

Member Services Guide





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Australian Industry Group is a peak national employer association for Australian industry, linking members to the insights, services and expertise you need to be successful.



Introduction

As a member of Australian Industry Group, you are part of a powerful, credible and experienced industry community that gives you:

- Targeted information and updates that help you cut through complexity
- Trusted advice to help you make well-informed business decisions
- Genuine insights and connections to give your business an edge in the marketplace
- Non-partisan access to government and the national and state policy development process
- A powerful advocacy ally when you most need it
- Top-tier legal, commercial and consulting services at very attractive member rates

Australian Industry Group is non-profit and owned by its members, with all its income devoted to improving operating conditions for members. It has been supporting Australian industry for more than 150 years.

Every day we work towards creating a better Australia by empowering industry success.

Using this guide

This guide is designed to give you a full understanding of Australian Industry Group services and how to access them. For each area there are links to more information.

At the end of this guide you will find a comprehensive index to help you find what you need. Even if we cannot provide a service directly, we can link you to trusted partners.

Connecting with the right person

Each member of Australian Industry Group has access to our broad range of services as well as specific staff who will take a particular interest in your business and its needs.

If you are unsure of which department you need or your key point of contact within Australian Industry Group, just email info@australianindustrygroup.com.au and we will quickly connect you to the right person.



Office locations

New South Wales

Sydney

51 Walker Street
Sydney NSW 2060

Western Sydney

Level 2,
100 George Street
(corner Smith St)
Parramatta NSW 2150

Albury-Wodonga

9b/539 Kiewa Street
Albury NSW 2640

Hunter

Suite 1, "Nautilus"
265 Wharf Road
Newcastle NSW 2300

Victoria

Melbourne

Level 5
441 St Kilda Road
Melbourne VIC 3004

Bendigo

112a Queen Street
Bendigo VIC 3550

Queensland

Brisbane and Townsville

Lower Ground Floor
202 Boundary Street
Spring Hill QLD 4000

ACT

Canberra

AMA House, Ground Floor
42 Macquarie Street
Barton ACT 2600

South Australia

Adelaide

Level 1
45 Greenhill Road
Wayville SA 5034

Western Australia

Perth

Suite 6, Level 3,
South Shore Centre
85 South Perth Esplanade
South Perth WA 6151



Member services snapshot

Your Australian Industry Group annual membership includes access to a wide range of member services and specialist workplace relations and business support.

Each of these services is described in more detail throughout this guide.

- Unlimited access to the Workplace Advice Line
- Unlimited access to online self-serve member resource centres:
 - Human resources
 - Work health and safety
 - Economics research
 - Business improvement
- Monitoring and update service on the industrial Awards that cover your business
- Access to expert advice, services and connections. Staff across your business can tailor the information they receive so it is relevant to their roles. Areas we cover include:

Functions	Industries and sectors		Special interest
• Workplace relations • Human resources • Education and training • Apprenticeships and traineeships • Health and safety • International trade • Economics research • Business improvement and growth • Standards and regulation	• Aviation • Building and construction • Communications and technology • Confectionery • Defence • Energy • Fast Moving Consumer Goods (FMCG) • Health, Community Services, Aged Care and Disability Care	• Insurance • Manufacturing • Minerals and resources • Labour hire • Printing and packaging • Retail • Road transport and logistics • Utilities • Waste and circular economy	• Government funding and grants • Cyber Security • Industrial Transformation/ Industry 4.0 • Diversity and Inclusion • Modern slavery • Reconciliation • Taxation and superannuation • Visa and immigration

- Regular updates on issues and legislative changes that impact businesses
- Regular newsletters with updates on crucial issues
- Regular high-quality economics and research reports
- Access to professional networks for individuals in your company
- Regular interactive events and webinars

Member services and advice

Workplace Relations

Australian Industry Group is a leading voice for workplace relations policy and advice in Australia. Our 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.

Unlike law firms, as a peak registered employer organisation Australian Industry Group has the automatic right to appear at the Fair Work Commission.

We also offer members a plethora of free resources and access to highly credible advice from our team of experts. For cases and major bodies of work, our Workplace Lawyers and consulting areas provide high-level services at special member rates.

Workplace Advice Line

The Workplace Advice Line is available Monday to Friday to provide advice on a range of workplace issues. These include award matters, wage rates and employment conditions, redundancy, stand downs, leave entitlements, hours of work, and workplace health and safety management. Members have unlimited access to the advice line.

Call 1300 55 66 77 or email workplaceadvice@australianindustrygroup.com.au and we will get back to you promptly.

Access to experienced workplace relations lawyers

If your question is complex and cannot be fully addressed by a Workplace Advice Line adviser, you can be referred to our legal and consulting team for a further discussion on your options.

