

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

Industrial Relations Act 1999 – ss. 140G and 140GC – Variation of modern award
ss. 140G(3)(a) and 140GC(2)(a) – Commission acting on its own initiative

QUEENSLAND FIRE AND EMERGENCY SERVICE EMPLOYEES AWARD – STATE 2016

Matter No. MA/2016/32

DEPUTY PRESIDENT O'CONNOR
DEPUTY PRESIDENT SWAN
INDUSTRIAL COMMISSIONER THOMPSON

1 March 2017

DETERMINATION

This matter coming on for hearing before the Commission at Brisbane on 1 March 2017 this Commission orders that the said Award be varied as follows as from 1 March 2017:

1. By deleting clause 2 and inserting the following in lieu thereof:

2. Operation

This Award operates from 1 September 2016.

2. In clause 3:

- (a) By deleting the definition of "Act" and inserting the following in lieu thereof:

Act means the *Industrial Relations Act 2016*

- (b) By deleting the definition of "QES" and inserting the following in lieu thereof:

QES means the Queensland Employment Standards contained in Part 3 of Chapter 2 of the Act

3. By deleting clause 6.1(c) and inserting the following in lieu thereof:

- (c) Any proposed genuine agreement reached between the employer and employees in an enterprise is contingent upon the agreement being submitted to the Commission in accordance with Chapter 4 of the Act and is to have no force or effect until approval is given.

4. By deleting clause 8.2(e) and inserting the following in lieu thereof:

- (e) All time worked by a part-time employee in excess of their agreed rostered hours:

- (i) on any one day; and/or

- (ii) over the roster cycle,

shall be paid at the appropriate overtime rate prescribed in clause 18.3.

5. By deleting the heading and introductory paragraph in clause 9 and inserting the following in lieu thereof:

9. Termination of employment

Notice of termination by the employer is provided for in Division 13 of the QES. Clauses 9.1 to 9.5 supplement the QES provisions.

6. By deleting clause 9.1 and inserting the following in lieu thereof:

9.1 Notice of termination by the employer

- (a) The minimum period of notice by the employer to an employee in the Fire and rescue stream or the Rural fire service stream with:
- (i) not more than three years of continuous service is two weeks.
 - (ii) three or more years of continuous service is provided for in Division 13 of the QES.
- (b) The minimum period of notice by the employer to an employee in the Communications stream is provided for in Division 13 of the QES.

7. By deleting clause 9.2 and inserting the following in lieu thereof:

9.2 Notice of termination by an employee

Unless otherwise agreed between the employer and an employee the notice of termination required by an employee, other than a casual employee, will be two weeks or two weeks' salary forfeited in lieu. If an employee fails to give the required notice the employer will have the right to withhold monies due to the employee with a maximum amount equal to the ordinary time rate of salary for the period of notice not provided.

8. By deleting clause 10.1 and inserting the following in lieu thereof:

10.1 Redundancy pay

Redundancy pay is provided for in Division 13 of the QES. Clauses 10.2 to 10.9 supplement the QES provisions.

Note: Where a directive about redundancy and retrenchment covers an employee, the provisions of the directive apply to the employee to the extent it provides a more generous entitlement.

9. By deleting clauses 18.10(a) and (b) and inserting the following in lieu thereof:

- (a) If an employee is required to work overtime, the employee shall be entitled to receive 10 consecutive hours off duty between finishing ordinary work on one day and starting ordinary work on the next day without loss of pay for ordinary working time occurring during such absence.
- (b) If the employee is instructed to continue or resume work without receiving 10 consecutive hours off duty, the employee shall be paid double time until the employee is released from duty for 10 consecutive hours without loss of pay for ordinary working time occurring during such absence.

10. By deleting the heading and first paragraph of clause 19 and inserting the following in lieu thereof:

19. Annual leave

Annual leave is provided for in Division 5 of the QES. Clauses 19.1 to 19.8 supplement the QES.

11. By deleting clause 19.1 and inserting the following in lieu thereof:

19.1 Entitlement to annual leave - Fire and rescue stream

For each full year of employment, an employee in the Fire and rescue stream shall be entitled to the following annual leave:

- (a) 200 hours leave on full pay exclusive of public holidays, scheduled days off and rostered days off according to the roster on which the employee commenced leave;
- (b) Continuous shift worker:
 - (i) 200 hours leave on full pay exclusive of scheduled days off and rostered days off according to the roster on which the employee commenced leave; and
 - (ii) 64 hours additional leave in lieu of payment at the rate of double time and one-half for time worked on public holidays other than Labour Day. Such additional leave is exclusive of scheduled days off and rostered days off according to the roster on which the employee commenced leave.

12. By deleting clause 20(a) and inserting the following in lieu thereof:

- (a) Personal leave is provided for in Division 6 of the QES and covers:
 - (i) sick leave;
 - (ii) carer's leave;
 - (iii) bereavement leave; and
 - (iv) cultural leave.

13. By deleting clause 20.1 and inserting the following in lieu thereof:

20.1 Accrual of sick leave

- (a) Subject to the provisions of clause 20.2, an employee in the Fire and rescue stream or Communications stream (other than a casual employee) shall be eligible for sick leave for each completed year of employment on the following basis:
 - (i) an employee who is a shift worker or continuous shift worker:
 - (A) for each completed year of employment with the employer - 80 hours of sick leave; and
 - (B) in respect to any completed period of employment of less than one year - 10 hours of sick leave for each month of employment, up to a maximum of 80 hours.
 - (ii) an employee who is other than a shift worker or continuous shift worker:
 - (A) for each completed year of employment with the employer - 80 hours of sick leave; and
 - (B) in respect to any completed period of employment of less than one year - 10 hours of sick leave for each month of employment, up to a maximum of 80 hours.

