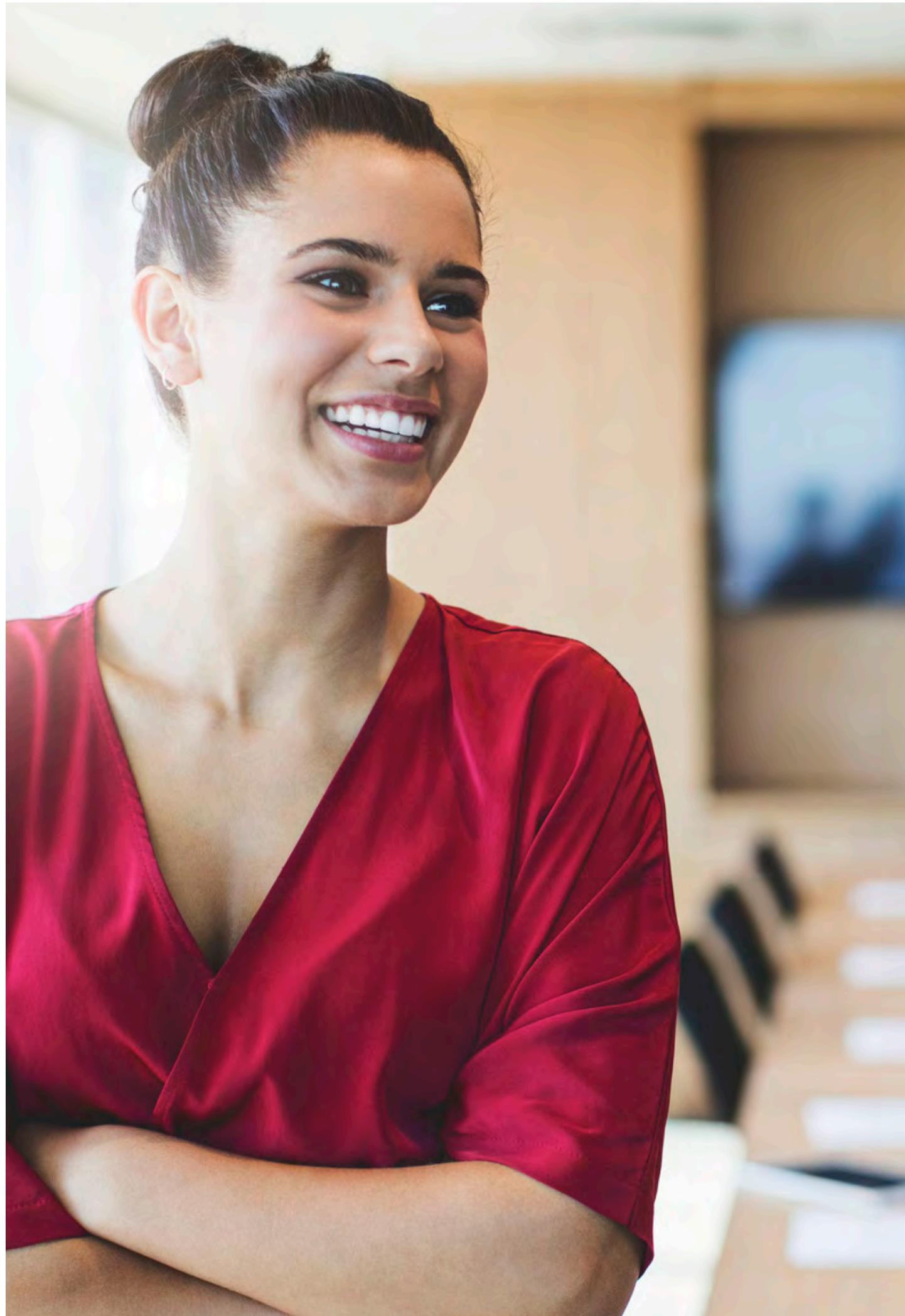




Member Services Guide

Your complete overview of
Ai Group member benefits





AiGROUP

Member Services Guide

Your complete overview of
Ai Group member benefits





Contents

Introduction	9
Using this guide	9
Connecting with the right person	9
Office locations	11
Member services snapshot	13
Member services and advice	14
Workplace Advice Line	15
Workplace Lawyers and workplace relations consulting	15
Publications	16
Human resources	17
Education and training	18
Apprenticeships and traineeships	19
Health and safety	20
International trade	21
Economics research	22
Business improvement and growth	23
Standards and regulation	24
Networks and forums	24
Sectors and advocacy	25
Advocacy on behalf of members	25
Aviation	26
Building, construction and infrastructure	26
Communications, technology and digitalisation	26
Confectionery industry	27
Cyber security	27
Defence	28
Environment and Energy	28
Food and beverage	29
Gig & Platform	29
Fast Moving Consumer Goods (FMCG)	29
Health, Community Services, Aged Care and Disability Care	30
Labour hire and recruitment	30
Manufacturing	30
Industrial transformation – Industry 4.0	31
Minerals and resources	31
Not for profit and social enterprise	31
Printing and packaging	32
Retail	32
Road transport and logistics	32
Utilities	32
Waste and circular economy	33
Product Stewardship Centre of Excellence	33
Waste Industry Alliance	33
Network groups and large events for individuals	34
Auxiliary and special interest services	37
Index	40



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 Ai 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

Ai 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 Ai 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 Ai 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 Ai Group, just email info@aigroup.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
87 Wills 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 Ai 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

- ▶ Workplace relations
- ▶ Human resources
- ▶ Education and training
- ▶ Apprenticeships and traineeships
- ▶ Health and safety
- ▶ International trade
- ▶ Economics research
- ▶ Business improvement and growth
- ▶ Standards and regulation

▶ Insurance

- ▶ Manufacturing
- ▶ Minerals and resources
- ▶ Labour hire
- ▶ Printing and packaging
- ▶ Retail
- ▶ Road transport and logistics
- ▶ Utilities
- ▶ Waste and circular economy

Industries and sectors

- ▶ Aviation
- ▶ Building and construction
- ▶ Communications and technology
- ▶ Confectionery
- ▶ Defence
- ▶ Energy
- ▶ Fast Moving Consumer Goods (FMCG)
- ▶ Health, Community Services, Aged Care and Disability Care

Special interest

- ▶ 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

Ai 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 Ai 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.

Specific services include:

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@aigroup.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. This initial consultation with a lawyer or consultant is included in the member fee.

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 info@aigroupworkplacelawyers.com.au.

Ai 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 Ai 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, Ai 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*, Ai 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

Ai Group's regular *Significant Workplace Relations Issues* Report and Podcast, available free to Ai 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. Ai 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 Ai Group [website](http://www.aigroup.com.au).



Human resources

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