Workplace Lawyers and workplace relations consulting

Our team of workplace relations lawyers and consultants can be engaged to assist with complex workplace relations issues that cannot be appropriately resolved through the Workplace Advice Line.

Workplace relations consulting and legal services are provided on a fee-for-service basis, and members receive discounted rates. As an industry organisation without the profit demands of major law firms, we strive to achieve the best possible outcomes for our members while keeping to an affordable fee structure.

Our areas of expertise include:

- General employment
- Employment litigation
- Enterprise bargaining and industrial relations
- Investigations & Mediation
- Termination, restructuring & Redundancies
- Compliance
- Workplace health & safety

To access these services, email legal@australianindustrygroup.com.au.



Australian Industry Group invests considerable resources into pursuing more productive and flexible workplace relations laws and awards on behalf of members. We meet regularly with ministers and shadow ministers, and we make submissions to, and appear in, numerous inquiries and cases to represent the interests of Australian Industry Group members.

We strive to shape the public debate and we work hard to influence the workplace relations policies of political parties to ensure that the operating environment for business remains productive, competitive and conducive to employment growth.

We pursue and intervene in relevant cases in the Fair Work Commission (FWC) and courts to achieve the most productive interpretations of existing laws. We have pursued numerous appeals under the Fair Work Act with great success. Many of these cases have established important principles under the Act in relation to enterprise bargaining and other areas. Over recent years, Australian Industry Group has also pursued important cases in the High Court, Full Federal Court and Victorian Supreme Court to protect the interests of our members and employers generally.

As a peak council under the Fair Work Act, Australian Industry Group has often been invited by the President of the FWC to intervene in major cases before Full Benches of the Commission dealing with new principles or contested interpretations of the Act. Each year we play a major role in the FWC's Annual Wage Review.

Significant Workplace Relations Issues report and podcast

Australian Industry Group's regular Significant Workplace Relations Issues Report and Podcast, available free to Australian Industry Group members, is the definitive guide to the Australian workplace relations landscape. It is designed to keep members connected to the latest test cases, policy changes and emerging topics.

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. Australia's Awards system is defined by its complexity. Australian Industry Group's Annotated Awards are defined by their clarity.

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, negotiating employment agreements, employment standards, redundancies and terminations.

Annotated Modern Awards, Award Advices, My Awards and Handbooks can be accessed through the Australian Industry Group website.

Human resources

Australian Industry Group provides a wide range of services to help members develop and manage people and build workforce capacity.

HR Resource Centre

The HR Resource Centre provides members with a library of information, templates, guides and other resources to support every aspect of managing workplace issues. It contains an extensive range of blogs based on common questions raised by members.

The information has been developed by Australian Industry Group Workplace Lawyers and workplace relations consultants and it is constantly updated to reflect legislative and case law developments at state and national level.

The centre can be accessed through the Australian Industry Group website.

Education and training

As an industry membership organisation, Australian Industry Group understands well the training and skills needs of businesses. We provide a valuable link between industry, government and educational institutions.

Centre for Education and Training

Australian Industry Group's Centre for Education and Training (CET) was established to drive bold new thinking aimed at transforming businesses through education and training.

The centre produces regular newsletters, webinars, research and reports to help keep members across education and training trends, as well as business opportunities and legislative change. The CET also convenes a regular member-only network.

Its role is to link the needs of industry with the training, education and career aspirations of individuals.

It also drives a proactive policy and advocacy agenda around education and training needs in the context of work and helps ensure that Australia's skills development outcomes are in line with current and emerging economic needs.

The centre aspires to champion bold, innovative thinking on behalf of industry and pilot game-changing new models for contemporary needs.

More information can be found through the Training tab on the Australian Industry Group website.

Learning and development programs

Our learning and development suite of programs has been developed based on the specific and emerging requirements of members. We deliver our own customised programs, as well as partner with best-in-class providers of micro-credentials.

Our programs are available in a range of formats including public courses, on-site tailored programs, online training through our Digital Classroom™ and digital micro-credentials across areas such as:

Apprenticeships and traineeships

Australian Industry Group provides high level apprenticeship and trainee support, from information and advice to a complete apprentice and trainee hiring and training service for companies.

Australian Industry Group's Apprentice and Trainee Centre (ATC) website provides everything you need to take on an apprentice or trainee. The ATC team is also happy to provide you with advice on all aspects of your apprentice and trainee needs.

More information can be found on the ATC website www.aigroupapprentices.com.au, or call 1300 761 944.

Complete apprentice and trainee hiring and management

- Apprentice & Trainee Recruitment
- Rotation options so apprentice and trainees can gain full scope of training requirements
- Ongoing management and mentoring of training and personal development
- Progress reporting and support for upskilling of apprentices and trainees.

