

TERMS OF USE

1. PURPOSE OF THESE TERMS

- 1.1 These Terms are issued by on behalf of the Employment Relations Advice Line provided by ACCPA and are designed to:
- (a) identify the scope of the Employment Relations Advice Line services available to ACCPA Members; and
 - (b) ensure all ACCPA Members can access the Employment Relations Advice Line services and do not use those services unreasonably or unacceptably.
- 1.2 To the extent permitted by law, these terms may be varied as may the nature and/or extent (including exclusions and inclusions) of the Employment Relations Advice Line services. Variations will take effect immediately upon changes being made and ACCPA Members should ensure they have read all of the terms of use available on the ACCPA website (link to be inserted) each time the Employment Relations Advice Line is used.

2. ACCPA EMPLOYMENT RELATIONS ADVICE LINE

- 2.1 The Employment Relations Advice Line is an employment relations support comprising of high-level telephone and email based human resources and employment relations guidance on general workplace issues.
- 2.2 The Employment Relations Advice Line does not include advice concerning matters of tax, migration, accountancy or other specialist subject-matter which is incidental to general workplace issues.
- 2.3 ACCPA Members are entitled to access the Employment Relations Advice Line.
- 2.4 The Employment Relations Advice Line staff are workplace advisors who provide general guidance on workplace issues.
- 2.5 The Employment Relations Advice Line service does not constitute legal or financial advice and is not a substitute for legal advice by a suitably qualified lawyer or other professional tailored for your particular circumstances. It provides general guidance only based on the information provided (which is assumed to be correct), an interpretation of how laws and policies are or may be applied at the relevant time (which may change) and general assumptions as to the typical circumstances of employers in the sector.
- 2.6 Users must ultimately determine how they discharge their obligations as an employer, taking into account their specific circumstances, their assessment of the guidance provided, their own legal advice and the impact of any change in law or policy. ACCPA is not required to advise users of the service of any such changes or revisit or revise any guidance provided on account of such changes or any additional information being provided.
- 2.7 Users of the service may not rely on any representations or terms that conflict with these Terms.

3. UNREASONABLE AND UNACCEPTABLE USE

- 3.1 ACCPA Members must at all times be polite, professional and courteous when dealing with the Employment Relations Advice Line.
- 3.2 ACCPA Members must not use Employment Relations Advice Line services in a manner which is unacceptable, as specified in clause 3.3 below.

- 3.3 Use will be considered unacceptable if the Employment Relations Advice Line is used:
- (a) for purposes that do not objective appear to arise from ordinary and genuine business use;
 - (b) for fraudulent purposes;
 - (c) by providing false information to the Employment Relations Advice Line;
 - (d) by providing information that infringes any person's Intellectual Property Rights, including confidential information; or
 - (e) in a manner that is aggressive, abusive, intimidating or objectively offensive.

4. BREACH

- 4.1 If an ACCPA Member breaches any part of these Terms, their access to Employment Relations Advice Line services may be suspended by ACCPA, pending the resolution of any issues between ACCPA and the ACCPA Member.

5. DEFINITIONS

- 5.1 In these Terms:

Intellectual Property Rights means all present and future intellectual and industrial property rights subsisting in any and all media and materials (whether now known or created in the future), conferred by statute, at common law or in equity and wherever existing.

Employment Relations Advice Line means the workplace advice line service which provides telephone and email based workplace related guidance.