Specific services include:

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 Ai 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 Ai Group [website](http://www.aigroup.com.au).

Human resources consulting

If your HR issue requires a more substantial body of work, our human resources consulting team can provide cost-effective solutions that improve employee engagement, lift productivity and promote business success.

Services include:

- ▶ Retained HR support services and secondments
- ▶ Capability development assessment and planning
- ▶ Reviewing and creating employee handbooks
- ▶ HR tools and templates
- ▶ Employee onboarding programs
- ▶ HR coaching and support for HR professionals
- ▶ Strategies for managing a multigenerational workforce
- ▶ Retirement and succession planning

For further information email expertise@aigroup.com.au.



Education and training

As an industry membership organisation, Ai 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

Ai Group's Centre for Education and Training (CET) has been 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 Ai 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:

- ▶ Digital skills
- ▶ Human capabilities
- ▶ Business operations and improvement
- ▶ Workplace relations
- ▶ Technical and industry skills

More information on upcoming training can be found through the [Training tab on our website](#).

Apprenticeships and traineeships

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

Ai 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 Ai 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 Ai 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

Ai 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. Specific services include:

Work 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 Ai Group [website](#).**

Work health and safety advice

As part of your membership, larger members of Ai 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@aigroup.com.au.**

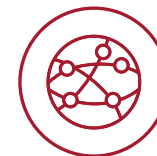
Work health and safety consulting services

If you require a body of work that goes beyond basic advice, Ai 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 Ai 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 Ai Group [website](#). To enquire about costings for these fee-for-service options email safety.services@aigroup.com.au and we will get back to you promptly.



International trade

Ai 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.

Resources

Ai Group publishes an Annual Exporters Guide to help members navigate all aspects of international trade. **Members can access the guide through the Ai Group [website](#) or by emailing tradedocs@aigroup.com.au.**

Advice

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

Certificates of Origin and trade consultants

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:

- ▶ 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@aigroup.com.au.



Economics research

Ai 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 Ai 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. Ai group also hosts regular webinars and briefing sessions to help keep you up to date.

Advice

Our Economics research 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@aiigroup.com.au.



Business improvement and growth

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

In some cases, these services are provided directly by Ai Group, but we also have a large suite of partner consultants who work with us to give members access to the help and advice they need. 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

Ai Group's Business Improvement and Growth 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@aiigroup.com.au.