The Australian Industry Group Apprentice and Trainee Centre (ATC) is a National Group Training Organisation that makes it easier for you to take on apprentices and trainees through a complete engagement and management support program.

From recruitment, development of training programs to fit your business, to mentoring and on-site support of apprentices to boost retention and completion. As a division of Australian Industry Group, the ATC is directly connected to broad industry insights, cutting edge developments and the engine rooms of policy and legislative change. We have been delivering apprenticeship services for more than 60 years and we are genuine, credible experts in this space.

The ATC works with members looking for a single apprentice or trainee right through to national organisations and infrastructure projects working with large numbers of apprentices and trainees.

We have partnerships with organisations representing Aboriginal and Torres Strait Islander peoples, women in non-traditional trades and disabled and disadvantaged Australians.

Higher apprenticeships

The Apprentice and Trainee Centre specialises in Higher Apprenticeships to help members future-proof their workforce.

Higher Apprentices learn to use the latest digital technologies while they develop their workplace skills on the job. These advanced apprenticeships are especially suitable for manufacturing and supporting industries such as logistics, transport and engineering. Construction and mining can also benefit from the program.



Health and safety

Australian Industry Group helps member companies to be healthy, safe and compliant through access to high quality information, training, advice and networks. We are also highly active on health and safety policy and regulations at the national and state level.

Health and Safety Resource Centre

This online centre provides information, advice and resources on topics such as safety management, emergency management, risk management and mental health. The resource centre can be accessed through the health and safety tab on the Australian Industry Group website.

Work health and safety advice

As part of your membership, larger members of Australian Industry Group can receive preliminary advice from our work health and safety team.

You can access this advice through the Workplace Advice Line 1300 55 66 77, or email safety.services@australianindustrygroup.com.au

Work health and safety consulting services

If you require a body of work that goes beyond basic advice, Australian Industry Group employs a team of highly experienced Workplace Health and Safety (WHS) consultants who can help. This service has a strong edge because it is connected directly to our WHS policy team and the various regulators. As part of Australian Industry Group, they are embedded at the leading edge of the crucial developments at federal and state level.

You can engage the following fee-for-service consulting services:

- Ongoing retained services
- Safety Climate and Culture Surveys and reviews
- Safety Business Partner Arrangements
- Workplace inspections
- Virtual/digital home-based workstation assessments
- Due diligence reviews
- Safety strategy planning sessions
- Employee mental and emotional wellbeing plans
- Cooling tower risk management plans
- WHS gap analysis and audits
- Safety and Workers’ Compensation Advice and retainer services
- Risk assessments
- Workers’ Compensation services —premium reviews, return to work planning

More information can be found on the Australian Industry Group website. To enquire about costings for these fee-for-service options email safety.services@australianindustrygroup.com.au and we will get back to you promptly.

International trade

Australian Industry Group’s International Trade Policy team is responsible for advocacy on behalf of Australian industry. This includes negotiating market access for Australian goods and services via a range of bilateral, regional and global forums.

We also have a Trade and Export Development Team to help companies succeed in international business and to enhance Australian industry export efforts. Our team has a strong commercial background and in-depth knowledge and experience in many export markets. We can provide paid consultancy services to help you identify opportunities for your company to export overseas.

Advice

For access to expert advice in this area, you can email expertise@australianindustrygroup.com.au

Certificates of Origin and trade consultants

Australian Industry 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:

- FTA compliance review for your products
- FTA supply chain analysis
- Overseas market research and intelligence
- Business matching to find suitable agents, distributors or partners in your target market
- Preparation of overseas business schedules
- Arranging market visits
- 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.

For more information email tradedocs@australianindustrygroup.com.au

Economics research

Australian Industry Group closely monitors and analyses developments across the Australian economy. We produce regular activity indicators, reports, factsheets, submissions and research notes about emerging trends and issues that affect the Australian economy, business and industry.

Resources

The Australian Industry Group Economics Resource Centre houses a range of reports and information to keep members abreast of the changing economic landscape. Our suite of regular publications includes the highly regarded Economic Intelligence newsletter, the Australian Industry Index, factsheets and essential data updates. We welcome and encourage your input into our research and provide regular opportunities for member companies to collaborate by taking part in our Australian Industry Index surveys. Your support of the surveys ensures you receive timely and up to date reports. Australian Industry Group also hosts regular webinars and briefing sessions to help keep you up to date.

Advice

Our Research and Economics Team can assist with supporting data for areas such as business benchmarking, forecasting, strategy and planning, and pricing contracts.

To access these services, email economics@australianindustrygroup.com.au.



Business improvement and growth

Australian Industry Group’s Business Improvement and Growth (BIG) area provides support for businesses seeking to expand or become more efficient.

