

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

Industrial Relations Act 2016

Tourism and Events Queensland Employees Award – State 2015

Matter No. B/2022/52, B/2022/53 and B/2022/54

REPRINT OF AWARD UNDER SECTION 980

Certification of Reprint

Following the general ruling made by the Commission in the 2022 State Wage Case, the *Tourism and Events Queensland Employees Award – State 2015* is hereby reprinted, under s 980 of the *Industrial Relations Act 2016*.

I hereby certify that the Award contained herein is a true and correct copy of the *Tourism and Events Queensland Employees Award – State 2015* as at 1 September 2022.

Name of modern award: *Tourism and Events Queensland Employees Award – State 2015*

Operative date of the modern award reprint: 1 September 2022

Operative date of modern award: As per clause 2 of the modern award

By the Registrar

M. SHELLEY

5 September 2022

TOURISM AND EVENTS QUEENSLAND EMPLOYEES AWARD – STATE 2015

Table of Contents

Page

PART 1 - Title and Operation	4
1. Title.....	4
2. Operation	4
3. Definitions and interpretation.....	4
4. Coverage.....	4
5. The Queensland Employment Standards and this Award	5
6. Enterprise flexibility and facilitative award provisions.....	5
PART 2 - Dispute Resolution	6
7. Dispute resolution.....	6
PART 3 - Types of Employment, Consultation and Termination of Employment.....	7
8. Types of employment	7
9. Termination of employment	9
10. Redundancy	10
11. Consultation - Introduction of changes	12
PART 4 - Minimum Salary Levels, Allowances and Related Matters.....	13
12. Classifications and salary levels.....	13
13. Allowances	14
14. Superannuation	15
PART 5 - Hours of Work and Related Matters	15
15. Hours of duty.....	15
16. Meal breaks	16
17. Rest pauses	16
18. Overtime	16
PART 6 - Leave of Absence and Public Holidays	17
19. Annual leave	17
20. Personal leave.....	17
21. Parental leave.....	18
22. Long service leave.....	18

23. Public holidays	18
24. Jury service leave	19
25. Study and examination leave	19
26. Leave of absence to attend naval, military or air force training camps.....	19
27. Withdrawal of leave	19
28. Illness during leave.....	20
PART 7 - Transfers, Travelling and Working Away from Usual Place of Work.....	20
29. Travelling expenses	20
30. Transfer of employees	20
PART 8 - Training and Related Matters	21
31. Training, learning and development.....	21
PART 9 - Union Related Matters	22
32. Union encouragement.....	22
33. Union delegates	22
34. Right of entry.....	22
Schedule 1 - Generic Level Statements	24
Schedule 2 - Supported Wage System	33

PART 1 - Title and Operation

1. Title

This Award is known as the *Tourism and Events Queensland Employees Award – State 2015*.

2. Operation

This Award, made on 11 December 2015, operates from 1 March 2017.

3. Definitions and interpretation

3.1 Unless the context otherwise requires, in this Award:

Act means the *Industrial Relations Act 2016*

chief executive officer of the corporation means the person appointed to that role pursuant to the *Tourism and Events Queensland Act 2012*

Commission means the Queensland Industrial Relations Commission

corporation means Tourism and Events Queensland or Tourism and Events Queensland Employing Office constituted under the *Tourism and Events Queensland Act 2012*

executive officer of the employing office means the person appointed to that role pursuant to the *Tourism and Events Queensland Act 2012*

generic level statement means a broad, concise statement of the duties, skills and responsibilities indicative of a given classification level

public holiday has the same meaning as that provided in Schedule 5 of the Act

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

supervisor means any person appointed as such by the corporation who is required to supervise the work of one or more other employees

TOIL means time off in lieu of payment for overtime

union means Together Queensland, Industrial Union of Employees

3.2 In the event the Tourism and Events Queensland Employing Office is dissolved by legislation then, for the purposes of this Award, references to the executive officer shall be taken to mean the chief executive officer as defined in clause 3.1.

4. Coverage

This Award applies to:

- (a) employees whose salaries or rates of pay are fixed by this Award and who are appointed pursuant to section 38 of the *Tourism and Events Queensland Act 2012*; and
- (b) the executive officer of the employing office in that person's capacity as the employer of the employees as described in clause 4(a); and
- (c) Together Queensland, Industrial Union of Employees,

to the exclusion of any other award including, but not limited to, the *Queensland Public Service Officers and Other Employees Award - State 2015*.