Standards and regulation

Ai 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. Ai 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, Ai 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@aigroup.com.au or by phoning 0428 424 202.

Networks and forums

Ai 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)
- ▶ Women in compliance

More information can be found on the [Ai Group website](#).

Sectors and advocacy

Advocacy on behalf of members

Members of Ai 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

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

Aviation

Ai 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

Ai 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 regulation area is involved in addressing standards issues that arise in this industry.

Ai 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

Ai 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.

Ai 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.

Ai Group provides ongoing support to the industry through direct member engagement in various forums which advise Ai Group on strategic issues for the broader technology industry and related sectors. Ai Group hosts events which cover topical issues for industry relating to digitalisation. Complementing this, Ai Group is also involved in industrial transformation activities related to the manufacturing sector through Industry 4.0 (see Manufacturing below for further information).

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

For more information email expertise@aiigroup.com.au

Confectionery industry

Ai 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@aiigroup.com.au, phone 03 9867 0181 or visit the Confectionery section of the Ai Group [website](#).

Cyber security

Ai 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@aiigroup.com.au) or access the training calendar under the Training tab on the Ai Group website.

Ai 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 Ai Group website.

For more information on Ai Group's cyber security activity, email expertise@aiigroup.com.au or visit the Cyber security section of the Ai 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

Ai 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 Ai Group has many members in the defence industry who access our broad range of services, we also run a separate Ai 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, Ai 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.

Ai 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@aigroup.com.au or visit the Defence section of the Ai Group [website](#).

Environment and Energy

Our Climate, Energy and Environment 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 Ai 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@aigroup.com.au.

Food and beverage

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

Ai 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, Ai 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@aigroup.com.au.

Gig & Platform

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

Ai 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 Ai Group works hard to preserve flexibility.

Fast Moving Consumer Goods (FMCG)

Ai 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.

Ai 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 and Corporate Affairs network.

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

Health, Community Services, Aged Care and Disability Care

Ai 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, Ai 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. Ai Group has successfully defended a large number of such claims and remains at the forefront of these matters. We produce a regular Health and Aged Care newsletter to keep members across emerging issues.

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

Labour hire and recruitment

Many Ai 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, Ai 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@aigroup.com.au. For specific hiring of apprentices information, phone 1300 761 944.

Manufacturing

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

Ai 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 Ai 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@aigroup.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.

Ai 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

Ai Group has extensive linkages to the broader Industry 4.0 expert network. We convene the Industry 4.0 Advanced Manufacturing Forum which is the successor to the Prime Minister's Industry 4.0 Taskforce. Ai Group is a founding partner of the Innovative Manufacturing Cooperative Research Centre (IMCRC) and is represented on the IMCRC Board. Additionally, Ai 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@aigroup.com.au.

Minerals and resources

Ai Group's offering for companies involved in the Minerals and Resources sector is constantly evolving to reflect the changing needs of companies in all parts of the supply chain.

Through the Minerals, Energy and Supply Chain Resilience (MESCR) service, Ai Group gives focussed attention to supply chain companies in the sector and works to support their interests. We can also help larger minerals and resources companies build closer ties with supply chain companies.

The services include:

- ▶ Providing high quality content and insights on business opportunities
- ▶ Face-to-face member functions, webinars and newsletters based around major projects and supply chain issues
- ▶ Being part of a national influence network
- ▶ Managing industry-building projects

For more information email expertise@aigroup.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 Ai Group and its wide array of business support.

In particular, Ai 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

Ai 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.

Ai 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 Ai Group submissions to the Fair Work Commission.

Ai 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 Ai Group's efforts on behalf of our members.

Retail

Ai 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

Ai 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, Ai 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, such as the Couriers Group and Car-Carriers Group. Ai Group regularly holds briefings for members on transport issues.

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

Utilities

Ai 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 Ai 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 Ai Group's weekly member newsletter. Members can subscribe to this via the Ai Group website.

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

Waste and circular economy

Waste management and resource recovery are growing challenges for industry and the community. Ai 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@aigroup.com.au.

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

Product Stewardship Centre of Excellence

Product stewardship refers to the shared responsibility between producers, users and governments to manage the impacts of products through their life cycle.

The Product Stewardship Centre of Excellence was established in 2020 by a consortium of Ai Group, UTS Institute for Sustainable Futures and Cox Inall Communications in partnership with the Australian Government through the Department of Agriculture, Water and the Environment.

The centre aims to establish Australia as a leader in the circular economy and encourage progress through grant programs, membership and fee-for-service support.

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

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@aigroup.com.au.