Our resource centre and advice support are supplemented by an ongoing series of events, training and seminars to keep you in the loop and up to date.

Resources

Australian Industry Group’s Business Improvement Resource Centre 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 “hub” to help you find quality providers to meet your specific needs.

Areas covered include:

- Strategy and planning
- Sales growth
- Supply chains
- Environment and energy
- Productivity improvement
- International business
- Innovation
- Leadership and culture
- Marketing and websites
- Process improvements
- New technology

For more information email big@australianindustrygroup.com.au.

Standards and regulation

Australian Industry Group is recognised as a leading contributor to, and supporter of, the Australian standards development system through our formal involvement and collaboration with Standards Australia.

As a nominating organisation of Standards Australia, we help place members onto technical committees and councils that directly influence decisions in this area. Australian Industry Group has nominated around 270 representatives on Standards Australia technical committees.

These technical committees include representatives from government, regulators, academia, unions, consumers and other stakeholders. Positions on main technical committees are held by nominating organisations to ensure that a broad base of stakeholders are represented.

In addition to standards contribution, Australian Industry Group provides advice on behalf of members to regulators and policy makers in the building, plumbing and electrical products sector and we have seats on the Australian Building Codes Board Plumbing Code Committee and Building Code Committee.

Standards and regulation that apply to other particular industries and sectors are addressed through the policy and advocacy work we perform on behalf of those sectors.

Advice

Standards and Regulation Senior Advisor James Thomson is available to provide members with advice on standards and regulation issues.

He can be contacted through james.thomson@australianindustrygroup.com.au or by phoning 0428 424 202.

Networks and forums

Australian Industry Group's Standards and Regulations team coordinates the following standing forums:

- Standards Leaders Group
- Electrical Industry and Regulators Leaders Forum
- Electrical Equipment Manufacturers and Suppliers Forum (EEMSF)
- Water and Plumbing Products Cluster (WPPC)
- Wiring, Cables, Accessories and Switchgear (WCAS) technical group
- Home Appliance Electrical Equipment (HAEE) technical group
- Energy Transition (ET) technical group
- Power Systems Electrical Infrastructure (PSEI) technical group
- Domestic Water Products (DWP) technical group

More information can be found on the Australian Industry Group website.





Sectors and advocacy

Advocacy on behalf of members

Members of Australian Industry Group benefit from being part of a collective and respected voice to government. Our representation achieves real results for a wide range of businesses, and Australian industry in general, by ensuring the views of business are well represented in the formation of policy and legislation.

We take pride in the considered, balanced and non-partisan nature of our representation work.

As a member, we ensure that your views and issues are understood and articulated, and you are linked to decision-makers and peers at the cutting edge of Australia's policy agenda.

Industries and sectors

Australian Industry Group operates across a broad range of industries. The following section provides a snapshot of our specific work in some sectors.

Aviation

Australian Industry Group has a range of members across the aviation industry. As a result, we take a specific interest in workplace relations, health and safety and international relations issues that emerge for that industry, and we advocate on behalf of members on aviation issues. Our policy submissions to government reflect the feedback we receive from our aviation members.

Building, construction and infrastructure

Australian Industry Group has considerable experience in addressing the specific workplace relations issues that arise in the building and construction industry. We also produce policy submissions and undertake advocacy work on behalf of building and construction members. Our Standards and Product Regulation area is involved in addressing standards issues that arise in this industry.

Australian Industry Group runs the Construction Supply Chain Council which operates as a voice for our building, construction and infrastructure supply chain members and links members with other key industry associations in developing consistent and timely responses to issues.

Communications, technology and digitalisation

Australian Industry Group is committed to the technology industry through targeted membership services that incorporate practical information, advice and assistance to help members run their businesses more effectively.

Australian Industry Group's policy leadership ensures members have a voice at all levels of government.

We work with governments, collaborate with industry, and educate the community to value and support the contribution that technology products and services make to Australia's economic growth and productivity.

Australian Industry Group provides ongoing support to the industry through direct member engagement in various forums which advise Australian Industry Group on strategic issues for the broader technology industry and related sectors. Australian Industry Group hosts events which cover topical issues for industry relating to digitalisation. Complementing this, Australian Industry Group is also involved in industrial transformation activities related to the manufacturing sector through the Emerging Industries Council.

Australian Industry Group convenes meetings with member companies with an interest in digital policy and technical issues, as required.

For more information email
expertise@australianindustrygroup.com.au

Confectionery industry

Australian Industry Group operates a specific member forum to provide focussed advocacy, insights and assistance to the Confectionery Sector. We coordinate a Confectionery Reference Group (CRG), with broad industry representation, which provides leadership and guidance on advocacy and policy issues on behalf of the industry.

