



STRATEGIES

Need Expert People HELP over the 'phone?' Try our...

TELEPHONE ADVISORY SERVICE

- > Unlimited use of our Telephone Advisory Service on any Employee Relations, Industrial Relations or Human Resource matters for the cost of a local call*. Our Call line number is 1300 55 66 37 (or 1300 55 66 'ER' on your keypad).
> Our service standards are that wherever possible we will respond with an answer to your query within 8 working hours, although we will often be able to give you an immediate answer to your query.
> Receive practical, professional advice from our IR and HR practitioners who have a wealth of experience and knowledge gained in a wide range of industries including Clubs and Hospitality, Call Centres, Construction, Manufacturing, Mining, Fast Food and Retail.
> Free electronic newsletters and updates.
> Advance notice of and priority listing for ER Strategies seminars in your area.
> Low investment of only \$375 per annum (GST inclusive).
By "unlimited", we mean we will provide you with up to 30 minutes advice per issue (including research time) for any number of issues during normal business hours. After 30 minutes or after our normal business hours, we may advise you that we will need to start charging you at normal consulting rates.

Our Telephone Advisory Service expertise includes -

INDUSTRIAL RELATIONS

- Award enquiries and pay rates
• disciplinary issues including counselling and dismissals
• enterprise bargaining
• agreement drafting
• dispute resolution
• union relations

EEO AND ANTI-DISCRIMINATION

- policy advice
• discrimination claims
• access for the disabled assessments and action plans
• Equal Opportunity for Women reporting

HUMAN RESOURCES

- Performance management and appraisal systems
• Recruitment and selection
• Organisation design & change
• Training needs analyses, plans and budgets

OH&S - RISK MANAGEMENT

- Workers' compensation
• Safety policies and other documentation
• Risk management

Our Telephone Advisory Service is designed for the business that needs fast and efficient IR and HR advice. At ER Strategies we understand that every business is unique and has different levels of internal and financial resources requiring different levels of service. We have a range of products and services available to help match your individual requirements.

Please feel free to contact us on 1300 55 66 ER (1300 55 66 37) to discuss any one of our extensive range of products and services, or visit our website at www.erstrat.com.au.

TAX INVOICE

COMPANY NAME: _____
POSTAL ADDRESS: _____ Suburb _____
P/Code _____ EMAIL: _____
PHONE: _____ FAX: _____
PRIMARY CONTACT: _____
OTHER AUTHORISED CONTACTS: _____

- Enclosed is cheque / credit card details for \$375* representing 12 Months subscription.
 Payment will be made securely online via www.erstrat.com.au/payments.htm.
 Please call me to discuss how our services and products can benefit your company.

Credit Card Details (circle one only) VISA MASTERCARD BANKCARD AMERICAN EXPRESS

Card No: _____ Card Expiry Date: __ / __

Signature of Authorised Person: _____

Printed Name on Card: _____

Date: __ / __ / 200__ Amount \$ _____ - 00 (GST incl.)