



Queensland  
**Law Society**

## Introducing IR Assist

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An industrial relations and human resource advice service for Queensland Law Society members



## What is IR Assist?

IR Assist is a confidential advice service which provides all members with an IR/HR practitioner to address and resolve emergent workplace employment relations issues including:

- Bullying, discrimination or harassment claims
- Performance management, disciplinary action and terminations
- Enterprise agreement drafting and negotiation
- Mediation and dispute resolution services
- HR systems and process assistance
- Unfair dismissal claims
- Redundancies
- Workplace health and safety
- Union management issues
- IR and HR training workshops
- Incident and grievance investigation

It encompasses the provision of the following **free of charge** services:

- Comprehensive fact sheets on a broader range of employment relations topics
- An IR e-news service to keep members abreast of IR issues
- Award summary sheets
- An IR diagnostic document to allow member's IR legislation compliance to be determined
- Online links to relevant full Awards
- Phone advice – free first call as introduction to the service

Discounted **user pays** services include:

- Industry and position specific employment contracts and agreements
- Policy and procedure documentation for the start, duration and termination of an employment relationship
- A responsive and comprehensive IR/HR phone and email service
- Assistance, advice and representation on all other IR/HR matters

## How does this service work?

### Access to free IR documentation and user pays contracts and policies:

IR Assist documentation can be accessed through the member login section on the QLS website – qls.com.au. Once logged in, just click on the IR Assist link under Member Services. Free documentation is available at any time, while documents requiring payment can be ordered by completion of an online form. This online form will also enable the IR Assist consultant to personalise the document and ensure compliance if necessary.

Any member without access to the web can simply call **1300 393 519** and order the documents required.



The screenshot displays the IndigoField IR Assist website. The top navigation bar includes links for Home, My Account, My Profile, My IR Assist, My IR Assist, My IR Assist, and My IR Assist. The main header features the IndigoField logo and the tagline "Manage with Confidence!". Below the header, a navigation menu on the left lists Home, My Account, My Profile, My IR Assist, My IR Assist, My IR Assist, and My IR Assist. The main content area is titled "Welcome to the IR Assist Industrial Relations and Human Resource home page." and features the IR Assist logo. A "What is the service?" section explains that the IR Assist service is a complete IR solution for members of QLS. A list of services includes: "A complete IR solution for your business (IR Assist)", "Personalised IR Assist documentation for your business", "Free IR Assist documentation for your business", "Free IR Assist documentation for your business", "Free IR Assist documentation for your business", and "Free IR Assist documentation for your business". The right sidebar contains sections for "Employer Solutions" and "Related Links".

## Telephone and email advice:

The IR Assist consultant can provide immediate advice and assistance whenever possible. Where a query requires additional research, follow-up arrangements will be agreed. The IR Assist phone advice line operates between 8.30 am-5.30 pm, Monday to Friday, and can be accessed by calling **1300 393 519**.

Members may prefer to direct their enquiries any time via email instead to **andrew@indigofield.com.au**. A response can be expected within 24 hours.

## Does the service offer assistance to employees as well as employers?

IR Assist can help all members, including employees seeking advice or guidance in relation to unfair dismissal, disciplinary action, bullying, discrimination or harassment.

## Is the service truly confidential?

Confidentiality is a fundamental principle of the IR Assist service, and it is recognised that members' use of the service is dependent on that guarantee of confidentiality. Indigo Field complies with all aspects of relevant privacy legislation and takes every reasonable measure to ensure that any information provided is kept private unless otherwise agreed upon.

Indigo Field operates the IR Assist service independent of Queensland Law Society and will not divulge personal information to any party.

## What are the costs for the user pays documentation and advice?

The reduced costs of the user pays component of the service are as follows:

<b>Phone and email advice service</b> The first call is free as a complimentary introduction to this service. If any work is required to be performed from the first call, or for all subsequent calls or emails an hourly rate applies.	\$225 per hour
<b>Contracts</b> First employment contract or independent contract agreement. Subsequent contracts.	\$495 fixed \$295 fixed
<b>Policy and procedure specific documents</b>	\$89 fixed
<b>IR specific documentation</b>	\$49 fixed
<b>Enterprise agreement</b> Fee is based on first draft only following the completion of an information form.  If negotiation is required with employees or their representatives, redraft of the agreement or assistance in the vote, lodgement or approval process, an hourly or fixed cost will be agreed.	\$1295 fixed

*All fees quoted are exclusive of GST. An invoice will be forwarded to the relevant member with the completed documentation – terms are seven days.*

## Who provides this service?

IR Assist is provided by Indigo Field Industrial Relations – a specialist and professional industrial relations and human resource consultancy with a wealth of experience across both State and Federal industrial jurisdictions. Visit [indigofield.com.au](http://indigofield.com.au) for more information.

## Contact details:

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