The Confectionery Technical Committee also supports the industry with specialised technical and regulatory expertise. Our industry collaboration provides direct input into policy submissions and a direct voice to government reflecting the feedback we receive from our confectionery members.

The sector is cross-functional, spanning confectionery manufacturers of chocolate, sugar and gum confectionery, suppliers of ingredients, machinery, packaging and services to the industry and wholesaler and distributor businesses at the multinational scale through to smaller and medium-sized enterprises.

Services provided for this member group include:

- A weekly news update on technical and regulatory updates, market developments and industry news
- Technical and regulatory support, including assistance with labelling, product compliance and regulatory issues
- ConTech, the confectionery industry's premier event and other networking activities, as required, other member connections and business development opportunities
- Access to the industry Be treatwise® trademark to ensure consumers are educated and continue to recognise confectionery as a treat food

For more information email
expertise@australianindustrygroup.com.au or visit the Confectionery section of the Australian Industry Group website.

Cyber security

Australian Industry Group is constantly monitoring developments in cyber security and we are actively involved in advocacy in this area to ensure the interests of industry are top of mind for governments. Our website has a wide range of information and resources about public policy-related matters on cyber security.

We offer training on cyber security, which includes helping you to understand the importance of cyber security and how organisations and their employees can deal with the risks. For further information you can contact the training team via email (**training@australianindustrygroup.com.au**) or access the training calendar under the Training tab on the Australian Industry Group website.

Australian Industry Group also offers a range of events related to cyber security, as required. These are outlined in our regular member newsletter and the events calendar on the Australian Industry Group website.

For more information on Australian Industry Group cyber security activity, email expertise@australianindustrygroup.com.au or visit the Cyber security section of the Australian Industry Group website.

For information about workplace advice and services relating to internal data breaches within your business, contact the Workplace Advice Line and an adviser will link you to one of our lawyers.

For reporting on cyber security incidents and cybercrimes, companies should report these to the Australian Cyber Security Centre here:
<https://www.cyber.gov.au/acsc/report>.

Defence

Australian Industry Group has a long-standing relationship with Australia's defence industries and a high level of experience and expertise in dealing with defence industry issues.

While Australian Industry Group has many members in the defence industry who access our broad range of services, we also run a separate Australian Industry Group Defence Council, which is the principal voice for Australia's defence industries.

The activities of the Australian Industry Group Defence Council are guided by its National Executive which comprises the CEOs of Australia's leading defence companies, working with and supporting the Australian Defence Forces (ADF).

There are two levels of Defence Council Membership — the National Executive and General Membership.

The purpose of the Australian Industry Group Defence Council is to:

- Bring Government, Defence and defence industry together for the benefit of Australia's national security and the growth and development of a locally based defence industry
- Provide trusted advice to Government and champion the best policies to support the ADF and industry
- Be the lead voice representing the capabilities of Australia's defence industry, defence-related capabilities in other industries and the associated supply chains
- Bring thought leaders together to foster and exchange ideas
- Build our community through the provision of high-quality information and networks

Through the Defence Council's activities, Australian Industry Group provides opportunities for members to intersect with Defence Council companies and Government to understand the opportunities in this growing industry.

The Defence Council convenes various Working Groups and forums that bring government, defence and industry representatives together to inform policy development, exchange information with thought leaders and develop the shared interests of defence and industry.

These include:

- The Export Working Group covering Defence export issues, including export promotion as well as regulation and compliance.
- The Commercial, Contracting and Ethics Working Group covering Defence commercial, contracting and ethical issues.
- The Security Working Group covering Defence-related security, and to help build the security resilience of our industry.

Australian Industry Group also convenes a network group to discuss specific workplace relations issues impacting the defence industry.

For more information on our defence activities you can email **expertise@australianindustrygroup.com.au** or visit the Defence section of the Australian Industry Group website.

Environment and Energy

Our Industry Development and Policy team leads the national debate on reforming energy markets on behalf of industry. We are proactive in developing climate and environment policy to meet the needs of industry and achieve global competitiveness in a world heading for net zero emissions.

We offer member forums for networking, expert advice and access to decision-makers on electricity, gas and environmental policies that affect your business. We have strong political engagement with ministers, shadow ministers and the public service through direct discussion and submissions and public engagement through media interviews and commentary, social media and public forums.

Our team produces regular reports on the state of the energy markets which help shape the public policy agenda to reflect member concerns and priorities as well as inform members.

To facilitate collaboration and provide input into Australian Industry Group policy, we regularly convene a Leaders Group on Energy and Climate, made up of member companies with a strong interest in energy and climate issues.

