



TASK RIGHT SOLUTIONS

Industrial Relations Management Plan (IRMP)

1. Purpose

The **Industrial Relations Management Plan** outlines Task Right Solutions' approach to maintaining fair, transparent, and legally compliant workplace relations.

This plan ensures TRS:

- Meets obligations under Australian workplace laws
- Supports positive employee engagement
- Prevents and resolves disputes constructively
- Manages industrial risks proactively
- Maintains stable, respectful, and productive workplaces

2. Scope

This plan applies to:

- Directors and senior leadership
- Managers and supervisors
- Employees
- Contractors and subcontractors
- Labour-hire personnel

It covers all TRS operations across **Greater Melbourne and Regional Victoria**.



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3. Industrial Relations Objectives

TRS is committed to:

- Ensuring compliance with the **Fair Work Act 2009**, Modern Awards, and relevant industrial instruments
- Promoting fair, respectful, and inclusive workplaces
- Preventing and resolving disputes quickly and constructively
- Supporting employee engagement, wellbeing, and retention
- Maintaining transparent communication between management and workers
- Mitigating industrial risks that may impact service delivery

4. Legislative & Industrial Framework

TRS complies with all relevant legislation, including:

- Fair Work Act 2009
- National Employment Standards (NES)
- Applicable Modern Awards (e.g., Cleaning Services Award, Gardening & Landscaping Award)
- Workplace Gender Equality Act 2012
- Occupational Health & Safety Act 2004 (VIC)
- Equal Opportunity Act 2010 (VIC)

TRS also adheres to:

- Enterprise agreements (if applicable)
- Industry codes of practice
- Contractual obligations with clients



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5. Key Industrial Relations Principles

5.1 Fair Employment Practices

- Transparent recruitment and onboarding
- Equal opportunity and non-discrimination
- Merit-based selection and promotion
- Compliance with minimum entitlements

5.2 Consultation & Communication

- Regular toolbox talks
- Team meetings and briefings
- Open-door communication with supervisors
- Worker participation in decision-making where appropriate

5.3 Dispute Prevention

- Clear job descriptions and expectations
- Consistent supervision and feedback
- Early intervention when issues arise
- Respectful communication at all times

5.4 Dispute Resolution

TRS follows a structured process:

1. Informal discussion between worker and supervisor
2. Formal meeting with management
3. Internal review by senior leadership
4. External mediation (Fair Work Commission) if required



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6. Roles & Responsibilities

Directors & Senior Leadership

- Ensure compliance with industrial laws and awards
- Provide resources for effective IR management
- Oversee dispute resolution and workforce planning
- Maintain relationships with regulators and unions (if applicable)

Managers & Supervisors

- Apply workplace policies consistently
- Communicate expectations clearly
- Address concerns early and respectfully
- Maintain accurate records of discussions and actions

Employees

- Follow TRS policies and procedures
- Raise concerns respectfully and promptly
- Participate in consultation and training
- Contribute to a positive workplace culture

Contractors & Subcontractors

- Comply with TRS IR requirements
- Provide evidence of lawful employment practices
- Ensure subcontracted workers receive correct entitlements



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7. Workforce Engagement & Retention

7.1 Engagement Strategies

- Recognition of performance
- Opportunities for skill development
- Clear communication channels
- Inclusive and respectful culture

7.2 Retention Measures

- Competitive wages aligned with awards
- Safe and supportive working conditions
- Fair rostering and workload management
- Access to training and career pathways

8. Managing Industrial Risk

8.1 Risk Identification

Common IR risks include:

- Underpayment or award non-compliance
- Miscommunication or unclear expectations
- Fatigue or workload issues
- Interpersonal conflict
- Contractor non-compliance



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8.2 Risk Controls

- Regular audits of payroll and entitlements
- Clear policies and documented procedures
- Supervisor training in communication and conflict management
- Monitoring contractor compliance
- Early intervention in emerging issues

9. Union Engagement (If Applicable)

TRS respects the rights of employees to join or not join a union.

Where unions are involved:

- TRS will engage respectfully and transparently
- Union representatives will be granted lawful access
- Consultation will occur in good faith

10. Training & Competency

All TRS personnel receive training in:

- Workplace rights and responsibilities
- Anti-discrimination and equal opportunity
- Bullying and harassment prevention
- Communication and conflict resolution
- Award and entitlement awareness (for supervisors)



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11. Recordkeeping & Documentation

TRS maintains accurate records of:

- Employment contracts
- Timesheets and rosters
- Payroll and entitlements
- Performance discussions
- Dispute resolution processes
- Contractor compliance documentation

12. Review & Continuous Improvement

This IRMP will be reviewed:

- Annually
- After significant disputes or legislative changes
- When operational requirements evolve

Continuous improvement is a core TRS commitment.

13. Approval & Sign-Off

TRS | Management Team Date: 25/01/2026 Review Date: 25/01/2027