5. The Queensland Employment Standards and this Award

This Award together with the QES provide for a minimum safety net of enforceable conditions of employment for employees covered by this Award.

6. Enterprise flexibility and facilitative award provisions

6.1 Enterprise flexibility

- (a) As part of a process of improvement in productivity and efficiency, discussion should take place at an enterprise level to provide more flexible working arrangements, improvement in the quality of working life, enhancement of skills, training and job satisfaction and to encourage consultative mechanisms across the workplace.
- (b) The consultative processes established in an enterprise in accordance with clause 6.1 may provide an appropriate mechanism for consideration of matters relevant to clause 6.1(a). Union delegates at the place of work may be involved in such discussions.
- (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.

6.2 Procedures to implement facilitative award provisions

Wherever facilitative provisions appear in this Award which allow for determination of the conditions of employment by agreement between the executive officer and the union, or the executive officer and the majority of employees affected, the following procedures shall apply:

- (a) Facilitative award provisions can be negotiated between management and employees who are directly affected by such proposals or between management and the union depending on the particular award provisions.
- (b) Employees may be represented by their local union delegate/s and shall have the right to be represented by their local union official/s.
- (c) Facilitative award provisions can only be implemented by agreement.
- (d) In determining the outcome from facilitative provisions neither party should unreasonably withhold agreement.
- (e) Agreement is defined as obtaining consent of greater than 50% of employees directly affected or of the union depending upon the particular award provisions.
- (f) Where a provision refers to agreement by the majority of employees affected, all employees directly affected shall be consulted. This consultation shall be undertaken where practicable as a group, or in groups. Should the consultation process identify employees with specific concerns which relate to either equity or occupational health and safety issues, such concerns may be catered for on an individual basis subject to operational requirements.
- (g) Any agreement reached must be documented and shall incorporate a review period.
- (h) Where the agreement relates to either the working of ordinary hours on other than a Monday to Friday basis, the introduction of shift work or a change to the shift roster, the union is to be notified in writing at least one week in advance of agreement being sought.

PART 2 - Dispute Resolution

7. Dispute resolution

7.1 Prevention and settlement of disputes - Award matters

- (a) The objectives of this procedure are the avoidance and resolution of any disputes over matters covered by this Award by measures based on the provision of information and explanation, consultation, co-operation and negotiation.
- (b) Subject to legislation, while the dispute procedure is being followed normal work is to continue except in the case of a genuine safety issue. The *status quo* existing before the emergence of a dispute is to continue whilst the procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.
- (c) There is a requirement for management to provide relevant information and explanation and consult with the appropriate employee representatives.
- (d) In the event of any disagreement between the parties as to the interpretation or implementation of this Award, the following procedures shall apply:
 - (i) the matter is to be discussed by the employee's union representative and/or the employee/s concerned (where appropriate) and the immediate supervisor in the first instance. The discussion should take place within 24 hours and the procedure should not extend beyond 7 days;
 - (ii) if the matter is not resolved as per clause 7.1(d)(i), it shall be referred by the union representative and/or the employee/s to the appropriate management representative who shall arrange a conference of the relevant parties to discuss the matter. This process should not extend beyond 7 days;
 - (iii) if the matter remains unresolved it may be referred to the executive officer or nominee for discussion and appropriate action. This process should not exceed 14 days;
 - (iv) if the matter is not resolved then it may be referred by either party to the Commission.
- (e) Nothing contained in this procedure shall prevent the union or the employer from intervening in respect of matters in dispute should such action be considered conducive to achieving resolution.

7.2 Employee grievance procedures - other than Award matters

- (a) The objectives of the procedure are to promote the prompt resolution of grievances by consultation, co-operation and discussion to reduce the level of disputation and to promote efficiency, effectiveness and equity in the workplace.
- (b) The following procedure applies to all industrial matters within the meaning of the Act:
 - Stage 1: In the first instance the employee shall inform such employee's immediate supervisor of the existence of the grievance and they shall attempt to solve the grievance. It is recognised that an employee may exercise the right to consult such employee's union representative during the course of Stage 1.
 - Stage 2: If the grievance remains unresolved, the employee shall refer the grievance to the next in line management ("the manager"). The manager will consult with the relevant parties. The employee may exercise the right to consult or be represented by such employee's union representative during the course of Stage 2.

Stage 3: If the grievance is still unresolved, the manager will advise the executive officer and the aggrieved employee may submit the matter in writing to the executive officer if such employee wishes to pursue the matter further. If desired by either party the matter shall also be notified to the union.