For more information email
expertise@australianindustrygroup.com.au

Food and beverage

Australian Industry Group has more than 400 members in the food and beverage sector (from agriculture to manufacturing) who actively engage in Australian Industry Group's services. Australian Industry Group brings these companies together through regular forums and events.

Australian Industry Group aims to help these industries to address market needs, create opportunities and to improve industry intelligence across the food and beverage industry.

In addition, Australian Industry Group provides its members with on-the-spot industrial relations advice relevant to the food and beverage sector.

This includes advice on:

- Award coverage and rates of pay to assist in providing quotations to clients
- Employment management issues
- General employment law issues associated with employee arrangements

For more information email
expertise@australianindustrygroup.com.au

Gig & Platform

Australian Industry Group has a growing membership in the gig/platform sector. A number of the major platform businesses are members of Australian Industry Group as well as various other businesses in this sector.

Australian Industry Group represents this sector in workplace relations and other policy areas, and has regular sector meetings. Platform work provides many benefits to businesses, workers and the broader community and Australian Industry Group works hard to preserve flexibility.

Fast Moving Consumer Goods (FMCG)

Australian Industry Group has extensive involvement with the retail industry, particularly around industrial relations and workplace relations issues and the plethora of national and state issues that intersect with this industry.

Australian Industry Group has a growing network of retail companies in its membership, creating opportunities for networking and discussion around emerging issues. We are heavily involved in international trade and road transport and logistics, which are vital components of the retail supply chain.

This sector is also heavily involved in our Government Affairs network.

For more information email
expertise@australianindustrygroup.com.au

Health, Community Services, Aged Care and Disability Care

Australian Industry Group has developed specialist expertise to support employers in the health, community services, aged care and disability care sectors, including those that provide various forms of health care, community and home care for persons with a disability and residential aged care.

In particular, we can help with the various specific challenges facing organisations in these sectors, including the constraints associated with certain types of Government funding (such as the National Disability Insurance Scheme (NDIS)).

In recent years, Australian Industry Group has played a leading role in advocating on behalf of members in the health and disability care sectors in proceedings before the Fair Work Commission. Australian Industry Group has successfully defended a large number of such claims and remains at the forefront of these matters.

To access these services call the Workplace Advice Line on 1300 55 66 77 or email expertise@australianindustrygroup.com.au.

Labour hire and recruitment

Many Australian Industry Group member companies operate in the labour hire and recruitment sector. Australian Industry Group promotes labour hire as a legitimate and growing industry by making representations to state and federal governments on industrial relations and occupational health and safety issues. In addition, Australian Industry Group provides its members with on-the-spot industrial relations advice relevant to the labour hire sector.

This includes advice on:

- Award coverage and rates of pay to assist in providing quotations to clients
- How to manage labour hire employees engaged in a client's business
- General employment law issues associated with labour hire arrangements

For labour hire advice, you can call the Workplace Advice Line on 1300 55 66 77 or email our specialists in this area expertise@australianindustrygroup.com.au. For specific hiring of apprentices information, phone 1300 761 944.

Manufacturing

Manufacturing has long been at the heart of Australian Industry Group's work. While we have diversified across a broad range of sectors, we retain expertise in this core industry and its specific issues.

Australian Industry Group represents thousands of manufacturing businesses of all sizes who gain access through their Ai Group membership to networks, decision-makers and the information and advice they need to be successful.

All political parties listen to our views, which are backed by our representative voice and policy research in areas of importance to manufacturers such as workplace relations, education and training, energy, trade, taxation and regulation.

The Australian Industry Group website manufacturing hub page has a wealth of information on manufacturing issues, policy and opportunities. This includes extensive material related to advanced manufacturing and Industry 4.0. We stage a large number of manufacturing-related events each year that are promoted in our weekly member newsletter.

To access this advice email expertise@australianindustrygroup.com.au.



Industrial transformation — Industry 4.0

Industry 4.0 refers to the improved automation, machine-to-machine and human-to-machine communication, artificial intelligence, continued technological improvements and digitalisation that is revolutionising the manufacturing sector.

Australian Industry Group plays an important role in assisting member businesses to assess and respond to the wide-ranging implications of Industry 4.0 for technological and business model innovation, workforce planning, and skills development and retention.

This includes:

- Member forums for networking, expert advice and access to decision-makers
- Guidance on strategic planning
- Equipping businesses with digital skills through training courses and higher apprenticeships
- Assistance with workplace relations strategies that support uptake of a new generation of industrial processes and technologies
- Industry research and case studies

Australian Industry Group collaborates extensively with governments, Industry Growth Centres, research organisations, Standards Australia and industry bodies domestically and internationally in support of the uptake of industry 4.0 technologies.

For information email expertise@australianindustrygroup.com.au.