- (b) An employee in the Rural fire service stream (other than a casual employee) shall be entitled to 80 hours sick leave on full salary in respect of each completed year of service and a proportionate amount for an incomplete year of service.
- (c) All sick leave shall be cumulative throughout an employee's employment with QFES.

14. By deleting clause 20.7 and inserting the following in lieu thereof:

20.7 Substitution for carer's leave purposes

In addition to the provisions of Subdivision 2 of Division 6 of the QES, an employee:

- (a) is entitled to use any sick leave to which they have an entitlement for carer's leave purposes; and
- (b) may elect, with the consent of the employer, to take annual leave for carer's leave purposes.

15. By deleting clause 20.8 and inserting the following in lieu thereof:

20.8 Bereavement leave

In addition to the provisions of Subdivision 3 of Division 6 of the QES, an employee on the death of a member of their immediate family or household is entitled to be paid at least two days' bereavement leave up to and including the day of the funeral of such person.

16. By deleting clause 21 and inserting the following in lieu thereof:

21. Parental leave

- (a) Parental leave is provided for in Division 8 of the QES and covers:
 - (i) birth-related leave for an employee who is pregnant or whose spouse gives birth;
 - (ii) adoption leave; and
 - (iii) surrogacy leave.
- (b) Notwithstanding the provisions of Subdivision 2 of Division 8 of the QES, all full-time and part-time employees are entitled to parental leave upon commencement of employment.
- (c) An employee who is pregnant, during the term of her pregnancy until 6 weeks before the expected date of birth of her child or lesser period as approved by the employer, may request to work part-time or other flexible work arrangements.
- (d) An employee who has taken leave to attend compulsory interviews or examinations as part of an adoption process or who has taken leave to attend compulsory interviews or court hearings associated with a surrogacy arrangement may request that such leave be taken as paid annual leave.
- (e) In addition to the provisions of Subdivision 6 of Division 8 of the QES an employee who has returned to work on a part-time basis may seek to return to the position they held prior to commencing parental leave.
- (f) If the position mentioned in clause 21(e) no longer exists but there are other positions available that the employee is qualified for and is capable of performing, the employee is entitled to be employed in a position that is, as nearly as possible, comparable in status and remuneration to that of the employee's former position.

(g) QFES must make a position to which the employee is entitled available to the employee.

17. By deleting clause 22 and inserting the following in lieu thereof:

22. Long service leave

(a) Long service leave, including for casual employees, is provided for in Division 9 of the QES. Clauses 22(b) and (c) supplement the QES.

(b) In lieu of the provisions of sections 95(2)(a) and (b) of the Act, all employees who complete 10 years' continuous service are entitled to long service leave at the rate of 1.3 weeks on full pay for each year of continuous service and a proportionate amount for an incomplete year of service.

(c) An employee is entitled to take *pro rata* long service leave after 7 years' continuous service.

18. By deleting the heading and the introductory paragraph in clause 23 and inserting the following in lieu thereof:

23. Public holidays

Public holidays are provided for in Division 10 of the QES. Clauses 23.1 to 23.5 supplement the QES provisions.

19. By deleting clause 23.1(b) and inserting the following in lieu thereof:

(b) A casual employee in the Communications stream who is required to work ordinary hours on a public holiday shall be paid at the rate of double time and one-half for ordinary hours worked, with a minimum payment as for 4 hours' work for the day.

20. By deleting clause 24(a) and inserting the following in lieu thereof:

(a) Jury service is provided for in Division 12 of the QES.

21. By deleting the heading of Part 9 in both the Table of Contents and the Award itself, and inserting the following in lieu thereof:

PART 9 - Occupational Health and Safety Matters, Equipment and Amenities

22. By deleting clause 33 and inserting the following in lieu thereof:

33. Right of entry

(a) Authorised industrial officer

(i) An 'authorised industrial officer' is any union official holding a current authority issued by the Industrial Registrar.

(ii) Right of entry is limited to workplaces where the work performed falls within the registered coverage of the union.

(b) Entry procedure

(i) An authorised industrial officer may enter a workplace at which the employer carries on a calling of the officer's organisation, during the employer's business hours, to exercise a power under Chapter 9, Part 1, Division 5, Subdivision 2 of the Act as long as the authorised industrial officer:

- (A) has notified the employer or the employer's representative of the officer's presence; and
 - (B) produces their authorisation, if required by the employer or the employer's representative.
 - (ii) Clause 33(b)(i) does not apply if, on entering the workplace, the officer discovers that neither the employer nor the employer's representative having charge of the workplace is present.
 - (iii) A person must not obstruct or hinder any authorised industrial officer exercising their right of entry.
 - (iv) If the authorised industrial officer does not comply with a condition of clause 33(b)(i) the authorised industrial officer may be treated as a trespasser.
- (c) Inspection of records
- (i) An authorised industrial officer is entitled to inspect the time and wages record required to be kept under section 339 of the Act.
 - (ii) An authorised industrial officer is entitled to inspect such time and wages records of any current employee except if the employee:
 - (A) is ineligible to become a member of the authorised industrial officer's union; or
 - (B) has made a written request to the employer that they do not want their record inspected.
 - (iii) The authorised industrial officer may make a copy of the record, but cannot require any help from the employer.
 - (iv) A person must not, by threats or intimidation, persuade or attempt to persuade an employee or prospective employee to make, or refuse to make, a written request to the employer or prospective employer that the record not be available for inspection by an authorised industrial officer.
- (d) Discussions with employees
- An authorised industrial officer is entitled to discuss with the employer, or a member or employee eligible to become a member of the union:
- (i) matters under the Act during working or non-working time; and
 - (ii) any other matter with a member or employee eligible to become a member of the union, during non-working time.
- (e) Conduct
- (i) The employer must not obstruct the authorised industrial officer exercising their right of entry powers.
 - (ii) An authorised industrial officer must not wilfully obstruct the employer, or an employee during the employee's working time.