- (c) The executive officer shall ensure that:
 - (i) the aggrieved employee or such employee's union representative has the opportunity to present all aspects of the grievance; and
 - (ii) the grievance shall be investigated in a thorough, fair and impartial manner.
- (d) The executive officer may appoint another person to investigate the grievance. The executive officer may consult with the union in appointing an investigator. The appointed person shall be other than the employee's supervisor or manager.
- (e) If the matter is notified to the union, the investigator shall consult with the union during the course of the investigation. The executive officer shall advise the employee initiating the grievance, such employee's union representative and any other employee directly concerned of the determinations made as a result of the investigation of the grievance.
- (f) The executive officer may delegate such grievance resolution powers under clause 7.2(e) to a nominated representative.
- (g) The procedure is to be completed in accordance with the following time frames unless the parties agree otherwise:
 - Stage 1: Discussions should take place between the employee and such employee's supervisor within 24 hours and the procedure shall not extend beyond 7 days.
 - Stage 2: Not to exceed 7 days.
 - Stage 3: Not to exceed 14 days.
- (h) If the grievance is not settled the matter may be referred to the Commission by the employee or the union.
- (i) Subject to legislation, while the grievance procedure is being followed normal work is to continue except in the case of a genuine safety issue. The *status quo* existing before the emergence of a grievance or dispute is to continue while the procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.
- (j) Where the grievance involves allegations of sexual harassment an employee should commence the procedure at Stage 3.

PART 3 - Types of Employment, Consultation and Termination of Employment

8. Types of employment

An employee may be employed on a full-time, part-time or casual basis.

8.1 Full-time employment

A full-time employee is one who is engaged to work a total of 145 ordinary hours per 28 day cycle.

8.2 Part-time employment

- (a) A part-time employee is an employee who:
 - (i) is engaged to work a regular number of hours each 28 day cycle which are less than the ordinary hours worked by an equivalent full-time employee; and
 - (ii) receives, on a *pro rata* basis, the same salary and conditions of employment to those of an equivalent full-time employee who performs the same kind of work.
- (b) Before commencing part-time employment the employee and employer must agree upon the number of ordinary hours to be worked each 28 day cycle.
- (c) For each ordinary hour worked a part-time employee shall be paid no less than 1/72.5th of the minimum fortnightly rate of pay for their classification.
- (d) The minimum payment on any day when work is performed shall be for 3 hours' work.
- (e) Overtime will be paid:
 - (i) where a part-time employee is required to work beyond their approved hours in any one 28 day cycle; or
 - (ii) where a part-time employee works outside the spread of ordinary hours of duty as prescribed in clause 15.2 of this Award.

8.3 Casual employment

- (a) A casual employee is one engaged and paid as such.
- (b) A casual employee is entitled to receive, on a *pro rata* basis, the same pay and conditions of employment, other than leave entitlements, to those of an equivalent full-time employee who performs the same kind of work.
- (c) For each ordinary hour worked a casual employee shall be paid no less than 1/72.5th of the minimum fortnightly rate of pay for their classification plus a casual loading of 23%.
- (d) Each casual engagement stands alone with a minimum payment as for 2 hours' work to be made in respect to each engagement.
- (e) The casual loading of 23% is paid instead of annual leave, paid personal/carer's leave, notice of termination, redundancy benefits and the other attributes of full-time or part-time employment. The loading constitutes part of the casual employee's all purpose rate of salary.
- (f) The long service leave entitlement of casual employees is recorded in clause 22.

8.4 Probationary employment

- (a) Except where the employer and an employee agree to a different period or no period of probation prior to commencement of employment, the engagement of a full-time or part-time employee will in the first instance be subject to a probationary period of 3 months duration. If a period of probation of longer than 3 months is agreed, it must:
 - (i) be agreed in writing; and
 - (ii) be a reasonable period having regard to the nature and circumstances of the employment.

- (b) The employer may terminate the employment of an employee who is on probation at any time during the probationary period.
- (c) Where an employee's service is considered satisfactory or where an employee's service exceeds the designated probationary period or agreed extension the employee's appointment will be deemed to be confirmed.

8.5 Anti-discrimination

- (a) In fulfilling their obligations under this Award, the parties must take reasonable steps to ensure that neither the Award provisions nor their operation are directly or indirectly discriminatory in their effects. Discrimination includes:
 - (i) discrimination on the basis of sex, relationship status, family responsibilities, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality and association with, or in relation to, a person identified on the basis of any of the above attributes;
 - (ii) sexual harassment; and
 - (iii) racial and religious vilification.
- (b) Nothing in clause 8.5 is to be taken to affect:
 - (i) any different treatment (or treatment having different outcomes) which is specifically exempted under the *Anti - Discrimination Act 1991*;
 - (ii) an employee, employer or registered organisation, pursuing matters of discrimination, including by application to the Australian Human Rights Commission/Anti - Discrimination Commission Queensland.