Not for profit and social enterprise

Many not-for-profit industries have faced significant disruption through changing regulatory environments and the National Disability Insurance Scheme. As a result, these companies are increasingly finding value in being part of Australian Industry Group and its wide array of business support.

In particular, Australian Industry Group has expertise in workplace relations issues impacting on the not-for-profit sector and provides advice on health and safety issues, as well as performing advocacy on behalf of members on current and emerging issues.

Printing and packaging

Australian Industry Group understands the unique business challenges faced by printing and packaging sector members. These include technology advances, expanded digitalisation, changing consumer demands and achieving cost-effective supply chain management. Australian Industry Group is highly experienced in dealing with the awards applicable to this sector including:

- Graphic Arts, Printing & Publishing Award
- Manufacturing & Associated Industries & Occupations Award
- Storage Services & Wholesale Award
- Commercial Sales Award

Members are regularly kept up to date with relevant pay rates, allowances, and other important aspects of award updates.

Our regular briefings provide members with relevant real-life examples of the impact of workplace relations, with the opportunity to ask questions, discuss their specific issues and provide input to assist with Australian Industry Group submissions to the Fair Work Commission.

Australian Industry Group vigorously represents member interests. As an example, the recent update to the Graphic Arts, Printing & Publishing award avoided many cost risks and reduced flexibilities due to Australian Industry Group's efforts on behalf of our members.

Retail

Australian Industry Group has a growing network of retail companies in its membership, creating opportunities for networking and discussion around emerging issues. We are also heavily involved in international trade and road transport and logistics, which are vital components of the retail supply chain.

Road transport and logistics

Australian Industry Group works actively with members in the road transport industry and government bodies to help ensure this sector is safe, efficient, cost effective and sustainable. We are heavily involved in advocacy on behalf of members in these industries.

Through our legal services, Australian Industry Group members have access to a much sought-after skillset in navigating the nuances of specific instruments in the varying jurisdictions around the country, including issues such as the engagement of contract drivers.

Our specialist lawyers hold positions on advisory councils and argue high-profile issues on a range of tribunals. We have a strong working relationship with industry bodies, such as Road Freight NSW and pull together like-minded companies in various working groups. Australian Industry Group regularly holds briefings for members on transport issues.

For more information email
expertise@australianindustrygroup.com.au.

Utilities

Australian Industry Group's utilities sector members can participate in tailored meetings and webinars structured around public policy, economic trends, business development, innovation, regulations, standards and compliance.

The Utilities group has a particular emphasis on electricity, renewables and water. It deals with issues including the growing contribution of renewables and distributed energy to the national electricity market, the decline in electricity demand, climate change, emerging technologies and the drive for carbon abatement.

We address emerging issues for companies in the water industry and its supply chain, including technology innovation, resource challenges and practical business development opportunities.

Member companies within the utilities sector and supply chains are able to contribute to

Australian Industry Group's energy and water policy formation and have opportunities to network with other like-minded businesses. Utilities events and webinars can be found on Australian Industry Group's weekly member newsletter. Members can subscribe to this via the Australian Industry Group website.

For more information email
expertise@australianindustrygroup.com.au.

Waste and circular economy

Waste management and resource recovery are growing challenges for industry and the community. Australian Industry Group is working with governments at all levels to ensure government policy and regulation is developed in line with the needs of industry and the broader community.

We work with a broad range of stakeholders to help members make the transition into environmentally sustainable growth and take advantage of emerging opportunities in this area.

For more information email expertise@australianindustrygroup.com.au.

Australian Industry Group is also involved in a series of specific forums and partnerships in this area:

Waste Industry Alliance

The Australian Industry Group has established the Waste Industry Alliance (WIA) in Victoria to ensure the interests of the waste industry are recognised by government and the broader community.

Its members are some of the largest waste companies in the country and it works to promote the importance of a well-functioning waste industry to Australia's economic and social success.

For more information email expertise@australianindustrygroup.com.au.



Network groups and large events for individuals

Networks

The following networks operate nationally

- CEO network
- Workplace Relations and Human Resources network
- Government Affairs network
- Work Health and Safety network
- Anti Slavery Member Reference Group
- Leaders' Group on Climate and Energy
- Standards Leaders Group
- Cyber and Critical Technology Member Reference Group
- Circular Economy Member Reference Group
- Emerging Industries Council
- Building and Construction Industry Forum
- Electrical Equipment Manufacturers and Suppliers Form
- Centre for Education and Training Member Forum and Training Practices Group
- Diversity and Inclusion Network

For information on joining, email info@australianindustrygroup.com.au.