Note: Clause 33 - Right of entry, deals with comparable provisions contained within the Act. In order to ensure the currency of existing legal requirements parties are advised to refer to Chapter 9, Part 1, Division 5 of the Act as amended from time to time.

23. By deleting Schedules 1 to 3 and inserting the following in lieu thereof:

Schedule 1 - Generic Level Statements - Fire and Rescue Stream

Firefighter

Work level description

Employees at this level are involved in the delivery of operational services. Work routines, methods and procedures are clearly established and there is limited scope for deviation.

It would be expected that the range of activities undertaken will be increasingly amended to provide diverse skills sets.

Training, both on and off the job, is often a dominant feature of this level.

Level of supervision

Work may initially be performed under close supervision by a more experienced officer; however, this supervision is expected to reduce as experience increases.

Employees at this level may operate individually or as a member of a team within a work group.

Characteristics of this level

At this level there are a number of established methods, techniques, and other relevant procedures, which may apply to a work situation or an incident. Employees at this level must function within these established protocols but must also exercise discretion as to determining which matters should be referred to a supervisor for direction.

Limited discretion is available for the selection of the appropriate means of completing duties or tasks. Guidance is always available and work outcomes may be closely monitored.

Whilst supervision of other employees is not normally a feature at this level, employees would, however, be required to assist new staff and trainees (including auxiliaries and volunteers) by providing general information, guidance, training and advice.

Employees at this level require the ability to obtain the cooperation and assistance of others in carrying out defined activities. As well as exchanging information, employees must communicate effectively with peers, supervisors and members of the general community during stressful situations.

Progression within this level

Progression to the First class firefighter classification level is compulsory, whilst further progression to the Senior firefighter classification level is optional.

Progression through the Firefighter classification level is based on attaining the necessary qualifications as outlined by the national training authority and the QFES and the minimum time period set for each rank within this classification.

Rank	Time
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Recruit	16 weeks
Firefighter	32 months
First class firefighter	12 months
Senior firefighter	

Progression to the rank of Leading firefighter will be dependent on successful completion of the Station officer training program and acceptance of the conditions associated with this rank, in particular, applying for Station officer positions within the employee's employment location.

All employees within this level will be required to continue skills, drills and knowledge maintenance, assessment and appraisal through programmed training provided by either officers on shift (which may include those at the top of this level) or designated training officers.

Similarly, regardless of length of service at this level, when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required. Employees at the rank of Senior firefighter will also assist and relieve Station officers as required.

Station Officer

Work level description

Appointment to this level requires proven expertise with demonstrated proficiency in applying established techniques in relation to the delivery of preventative and suppressive fire services.

An understanding of the organisation's functions coupled with detailed knowledge of the work unit's operations, practices and procedures is necessary for competent performance.

Employees at the Station officer level will usually be required to undertake shift work arrangements, and will have the capacity to provide supervision for officers at the Firefighter classification level.

Level of supervision

Employees at this level work under general direction of an Inspector, but must work with a level of independence, often being the senior operations person on shift at a particular location. The employee will be required to undertake a range of functions, which may require the application of technical skills and experience or the practical application of a high level of skills.

Position objectives are clearly defined, however an employee may need to exercise a level of discretion in localised command situations. Procedures and operating standards are defined through established guidelines, requirements and procedures (as prescribed by Operations Doctrine and SIOPP) and through recognised techniques and methods associated with fire prevention and suppression activities.

A range of varied techniques, systems, methods or processes is available to perform the work, and the employee is expected to understand and to exercise the necessary discretion in their use. Such exercise of discretion takes place from within the framework of learned experience and training.

Issues that cannot be resolved by reference to established guidelines, practices and other relevant procedures would usually be referred to an Inspector.

Characteristics of this level

At this level there a number of established guidelines, practices and other relevant procedures which may apply to a work situation or an incident. Employees at this level must function within

these established protocols but must also exercise discretion as to determining which matters should be referred to a higher level for direction. Employees at the Station officer level are required to provide guidance and direction to Firefighters and staff.

Limited discretion is available for the selection of the appropriate means of completing duties or tasks. Guidance is usually available and work outcomes will be reviewed regularly.

Supervision of other employees is normally a feature at this level, as well as the requirement to assist new staff and trainees (including auxiliaries and volunteers) by providing general information, guidance, training and advice. Positions at this level may have supervisory responsibilities for shift operations of a small unit or fire station.

Positions at this level require the ability to obtain the co-operation and assistance of others in carrying out defined activities. As well as exchanging information, employees must communicate effectively with subordinates, peers, supervisors and members of the general community during stressful situations.

Progression within this level

This rank contains 3 levels.

Initial appointment to a Station officer position will be at level 1 and is subject to having successfully completed pre-defined components as outlined by the national training authority and the QFES.

Progression from Station officer level 1 to Station officer level 2 requires a minimum period of service of 12 months and the successful completion of the predefined components outlined by the national training authority and the QFES.

Progression from Station officer level 2 to Station officer level 3 requires a minimum period of service of 12 months and the successful completion of the predefined components outlined by the national training authority and the QFES.