Network groups and large events for individuals

Networks

The following networks operate nationally

- ▶ CEO network
- ▶ Workplace Relations and Human Resources network
- ▶ Government and Corporate Affairs network
- ▶ Work Health and Safety network

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

Policy, Influence and Reform (PIR) group

Larger members of Ai Group and those who choose to pay a separate annual fee take part in the 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 Ai 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)

Ai 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, Ai Group experts and companies that have implemented best practice approaches. These conferences provide an excellent opportunity to network with peers from across Australia.

Members of the PIR group can attend these conferences at very competitive rates. For more information email info@aigroup.com.au.



Auxiliary and special interest services

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

Most of our trusted partners have agreed to provide larger Ai Group members with free advice before they decide whether to engage paid services and consultancies.

These add-on services include:

Diversity and inclusion

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

Ai Group supports inclusive industries to increase workforce participation in the community and its established link with superior business performance. Ai 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:

- ▶ Membership of the national Disability Employment Advisory Committee
- ▶ Partnering with the Australian Human Rights Commission on matters such as the National Inquiry into Sexual Harassment at Australian Workplaces
- ▶ A position in the Federal Government's Collaborative Partnership on Mature Age Employment
- ▶ Various State Government committees relating to equal workplaces and gender equality
- ▶ A position on the Cleaning Accountability Framework to improve labour standards in the contract cleaning industry

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

Modern slavery

Ai 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. Ai 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@aiigroup.com.au.**

Government grants

Ai 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@aiigroup.com.au and we will get back to you promptly.** In addition to this, Ai 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@aiigroup.com.au.**

More information can be found on the Ai Group [website](#).

Visa and immigration issues

Ai 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@aiigroup.com.au.**

Taxation, superannuation and government policy changes

Ai 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@aiigroup.com.au.**

Commercial and contract law

While Ai Group's in-house legal and consulting services specialise in workplace relations, we also offer 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

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

Reconciliation

Ai 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. Ai Group has a partnership with First Australians Chamber of Commerce and Industry.

For help or advice, email expertise@aiigroup.com.au.

Crisis management and media

Ai Group does not offer a crisis management or media relations service, but we have several very experienced crisis management and media practitioners on staff who can provide preliminary support and advice in this area.

For help email expertise@aiigroup.com.au.

Marketing and website development

Ai Group does not provide a marketing or website development service, but we provide written information and workshops through the Business Improvement and Growth area and we have partnerships with trusted external consultants who can provide advice and services at special rates for members.

For more information email big@aiigroup.com or visit the Business Improvement and Growth resource centre on the Ai Group [website](#).

Business and strategy planning

The Business Improvement and Growth Resource Centre on the Ai 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.

Insurance

Ai Group is taking an increasing interest in the insurance needs of members and the challenges around insurance arising from COVID-19 and climate change. We tend to deal with this issue on a case by case basis as issues arise.

If you have specific issues, email expertise@aiigroup.com.au and we can advise if we are able to help. Our work in this area is also available by searching "insurance" on our [website](#).

Vending machines

As part of Ai Group's partnership with the First Australians Chamber of Commerce and Industry we promote their FACCI vending machine program. Members are provided with a free vending machine for staff purchases and a percentage of the profits are returned to FACCI to support local Indigenous businesses.

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

Index

A

Advocacy 25
Allowances
 Workplace relations 15
Annual Shutdown
 Workplace relations 15
Anti-dumping
 International trade 21,
Apprenticeships 19
Attracting investors
 Business Improvement
 and Growth 23
Australian Standards 24
Aviation 26

B

Brand
 Business Improvement
 and Growth 23
Building 26
Building standards
 Standards and regulation 24
**Bullying, harassment and
 discrimination**
 Workplace relations 15,
 Modern slavery, Diversity and
 inclusion 37
Business planning and strategy
 Learning and development 18,
 Business Improvement
 and Growth 23

C

Cash flow management
 Business Improvement
 and Growth 23,
 Entrepreneurs Program 23
Certificates of origin
 International trade 21
Circular Economy 24
Climate change 28, 33
Commercial law 38
Commercialisation
 Business Improvement
 and Growth 23,
 Entrepreneurs Program 23
Compliance auditing
 Workplace relations 15,
 Work health and safety 12
Confectionery 27
Corporate social responsibility
 Modern slavery 38,
 Diversity and inclusion 37,
 Reconciliation 39
Cost management
 Learning and development 18,
 Business Improvement
 and Growth 23

Crisis management, 39
Customer engagement
 Business Improvement
 and Growth 23
Cyber security 27
D
Digital technology
 Learning and development 18,
 Business Improvement
 and Growth 23,
 Communications, technology
 and digital 26,
 Cyber security 27
Diversity and inclusion 37

