

## Telephone Advisory Service - Employment Law & HR issues

AGPN has engaged FCB Workplace Law to provide a number of resources to Divisions throughout Australia, to assist with the transition to Medicare Locals. As part of this package, FCB Workplace Law will provide a telephone advisory support to Divisions in connection with employment law and HR issues arising from the transition to Medicare Locals.

### What is the TAS?

The service is principally designed to assist Divisions who may be unsure of where to start, what to do next, where to go for help or what to consider when developing their staffing transition plans. Division CEOs (or their authorised nominees) will be able to access information about employment law and HR matters arising from the transition, such as information about:

- ✓ the legal framework affecting staffing issues
- ✓ the types of issues that Divisions may need to consider or address as part of the transition (eg, redundancy, employee/contractor engagement, financial liabilities, legal claims, transfer of business considerations)
- ✓ processes relating to staffing issues (eg, staff transfers)

The service will commence on 1 November 2011 and operate until AGPN's agreed service cap has been reached or until we otherwise notify you that the service period has ended.

### How do I get access?

- Step 1. Identify the issue(s) you would like clarified and, if possible, formulate a few precise questions to ask the advisor. We understand you may not be sure exactly what questions to ask, but if you can refine your query it will assist the efficiency and outcomes provided by the service. It may be helpful to consult the legal Q&As on AGPN's forum pages before you call (go to <http://agpn.com.au/medicarelocaltransition/web-forum>).
- Step 2. Ensure your questions do not require the advisor to give you advice about particular named/identified employees or advice that could conflict with another Division's interests.
- Step 3. Call the Sydney branch of FCB Workplace Law on **(02)9922 5188** and ask to speak to the AGPN advisor. Alternatively, email [hgw@fcbgroup.com.au](mailto:hgw@fcbgroup.com.au) to log a call request (if you are not the CEO, have your CEO send the email confirming you are authorised to call on their behalf). Ensure you leave your name, the Division you are calling from and your return phone number (including area code). Where the advisor is not immediately available, they will return your call within 24 hours.

AGPN recognises that Divisions may have different levels of need for the TAS, so we have not set a strict number or time limit for calls. However, as a general indication, AGPN expects calls to be limited to 10 - 20 minutes at a time to ensure reasonable access and equity across the Network. The advisors will provide AGPN with statistics about call volumes to assist us identify further support needs and AGPN reserves the right to specify further access guidelines throughout the service period.

### How else will you benefit?

As part of the service, FCB will report to AGPN the types of queries raised and responses provided. AGPN will use this information to update its Q&A pages and when assessing future support needs for the Network.

### What is not included?

As the service is being provided for the benefit of all Divisions, the advisors will not provide advice that may be in conflict with the interests of another network member. They will also not provide advice about particular named/identified employees or other specific circumstances. All advice and information provided is general in nature.

If your Division requires more in-depth advice, you are able to obtain this advice from FCB or another provider at your expense.