Whilst developmental training for progression to levels 2 and 3 is elective, skills maintenance is mandatory as is the Performance Management and Development process.

All employees at this level will be required to continue skills, drills and knowledge maintenance, assessment and appraisal, including those at the top of this level.

Progression to level 3 will be dependent upon the acquisition of Core Skills for an Inspector which will provide employees with certain necessary skills and abilities to fulfil the basic requirements of an Inspector if required to do so. The application of these skills will be required from time to time as circumstances dictate and as part of the officer's ongoing training and development.

From this same point of view it will be required that skills and knowledge will be maintained and that periodic assessments will be conducted of all employees, including those at the top of this level, for this purpose.

Similarly, regardless of length of service at this level, when any new skills or knowledge are introduced every employee will be required to undertake training and demonstrate the appropriate understanding required.

Employees at level 3 will also assist and relieve Inspectors as required.

Inspector

Work level description

Work at this level requires specialised knowledge in relation to fire prevention, suppression activities and emergency management. There is a clear requirement for the capability to lead and manage complex emergency incidents including roles in disaster management.

An understanding of the organisation's functions coupled with detailed knowledge of the work unit's operations, practices and procedures is necessary for competent performance. Relevant knowledge, experience and performance at all areas of operations would be expected of this level. The work may also include developing policy, providing specific subject matter, specialist advice or undertaking high level project work and specialist procedures for the guidance of functional elements of their responsibility.

The capacity to effectively manage officers at the Firefighter, Station officer or other junior officers is a prerequisite of this level.

Work undertaken that this level may also be required to deal with a complex and diverse operating environment.

Level of supervision

Employees at this level work under general direction and undertake a range of functions, which may require the application of technical skills and experience or the practical application of a high level of skills.

Position objectives are clearly defined. Procedures and operating standards are defined through guidelines, requirements and other relevant procedures, and through recognised techniques and methods associated with firefighting and emergency management.

A range of varied techniques, systems, methods or processes is available to perform the work, and officers are expected to understand and exercise the necessary discretion in their use. Such exercise of discretion takes place from within the framework of learned experience and training.

A key feature of this level is the requirement to lead and manage staff through other supervisory levels.

Characteristics of this level

Employees at this level may operate individually or as a member of a team.

Supervision of subordinate employees may be a feature of this level.

Assistance is usually available if required when problems occur, although problems are usually resolvable by reference to procedures, documented methods and instructions.

Whilst there is some scope for exercising initiative in the application of established work practices and procedures, problems can generally be solved by reference to documented methods and instructions. Employees are required to interpret contemporary operating policies and other relevant procedures in order to determine the most appropriate course of action. Employees at this level will also start to be concerned with the development of more efficient work practices within the work teams which they supervise. Management responsibilities are usually a significant function at this level both in terms of business roles and operational incidents and emergency management.

Problem resolution is a frequent requirement. Functions at this level include the identification and development of ideas, the detailed analysis of alternative courses of action and their implications, addressing difficulties, problems in the work environment, devising action plans and advancing new approaches to more senior management levels.

Employees at this level are competent to provide authoritative information to less experienced employees within the work team or under their direct supervision. Positions at this level may have command and control responsibility.

Employees at this level would assist and relieve Superintendents as required.

Superintendent

Work level description

Work at this level requires specialised knowledge in relation to fire prevention, suppression activities and emergency management. There is a clear requirement for the capability to lead and manage highly complex emergency incidents including significant roles in disaster management.

Where the emphasis of the position is management, key functions will involve planning, organising, directing and controlling the work of subordinate supervisory levels. Extensive knowledge in the area of operations, emergency management and advanced leadership and management skills would be expected. Officers at this level will provide leadership at a professional level.

Positions, which have primary emphasis of a specialist nature, require specialised knowledge of complex and innovative methods and techniques, resulting from experience and/or advanced training.

Work is undertaken under limited direction as to work priorities and the detailed conduct of the task. This level will require a capacity for original thinking, creativity, the exercise of significant levels of independent judgement and the exercise of delegated authority as required.

Employees may be responsible for larger work teams, corporate functions or Zone operations. The work may include providing specialist advice within or across Agencies, developing policy and interpreting legislation, policy instructions and setting objectives in the work area.

High levels of initiative in accomplishing objectives shall be required to be exercised both on an individual basis and/or in a work team situation.

Level of supervision

Work is performed either independently with broad direction from superiors only for those aspects of work which involve new or sophisticated techniques or relate to areas outside a position's normal span of activity. There is significant levels of independent judgement in keeping with the complex nature of work undertaken.

The role spans a range of activities, many of which are complex or specialised in nature. Work may require the modification or adoption of established methods, procedures, systems or policies.

Officers at this level will affect the way that work is performed by others, and will be involved in the detail of operational planning.

Characteristics of this level

There is scope for the exercise of initiative in the application of established work practices and procedures.

Problem solving and conflict resolution are common requirements at this level. Work demands the identification and development of ideas, the detailed analysis of alternative courses of action and their implications, addressing difficulties, problems in the work environment, devising action

plans and advancing new approaches. High level management responsibilities are usually a significant function at this level both in terms of business roles and operational incidents and emergency management.

Employees are required to analyse problems and recommend solutions or alternative courses of action.

Employees at this level would be required to lead and motivate employees and to inspire others to co-operate in the achievement of difficult and sometimes conflicting objectives both in terms of business requirements and emergency management.

Positions at this level will be governed by a clear set of objectives and budgets. Liaison and communication skills to enable the effective resolution of complex organisational issues will also be a feature.