E

Economics 22
**Economically sustainable
 growth**
 Business Improvement
 and Growth 23
Employee onboarding programs
 Human Resources 17
Energy costs 28
Energy efficiency 28
**Energy performance
 standards** 28
Energy pricing 28
Energy security 28
**Enterprise bargaining strategies
 and compliance**
 Workplace relations 15
Export 21

F

Fair Work Commission
 Workplace relations 15
Fair Work Ombudsman
 Workplace relations 15
Financing options
 Business Improvement
 and Growth 23,
 Entrepreneurs Program 23
Food and beverage 29
Free Trade Agreements 21

G

Government Assistance 38
Government funding 38
Government grants 38
Grants 38
Greenhouse emissions
 Energy 28, Waste and Circular
 Economy 33

Growing your business

**Business Improvement
 and Growth** 23,
 Entrepreneurs Program 23

H

Healthcare 30
HR 17
**HR capability development
 assessment and planning** 17
**HR coaching and support for HR
 professionals** 17
HR support 17
**HR support services and
 secondments** 17
HR tools and templates 17

I

Immigration 38
Industrial relations 15
Industry 4.0 31
Innovation
 Business Improvement
 and Growth 23,
 Entrepreneurs Program 23

Input costs

Business Improvement
 and Growth 23,
 Entrepreneurs Program 23

Insurance

Internet of things
 Learning and development 18,
 Business Improvement
 and Growth 23,
 Communications, technology
 and digital 26,
 Cyber security 27,
 Industry 4.0 31

Investment

Business Improvement
 and Growth 23

L

Labour costs 15
Labour hire 30
**Leadership and management
 capacity and capability**
 Learning and development 18
Legal advice
 Commercial law 38,
 Workplace relations 15
Logistics 32

M

Managing costs
 Learning and development 18,
 Business Improvement
 and Growth 23
Managing ill and injured workers

Workplace relations 15,
 Work health and safety 20
Managing people
 Learning and development 18
Managing terminations
 Workplace relations 15
Manufacturing 30
Marketing
 Business Improvement
 and Growth 23, Marketing and
 websites 39
Maximising cash flow
 Business Improvement
 and Growth 23
Mental health 20
Minerals and resources 31
Modern Award interpretation
 Workplace relations 15
Modern slavery 38

N

Networking 35
Non-conforming product 24
Non-tariff barriers 21
Not for profit 31

O

Organisational culture
 Human Resources 17

P

Performance management
 Workplace relations 15,
 Human Resources 17
Preparing to export 21
Printing and packaging 32
Process improvements
 Business Improvement
 and Growth 23
Product standards 24
Product stewardship 33
Productivity improvements
 Business Improvement
 and Growth 23,
 Entrepreneurs Program 23
Project management
 Learning and development 18,
 Business Improvement
 and Growth 23
Promoting your business
 Business Improvement
 and Growth 23, Marketing and
 websites 39

Q

Quality standards
 Standards and regulation 24,
 Building and construction 26

R

Reconciliation action plans 39
Recruitment 17
Recycling 24
Redundancy
 Workplace relations 15
Renewables 28
Research & Development
 Business Improvement
 and Growth 23
Restructuring and redundancies
 Workplace relations 15
**Reviewing and creating
 employee handbooks**
 Human Resources 17,
 Publications 17

S

Safety Legislation 20
Salaries
 Workplace relations 15
Skills
 Centre for Education and
 Training, Learning and
 Development 18
Social enterprise 33
Staff development
 Human Resources 17, Centre
 for Education and Training,
 Learning and Development 18
Staff engagement 17
Staff induction 17
Staff retention 17
Staff turnover 17
Stand downs
 Workplace relations 15
Standards 24
Strategy & planning
 Learning and Development 18,
 Business Improvement
 and Growth 23
Superannuation 38
 Workplace relations 15
Supply chain
 Building and construction 26,
 Minerals and resources 31
Sustainability 33

T

Tariffs 21
Taxation 38
Technology 26
Termination
 Workplace relations 15
Trade 21
Trade documents 21
Training
 Learning and Development 18
Traineeships 18
Transport & logistics 32

U

Unfair dismissal
 Workplace relations 15
Union engagement
 Workplace relations 15
Utilities 32

V

Vending machines 39
Visas 38

W

Wages
 Workplace relations 15
Waste 33
Websites 39
 Learning and Development 18,
 Business Improvement and
 Growth 23
WHS 20
Workers compensation 20
Working visa 38
Workplace health and safety 20
Workplace investigations
 Workplace relations 15