9. Termination of employment

9.1 Notice of termination by the employer

Notice of termination by the employer is provided for in Division 13 of the QES. Clauses 9.2 to 9.5 supplement the QES provisions.

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 one week or one week's 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.

9.3 Notice cannot be offset

In the absence of mutual agreement between the employer and the employee, annual leave or any part thereof cannot be considered as or nominated as notice for the purpose of giving notice of termination of employment.

9.4 Job search entitlement

Where the employer has given notice of termination to an employee for reasons other than redundancy, the employee must be allowed up to one day's time off without loss of pay for the purpose of seeking

other employment. The time off is to be taken at times that are convenient to the employee after consultation with the employer.

9.5 Statement of employment

The employer shall, in the event of termination of employment, provide upon request to an employee who has been terminated a written statement specifying the period of employment and the classification or type of work performed by the employee.

10. Redundancy

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.

10.2 Consultation before termination

- (a) Where the employer decides that the employer no longer wishes the job an employee/s has been doing to be done by anyone, and this is not due to the ordinary and customary turnover of labour, and that decision may lead to termination of employment, the employer shall consult the employee/s directly affected and, where relevant, their union.
- (b) The consultation shall take place as soon as it is practicable after the employer has made a decision which will invoke the provisions of clause 10.2(a) and shall cover the reasons for the proposed terminations and measures to avoid or minimise the terminations and/or their adverse effects on the employee/s concerned.
- (c) For the purpose of the consultation the employer shall, as soon as practicable, provide in writing to the employee/s concerned and, where relevant, their union, all relevant information about the proposed terminations including the reasons for the proposed terminations, the number and categories of employees likely to be affected, the number of workers normally employed and the period over which the terminations are likely to be carried out.
- (d) Notwithstanding the provision of clause 10.2(c), the employer shall not be required to disclose confidential information, the disclosure of which would be adverse to the employer's interests.

10.3 Transfer to lower paid duties

- (a) Where an employee is transferred to lower paid duties by reason of redundancy the employee shall be entitled to the same period of notice of transfer as the employee would have been entitled to if the employee's employment had been terminated under the redundancy pay provisions of the QES.
- (b) The employer may, at the employer's option, make payment in lieu thereof of an amount equal to the difference between the former amounts the employer would have been liable to pay and the new lower amount the employer is liable to pay the employee for the number of weeks of notice still owing.
- (c) The amounts must be worked out on the basis of:
 - (i) the ordinary working hours to be worked by the employee; and
 - (ii) the amounts payable to the employee for the hours including for example, allowances, loadings and penalties; and
 - (iii) any other amounts payable under the employee's employment contract.

10.4 Employee leaving during notice period

An employee given notice of termination in circumstances of redundancy may terminate their employment during the period of notice. The employee is entitled to receive the benefits and payments they would have received under this clause had they remained in employment until the expiry of the notice, but is not entitled to payment instead of notice.

10.5 Job search entitlement

- (a) An employee given notice of termination in circumstances of redundancy must be allowed up to one day's time off without loss of pay during each week of notice for the purpose of seeking other employment.
- (b) If the employee has been allowed paid leave for more than one day during the notice period for the purpose of seeking other employment, the employee must, at the request of the employer, produce proof of attendance at an interview or the employee will not receive payment for the time absent. For this purpose a statutory declaration will be sufficient.
- (c) Clause 10.5 applies instead of clause 9.4 in cases of redundancy.

10.6 Transmission of business

- (a) Where a business is, whether before or after the date of commencement of this Award, transmitted from the employer (transmittor) to another employer (transmittee) and an employee who at the time of such transmission was an employee of the transmittor of the business becomes an employee of the transmittee:
 - (i) the continuity of the employment of the employee shall be deemed not to have been broken by reason of such transmission; and
 - (ii) the period of employment which the employee has had with the transmittor or any prior transmittor shall be deemed to be service of the employee with the transmittee.
- (b) In clauses 10.6 and 10.7, 'business' includes trade, process, business or occupation and includes a part or subsidiary (which means a corporation that would be taken to be a subsidiary under the Corporations Law, whether or not the Corporations Law applies in the particular case) of any such business and 'transmission' includes transfer, conveyance, assignment or succession whether by agreement or by operation of law and 'transmitted' has a corresponding meaning.