The performance of employees at this level will be monitored by a more senior officer to ensure the efficient achievement of operational targets. Expenditure will be reviewed regularly.

Part of the accountability at this level involves the identification of employee development needs, and the implementation of programs to improve staff performance.

Many of the activities and responsibilities of this level would usually comprise a total management and operational function.

Employees at this level would assist and relieve Chief Superintendents as required.

Chief Superintendent

Work level description

Work at this level requires high level specialised knowledge in relation to fire prevention, suppression activities and emergency management. There is a clear requirement for the capability to lead and manage highly complex emergency incidents including a significant leadership role in disaster management.

The emphasis of this position is to manage and provide leadership. Key functions of the role are planning, organising, directing and controlling the work of subordinate supervisors as well as leading staff to resolve large scale multi-agency incidents or disasters.

Employees will represent the QFES at state, national, and when required international, incidents, committees and forums with the focus on the management of the strategic, political, environmental, social and technical impacts on communities.

Extensive knowledge in the area of operations, advanced emergency management skills and business skills are required.

Employees will be required to lead and oversee the implementation of programs to provide workforce capability, capacity and performance.

Level of supervision

Work is performed independently with little if any guidance required from superiors.

The role can span a large range of activities that are of a complex and/or specialised nature. This may require adapting existing methods, procedures or policies.

Officers at this level will exhibit leadership and management qualities for subordinates to emulate.

Characteristics of this level

Lead and develop operational, community safety, training and business standards, policies and procedures that are consistent with and support the functions of the QFES.

There is scope at this level to initiate and implement changes to standard practices and procedures both at a regional or state level.

Employees will be required to represent the QFES at state, national and international forums, committees and major disasters or emergency incidents. These types of multi-agency incidents will require high levels of communications and operational knowledge to deliver high quality outcomes.

Employees have the authority to deploy the human and material resources of the QFES, as required.

Employees at this level are required to lead, manage and motivate other employees. Problem solving and conflict resolution is required of this level.

At this level employees will be required to lead and oversee the implementation of programs to provide for workforce capability, capacity and performance.

Employees at this level would assist and relieve executive offers, as required.

Schedule 2 - Generic Level Statements - Communications Stream

Fire communications officer level 1

Work level description

Positions at this level primarily involve the delivery of communications services. Work routines, methods and procedures are clearly established and there is limited scope for deviation.

The range of activities undertaken will be increasingly amended as the employee becomes more experienced.

On the job training is a dominant feature of this level, particularly for less experienced employees.

Level of supervision

Work may initially be performed under close supervision by a Fire communications officer level 2 or operational officer, however, this supervision is expected to reduce as experience increases, and the employee is able to contribute more significantly.

Employees at this level may operate individually or as a member of a team within a work group.

Characteristics of this level

At this level there are a number of established methods, techniques, and standard operating procedures which apply to a work situation or an incident. This position must function within these established protocols but must also exercise some discretion as to determining which matters should be referred to a Fire communications officer level 2 for direction.

Limited discretion is available for the selection of the appropriate means of completing duties or tasks. Guidance is always available and work outcomes may be closely monitored.

Whilst supervision of other employees is not normally a feature at this level, employees could, however, be required to assist new staff and trainees by providing general information, guidance and advice. Employees will be required to provide basic administrative, organisational and training support related to the Communications Centre's operations.

Positions at this level require the ability to obtain the cooperation and assistance of others in carrying out defined activities. As well as exchanging information, employees must communicate effectively with peers, Supervisors and members of the general community during stressful situations.

Progression within this level

This level contains 4 paypoints.

New employees will commence at paypoint 1.

Whilst there are no fixed time frames for progression through this level, it is envisaged that progression to paypoint 3 can be achieved within 3 years from the date of commencement.

Upon engagement, new employees will be required to complete a formal Communications Training Plan which will include practical, classroom, simulated, live, self-paced and where applicable, local components. The course will cover all Core Skills necessary for employees to perform the basic requirements of all level 1 functions.

Recruit Level - Communication officer 1 paypoint 1- progress to Communication officer 1 paypoint 2 will occur after successful completion of Certificate III in Fire communications operations and 1040 hours satisfactory performance.

Communication officer 1 paypoint 2 - progress to Communication officer 1 paypoint 3 will occur after successful completion of training and development as outlined in the Fire Communications Professional Development Plan and 2080 hours satisfactory performance at paypoint 2.

Communication officer 1 paypoint 3 - progress to Communication officer 1 paypoint 4 will occur after successful completion of training and development as outlined in the Fire Communications Professional Development Plan and 2080 hours satisfactory performance at paypoint 3.

All employees in this classification will be required to continue skills and knowledge maintenance, assessment and appraisal.

Similarly, regardless of length of service at this level, when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required.

Employees who progress to paypoint 4 may be required to assist or relieve Communications supervisors.

Fire communications officer level 2

Work level description

Appointment to this level requires expertise in the communications field with demonstrated proficiency in applying established techniques. Extensive knowledge and understanding of Communications centre operations and procedures is vital.

An understanding of the organisation's functions coupled with detailed knowledge of the work unit's operations, practices and procedures is necessary for competent performance.

The capacity to provide supervision for Level 1 officers is a prerequisite of this level.

Level of supervision

Employees at this level work under the direction of more senior officers and undertake a range of functions which require the application of computer and telephone skills and experience and the practical application of a high level of interpersonal skills.

Position objectives are clearly defined. Procedures and operating standards are defined through guidelines, organisational requirements and other relevant procedures, and through recognised techniques and methods associated with communications management.

