ACCREDITED TRAINING

Our **accredited training** delivers Certificate III level to Diplomas in:

- Business administration and customer engagement
- Leadership and management
- Competitive systems and practices (Lean)
- Transport and logistics
- Work health and safety
- Engineering (Mechanical and Fabrication)

- Warehousing
- Manufacturing
- Flooring technology

**More detail, including upcoming courses, is available [here](#)**

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## Recruitment

Ai Group's **Talent Solutions** team uses Ai Group's expertise and deep linkages with Australian industry to provide a high-quality, cost-effective service to source exceptional talent.

Talent Solutions provides practical advice to organisations around their hiring and on-boarding needs as well as career transition assistance and outplacement services.

Our Research and Talent Mapping service allows us to identify potential candidates and their contact details for present and future job openings. This service can also be utilised if you are thinking of opening an office in a new location and you need to assess talent availability. We map out how many people are in those roles in specific locations.

In response to the current economic crisis, we launched [Ai Group JobsConnect](#). This service focuses on linking people who have lost jobs from member companies with businesses that are hiring.

Our specific expertise includes:

- Contract recruiting services (enabling your organisation to tap into quality, pre-vetted talent pools)
- Executive search (Including C-suite and board appointments)
- Permanent recruitment (using our extensive network to source hard-to-find talent)
- Health industry
- Government roles
- Information Technology

**More details are [here](#)**



## Apprentices and Trainees

The Ai Group Apprentice and Trainee Centre recruits, trains and places apprentices and trainees in a broad range of industries across Australia. We match the right apprentices and trainees with the right companies and assist them to complete their qualifications.

Our deep, long-standing relationship with Australian industry means we are ideally placed to provide this service. We are highly adept at identifying capable, motivated and “work ready” people and then providing them with the support to become accomplished in their chosen career.

**More details are [here](#)**

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## Trade Support and Certificates

Ai Group has the authority to issue Certificates of Origin for all of Australia's Free Trade Agreements (FTAs) and our experienced export documentation coordinators can help you understand how to comply with the rules for your product.

We can help with documents for countries without Free Trade Agreements and other documents such as Letters of Free Sale. We can verify documents produced by exporters.

You can also engage our consultants for help with:

- Overseas market research and intelligence
- Business matching to find suitable agents, distributors or partners in your target market
- Arranging market visits
- Preparation of overseas business schedules
- Preparation of promotional materials for export marketing
- Assistance with the development of an effective Export Marketing Plan and market entry strategy
- Assistance in accessing various Government grants and assistance programs.

**More information and details on fees can be found [here](#)**



## Government Programs

Ai Group works in partnership with Local and Federal Governments to provide programs to drive business improvement and success.

These programs include:

- [Entrepreneurs' Programme](#) (formerly Entrepreneurs' Infrastructure Programme)
- Energy Efficiency Capability Program
- [Small Business Digital Champions](#)
- [Victorian ICT Traineeship Program](#)
- [South Australian Premier's Defence Industry Scholarship Program](#)
- [SA Export Fundamentals Program](#)

Ai Group also runs a program to assist you to identify government grants and assistance programs that you may be eligible for.

[View our Government Funding and Assistance page here](#)

**If you have any questions regarding current government programs or funding and assistance programs, please email us at [info@aigroup.com.au](mailto:info@aigroup.com.au).**



**MEMBER  
SERVICES**

## Contact Us

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