Policy, Influence and Reform (PIR) group

This group, comprising senior HR and WR leaders from member companies, takes part in a series of forums to keep them up to date on current issues, particularly in workplace relations, and provide input into Australian Industry Group policy work. Forums include:

- Defence industries
- Information, communication and technology Industries
- Labour hire
- Advanced manufacturing and technology industries
- Diversity and inclusion network
- Contract services industries
- Printing and packaging industries
- Pharmaceutical industry
- Food manufacturing industry
- Transport recycle and waste industries
- Mining services industries
- Construction supply chain industries
- Retail and fast food Industries
- Utilities industry
- Construction (Contractors) Industry

Major events

Annual Policy, Influence and Reform conference (PIR)

Australian Industry Group hosts an annual Policy Influence Reform (PIR) conference to keep members up to date on current issues in employment law, industrial relations, human resources, skills development and economics. Conference participants hear from Government ministers, opposition, union leaders, regulators, Australian Industry Group experts and companies that have implemented best practice approaches. These conferences provide an excellent opportunity to network with peers from across Australia.

For more information email info@australianindustrygroup.com.au.





Auxiliary and special interest services

As well as the core and industry-based services offered by Australian Industry Group, we can also connect you with people engaged in subjects of special interest or link you with trusted partners who can help.

Diversity and inclusion

Australian Industry Group is actively involved in the diversity and inclusion space at a national and state level.

Australian Industry Group supports inclusive industries to increase workforce participation in the community and its established link with superior business performance. Australian Industry Group is regularly involved in advocating and supporting workplace relations and employment policies targeted to improve diversity and inclusion outcomes and economic growth.

Our popular PIR Diversity and Inclusion Network facilitates the sharing of best practice across industries and provides updates on regulatory developments impacting employer obligations and leadership strategies.

Other activities include:

- Partnering with the Australian Human Rights Commission on matters such as the National Inquiry into Sexual Harassment at Australian Workplaces
- Various State Government committees relating to equal workplaces and gender equality

For more information email
expertise@australianindustrygroup.com.au.

Modern slavery

Australian Industry Group is heavily involved in helping members navigate the growing needs around preventing modern slavery, including the new legislative reporting requirements in this area. We are part of the Federal Government's Modern Slavery Expert Advisory Group, providing input on ways to best eradicate modern slavery in the community from a business perspective. Australian Industry Group also regularly issues information and conducts events and webinars to help members better understand the issue and the obligations that come with it.

If you need help, email
expertise@australianindustrygroup.com.au.

Government grants

Australian Industry Group has a good working knowledge around the hundreds of grants available nationally and we hold regular events in different states to help members access this funding. For more information email info@australianindustrygroup.com.au and we will get back to you promptly. In addition to this, Australian Industry Group's Business Improvement and Growth team has a direct relationship with trusted companies that specialise in identifying grants and helping companies write submissions. To access these services, email big@australianindustrygroup.com.au.

More information can be found on the Australian Industry Group website.

Visa and immigration issues

Australian Industry Group is active in policy advocacy in the immigration arena on behalf of members and helping members with specific needs. We also have a trusted external immigration advisor available to give free preliminary advice and provide paid services at discounted rates if a higher level of support is required.

If you need help, email

expertise@australianindustrygroup.com.au.

Taxation, superannuation and government policy changes

Australian Industry Group constantly monitors the policy agenda of all governments and makes representations on behalf of members. We also produce a constant stream of budget submissions and submissions and representations to government and Parliamentary inquiries. These can include issues such as taxation, superannuation and research and development.

If you need help, email

expertise@australianindustrygroup.com.au.

Commercial and contract law

Australian Industry Group offers a commercial and contract law service and can provide legal fee-for-service advice, including:

- Corporate and Commercial Law including contracting, commercial transactions, dispute resolution & litigation, sales of shares and assets, corporate advisory, structuring and restructuring, shareholder agreements, joint ventures, partnerships, trusts, corporate governance and directors duties (including Corporations Act and the ACNC Act), incorporation / formation of companies, issues for the management of Charities, injurious falsehood (defamation for companies), ACCC obligations including manufacturing liability, PPSR applications and security agreements, Cooperative Research Centres (CRC) Program agreements and support, trade and export licencing.
- IP, Technology & Data including trade marks and designs, contracting, licensing and data protection, privacy, licensing and exploitation, technology commercialisation.

Reconciliation

Australian Industry Group supports the formation of Reconciliation Action Plans. We have staff who can give advice in this area and we can also help connect you to other members who have been through the process and may be able to help. Australian Industry Group has a partnership with First Australians Chamber of Commerce and Industry.

For help or advice, email

expertise@australianindustrygroup.com.au.

Business and strategy planning

The Business Improvement and Growth Resource Centre on the Australian Industry Group website has resources and templates to help with business planning and cashflow management as well as regular workshops. We can connect you to trusted external consultants for free preliminary advice and member discounts on commissioned bodies of work.



CONTACT

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