A range of varied techniques, systems, methods or processes are available to perform the work, and the employee is expected to understand and to exercise the necessary discretion in their use.

Characteristics of this level

Supervision of subordinate employees within a small discrete work group or function may be a feature of this level.

Assistance is usually available from more senior officers if required when problems occur. There is some scope for the exercise of initiative in the application of established work practices and procedures, however, problems are usually resolved by reference to procedures, documented methods and instructions. Employees are required to interpret operating policies and other relevant procedures in order to determine the most appropriate course of action. Employees at this level will also start to become concerned with the development of more efficient work practices, and recommendations related to improvements in other relevant procedures.

Employees at this level are competent to provide authoritative information to less experienced officers within the work team or under their direct supervision.

Progression within this level

This level contains 4 paypoints.

New appointees will commence at paypoint 1.

Progression through paypoints in this level is to be based on qualifications outlined in the Communications Training Professional Development Plan and 2080 hours satisfactory performance at each paypoint.

Employees who progress to paypoint 4 must demonstrate highly developed skills and knowledge, beyond those expected for lower paypoints in this level.

Progression within this level will see a number of changes in the way in which the employee carries out their responsibilities:

- demonstrated proficiency in application of advanced techniques;
- demonstrated ability to effectively assign work to, and check the work of, other employees, as well as carrying out staff training; and
- evidence of capacity to effectively co-ordinate activities.

All employees in this classification will be required to continue skills and knowledge maintenance, assessment and appraisal.

Similarly, regardless of length of service at this level, when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required.

Fire communications manager

Work level description

An employee appointed to this level will have expertise in the communications field and has demonstrated a proficiency in applying established policies and procedures. They will be required to have a full understanding of the management and leadership of employees at the communications centre.

Employees at this level would have demonstrated a clear understanding with in depth knowledge of the communications centres operations, policies, procedures and practices.

A capacity to provide management, leadership and motivate employees at lower classifications is required.

Level of supervision

Work is performed with guidance from superiors and the employee is responsible for the day to day operations of the communications centre.

A range of varied techniques, systems, methods and processes are available to perform the work, and officers are expected to understand and exercise discretion in their use. Such exercise of discretion takes place from within the framework of learned experience and training.

A key feature of this level is the requirement to manage staff of the communications centre.

Characteristics of this level

This position will be required to manage and lead work groups.

Problem solving and conflict resolution are a requirement at this level. Reference policies and procedures will assist the employee to solve problems. Duties include resolving conflicts, developing performance development plans, performance improvement plans or action plans to address issues.

Employees at this level are responsible for managing the fire communication centre operations including staffing and deployment, financial and budget and human resources to ensure effective, efficient and timely mobilisation of resources to emergency incidents and contributing to regional and Statewide strategic and operational planning processes.

Employees will be required to manage, lead and motivate other employees.

Part of the accountability of this level involves the identification of employee development needs and the implementation of programs to improve staff performance.

At this level employees would be expected to implement strategies and tactics to enhance operational service delivery in accordance with policies and procedures of the QFES.

Progression within this level

This level contains 3 paypoints.

New appointees will commence at paypoint 1.

Progression through the paypoints in this level is to be based on qualifications outlined in the Communications Training Professional Development Plan and 2080 hours satisfactory performance at each paypoint.

Employees who progress to paypoint 3 must demonstrate highly developed skills and knowledge, beyond those expected for lower paypoints in this level.

Progression within this level will see a number of changes in the way in which the employee carries out their responsibilities:

- increased proficiency in application of advanced techniques;
- effective management of communications centre resources including staffing and budget matters;
- increased ability to effectively assign work to, and check the work of, other employees, as well as carrying out staff training; and
- evidence of capacity to effectively co-ordinate activities.

All employees in this classification will be required to continue skills and knowledge maintenance, assessment and appraisal.

Similarly, regardless of length of service at this level, when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required.

Schedule 3 - Generic Level Statements - Rural Fire Service Stream

Rural fire services officer - level 1

Work level description

Employees at this level are involved in the delivery of volunteer support activities. Work routines, methods and procedures are clearly established and there is limited scope for deviation.

It would be expected that the range of activities undertaken will be increasingly amended to provide diverse skills sets.

Employees at this level would be expected to travel throughout the district to ensure training and operational requirements of volunteers are met.

Training, both on and off the job, is often a dominant feature of this level.

Employees at this level will usually be required to undertake flexible work arrangements.

Level of supervision

Work may initially be performed under close supervision by a more experienced officer, however, this supervision is expected to reduce as experience increases.

Employees at this level may operate individually or as a member of a team within a work group.

Characteristics of this level

At this level there are a number of established methods, techniques, and other relevant procedures which may apply to a work situation or an incident. Employees at this level must function within these established protocols but must also exercise discretion as to determining which matters should be referred to a supervisor for direction.

Limited discretion is available for the selection of the appropriate means of completing duties or tasks.

Guidance is always available and work outcomes may be closely monitored.

Whilst supervision of other employees is not normally a feature at this level, employees would, however, be required to assist new staff and trainees, including volunteers, by providing general information, guidance, training and advice.

Employees at this level must have the ability to obtain the cooperation and assistance of others in carrying out defined activities. As well as exchanging information, employees must communicate effectively with peers, supervisors and members of the general community during stressful situations.

Progression within this level

This level contains 5 paypoints.

Progression through the paypoints is expected.

The minimum period of service required before progression through the paypoints may occur will be 12 months and meeting the requirements as set out by the QFES.

Progression to paypoint 5 will be dependent upon the acquisition of core skills for level 2, which will provide employees with certain necessary skills and abilities to fulfil the basic requirements of a level 2 position if required to do so. The application of these skills will be required from time to time as circumstances dictate and as part of the officer's ongoing training and development.

From this same point of view, it will be required that skills and knowledge will be maintained and that periodic assessments will be conducted of all employees, including those at the top of this level for this purpose.

All employees within this level will be required to continue skill and knowledge maintenance, assessment and appraisal.

Similarly, regardless of length of service at this level, when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required.

Employees at paypoint 5 will also assist and relieve Rural fire service officers level 2 as required.

Rural fire services officer - level 2

Work level description

Employees at this level are responsible for developing strong cooperative working relationships at the area level to ensure an effective, efficient and sustainable delivery of all rural fire related services.

Employees would be required to travel throughout the area/region to ensure delivery of Rural Fires operational activities.

An understanding of the organisation's functions coupled with detailed knowledge of the work unit's operations, practices and procedures is necessary for competent performance.

Employees at this level will usually be required to undertake flexible work arrangements, and will have the capacity to provide supervision for Level 1.

Level of supervision

Employees at this level work under the general direction of an Inspector, but must work with a level of independence, often being the senior operations person at a particular location. The employee will be required to undertake a range of functions, which may require the application of technical skills and experience or the practical application of a high level of skills.

Position objectives are clearly defined, however, an employee must be able to exercise a level of discretion in localised command situations. Procedures and operating standards are defined through established guidelines, requirements and other relevant procedures, and through recognised techniques and methods associated with fire prevention and suppression activities.

A range of varied techniques, systems, methods or processes is available to perform the work, and the employee is expected to understand and to exercise the necessary discretion in their use. Such exercise of discretion takes place from within the framework of learned experience and training.

Issues that cannot be resolved by reference to established practices and other relevant procedures would usually be referred to an Inspector.

Characteristics of this level

At this level there a number of established methods, techniques, and other relevant procedures which may apply to a work situation or an incident. Employees at this level must function within these established protocols but must also exercise discretion as to determining which matters should be referred to a higher level for direction. Employees at this level are required to provide guidance and direction to staff.

Limited discretion is available for the selection of the appropriate means of completing duties or tasks.

Guidance is usually available and work outcomes will be reviewed regularly.

Supervision of other employees is normally a feature at this level, as well as the requirement to assist new staff and trainees, including volunteers, by providing general information, guidance, training and advice. Positions at this level may have supervisory responsibilities for day to day operations of a small group that may include volunteers.

Positions at this level are required to obtain the co-operation and assistance of others in carrying out defined activities. As well as exchanging information, employees must communicate effectively with subordinates, peers, supervisors and members of the general community during stressful situations.

Progression within this level

This level contains 3 paypoints.

Appointment to level 2 will be at paypoint 1 and subject to having successfully completed pre-defined components of the training program.

The minimum period of service required before progression through the paypoints may occur will be 12 months and meeting the requirements as set out by the QFES.

Whilst developmental training for progression to paypoints 2 and 3 is elective, skills maintenance is mandatory as is the performance management and development process.

All employees at this level will be required to continue skill and knowledge maintenance, assessment and appraisal, including those at the top of this level.

Progression to paypoint 3 will be dependent upon the acquisition of core skills for an Inspector which will provide employees with certain necessary skills and abilities to fulfil the basic requirements of an Inspector if required to do so. The application of these skills will be required from time to time as circumstances dictate and as part of the officer's ongoing training and development.

It will be required that skills and knowledge will be maintained and that periodic assessments will be conducted of all employees, including those at the top of this level, for this purpose.

Progression within this level will see a number of changes in the way in which the employee carries out their responsibilities:

- increased proficiency in application of advanced techniques;
- effective management of resources including staffing;
- increased ability to effectively assign work to, and check the work of other employees, as well as carrying out staff training; and
- evidence of capacity to effectively co-ordinate activities.

Regardless of length of service at this level, when any new skills or knowledge are introduced every employee will be required to undertake training and demonstrate the appropriate understanding required.

Employees at paypoint 3 will also assist and relieve Inspectors as required.

Inspector

Work level description

Employees at this level are responsible for managing the effectiveness of the area team in relation to mitigation and response towards ensuring the community is safe from wildfires and other incidents, especially in a rural and remote area, that is not covered by Fire and Rescue. Employees at this level would be required to travel throughout the area, region and state to ensure regional services are delivered.

An understanding of the organisation's functions coupled with detailed knowledge of the work unit's operations, practices and procedures is necessary for competent performance.

The capacity to effectively manage officers at Levels 1 and 2 is a prerequisite of this level.

Employees at this level will usually be required to undertake flexible work arrangements, and will have the capacity to provide supervision of officers in the lower levels.

The capacity to effectively manage volunteers is a prerequisite of this level.

Level of supervision

Employees at this level work under general direction and undertake a range of functions, which may require the application of technical skills and experience or the practical application of a high level of skills.

Position objectives are clearly defined. Procedures and operating standards are defined through guidelines, requirements and other relevant procedures, and through recognised techniques and methods associated with firefighting.

A range of varied techniques, systems, methods or processes is available to perform the work, and officers are expected to understand and exercise the necessary discretion in their use.

Such exercise of discretion takes place from within the framework of learned experience and training.

A key feature of this level is the requirement to manage staff and volunteers through other supervisory levels.

Characteristics of this level

Employees at this level may operate individually or as a member of a team.

A person at this level will have to work cooperatively with a number of stakeholders and will need to have an understanding of stakeholders' business activities.

Supervision of subordinate employees is a feature of this level.

Assistance is usually available if required when problems occur, although problems are usually resolvable by reference to procedures, documented methods and instructions.

Whilst there is some scope for exercising initiative in the application of established work practices and procedures, problems can generally be solved by reference to documented methods and instructions.

Employees are required to interpret operating policies and other relevant procedures in order to determine the most appropriate course of action.

Employees at this level will also start to be concerned with the development of more efficient work practices within the work teams which they supervise.

Employees at this level will be required to contribute to the overall policy, procedures, doctrine and strategic direction of the organisation.

Problem resolution is a frequent requirement. Functions at this level include the identification and development of ideas, the detailed analysis of alternative courses of action and their implications, addressing difficulties, problems in the work environment, devising action plans and advancing new approaches to more senior management levels.

Experience at this level will see a number of changes in the way in which the employee carries out their responsibilities:

- increased proficiency in application of advanced techniques;
- effective management of communications, resources including staffing and budget matters;

- increased ability to effectively assign work to, and check the work of, other employees, as well as carrying out staff training; and
- evidence of capacity to effectively co-ordinate activities.

All employees in this classification will be required to continue skills and knowledge maintenance, assessment and appraisal.

Similarly, regardless of length of service at this level, when any new skills or knowledge are introduced every employee will be required to undertake training and demonstrate the appropriate understanding required.

Employees at this level are competent to provide authoritative information to less experienced employees within the work team or under their direct supervision. Positions at this level may have command and control responsibility.

Employees at this level are required to assist and relieve Superintendents as required.

Superintendent

Work level descriptor

Work at this level requires specialised knowledge in rural fire operations in landscape fire management, including volunteer management.

Where the emphasis of the position is management, key functions will involve planning, organising, directing and controlling the work of subordinate supervisory levels. Extensive knowledge in the area of operations and advanced management skills would be expected. Officers at this level will provide leadership at a professional level and bring a number of stakeholders together.

Positions, which have primary emphasis of a specialist nature, require specialised knowledge of complex and innovative methods and techniques, resulting from experience and/or advanced training.

Employees at this level will usually be required to undertake flexible work arrangements, and will have the capacity to provide supervision of officers at the lower levels.

Work is undertaken under limited direction as to work priorities and the detailed conduct of the task. Employees will have the capabilities of aligning tasks and outcomes to strategic government priorities.

Employees may be responsible for larger work teams, functions or zone operations.

High levels of initiative in accomplishing objectives shall be required to be exercised both on an individual basis and/or in a work team situation.

Level of supervision

Work is performed either independently with guidance from superiors only for those aspects of work which involve new or sophisticated techniques or relate to areas outside a position's normal span of activity.

The role spans a range of activities, many of which are complex or specialised in nature. Work may require the modification or adoption of established methods, procedures, systems or policies.

Officers at this level will affect the way that work is performed by others, and will be involved in the detail of operational planning.

Characteristics of this level

There is scope for the exercise of initiative in the application of established work practices and procedures.

Problem solving and conflict resolution are common requirements at this level. Work demands the identification and development of ideas, the detailed analysis of alternative courses of action and their implications, addressing difficulties, problems in the work environment, devising action plans and advancing new approaches.

Employees are required to analyse problems and recommend solutions or alternative courses of action.

Employees at this level would be required to lead and motivate employees and to inspire others to co-operate in the achievement of difficult and sometimes conflicting objectives.

Employees will be required to represent the QFES at state, national and international forums, committees and major disasters or incidents.

Employees have the authority to deploy QFES resources as required.

Positions at this level will be governed by a clear set of objectives and budgets.

The performance of employees at this level will be monitored by a more senior officer to ensure the efficient achievement of operational targets. Expenditure will be reviewed regularly.

Part of accountability at this level involves the identification of employee development needs, and the implementation of programs to improve staff performance.

Many of the activities and responsibilities of this level would usually comprise a total management function.

Employees at this level would be required to assist and relieve Chief Superintendents.

Chief Superintendent

Work level descriptor

Work at this level requires highly specialised knowledge in rural fire operations in landscape fire management and interaction, leadership and management of volunteers.

An employee at this level is required to ensure an effective, efficient and sustainable approach to Rural Fire Service operational services across the state is maintained in accordance with QFES policies and procedures.

The emphasis of this position is to manage and provide leadership. Key functions of the role are planning, organising, directing and controlling the work of subordinate supervisors as well large scale multi-agency incidents or disasters.

Employees will represent the QFES at state and national, and when required international, incidents, committees and forums with the focus on the management of the strategic, political, environmental social and technical impacts on communities.

Extensive knowledge in the area of operations and advanced management skills are required.

Employees will be required to lead and oversee the implementation of programs to provide workforce capability, capacity and performance.

Level of supervision

Work is performed independently with little if any guidance required from superiors.

The role can span a large range of activities that are of a complex and/or specialised nature. This may require adapting existing methods, procedures or policies

Officers at this level will exhibit leadership and management qualities for subordinates to emulate.

Characteristics of this level

Lead and develop training standards and policies and procedures that are consistent with and support the operations the Rural Operations of the QFES.

There is scope at this level to initiate and implement changes to standard practices and procedures.

Employees will be required to represent the QFES at state, national and international forums, committees and major disasters or incidents.

Employees at this level are required to lead, manage and motivate other employees. Problem solving and conflict resolution is required at this level.

At this level employees will be required to lead and oversee the implementation of programs to provide for workforce capability, capacity and performance.

Dated: 1 March 2017

By the Commission,
M. Shelley,
Deputy Industrial Registrar.

Operative Date: 1 March 2017
Determination - Correction of error

Released: 6 March 2017