10.7 Exemption where transmission of business

The provisions of clause 10.6 are not applicable where a business is, before or after the date of commencement of this Award, transmitted from the employer (transmittor) to another employer (transmittee) in any of the following circumstances:

- (a) where the employee accepts employment with the transmittee which recognises the period of continuous service which the employee had with the transmittor and any prior transmittor to be continuous service of the employee with the transmittee; or
- (b) where the employee rejects an offer of employment with the transmittee:
 - (i) in which the terms and conditions are substantially similar and no less favourable, considered on an overall basis, than the terms and conditions applicable to the employee at the time of ceasing employment with the transmittor; and
 - (ii) which recognises the period of continuous service which the employee had with the transmittor and any prior transmittor to be continuous service of the employee with the transmittee.

10.8 Alternative employment

The employer, in a particular case, may make application to the Commission to have the general severance pay prescription amended if the employer obtains acceptable alternative employment for an employee.

10.9 Employees exempted

Clauses 10.1 to 10.8 shall not apply:

- (a) where employment is terminated as a consequence of misconduct on the part of the employee; or
- (b) to an employee engaged for a specific period or task/s; or
- (c) to a casual employee; or
- (d) to an employee with less than one year's continuous service, in which case the general obligation on the employer should be no more than to give the relevant employee an indication of the impending redundancy at the first reasonable opportunity and to take such steps as may be reasonable to facilitate the obtaining by the employee of suitable alternative employment.

11. Consultation - Introduction of changes

11.1 Employer's duty to notify

- (a) Where the employer decides to introduce changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, the employer shall notify the employees who may be affected by the proposed changes and, where relevant, their union.
- (b) 'Significant effects' includes termination of employment; major changes in the composition, operation or size of the employer's workforce or in the skills required; the elimination or diminution of job opportunities or job tenure; the alteration of hours of work; the need for retraining or transfer of employees to other work or locations and the restructuring of jobs.
- (c) Where the Award makes provision for alteration of any of the matters referred to in clauses 11.1(a) and (b) an alteration shall be deemed not to have significant effect.

11.2 Employer's duty to consult over change

- (a) The employer shall consult the employees affected and, where relevant, their union, about the introduction of the changes, the effects the changes are likely to have on employees (including the number and categories of employees likely to be dismissed, and the time when, or the period over which, the employer intends to carry out the dismissals) and ways to avoid or minimise the effects of the changes (e.g. by finding alternate employment).
- (b) The consultation must occur as soon as practicable after making the decision referred to in clause 11.1.
- (c) For the purpose of such consultation the employer shall provide in writing to the employees concerned and, where relevant, their union, all relevant information about the changes including the nature of the changes proposed, the expected effects of the changes on employees, and any other matters likely to affect employees.
- (d) Notwithstanding the provision of clause 11.2(c) the employer shall not be required to disclose confidential information, the disclosure of which would be adverse to the employer's interests.

PART 4 - Minimum Salary Levels, Allowances and Related Matters

(Note: The wage rates and salary levels prescribed in this Award do not apply to employees to whom the provisions of Schedule 2 (Supported Wage System) apply.)

12. Classifications and salary levels

12.1 Classification structure

Generic level statements for classification levels are prescribed in Schedule 1 of this Award. These statements reflect the degree of complexity and responsibility of the duties, skills and knowledge proceeding from the lowest to the highest classification level. The purpose of these statements is to provide a standard against which the complexity, skills and responsibilities of each position may be measured to achieve an equitable allocation of classification.

12.2 Minimum salary levels

- (a) The minimum salaries payable to employees covered by this Award are prescribed in the table in clause 12.2(c).
- (b) The salaries are prescribed as annual rates.
- (c) The applicable rate of pay within the minimum and maximum scale specified for each work level grouping shall be determined by the employer in consultation with the employee at the time of appointment. The applicable rates are as follows:

Level	Minimum salary level p.a. \$	Maximum salary level p.a. \$
Level 1	48,379	59,344
Level 2	53,794	64,555
Level 3	60,779	74,053
Level 4	69,542	84,929
Level 5	77,817	94,563
Level 6	88,713	106,450
Level 7	99,710	112,882

Note:

The above rates include the arbitrated wage adjustment payable under the 1 September 2022 Declaration of General Ruling.

- (d) Salaries shall be paid fortnightly by electronic funds transfer. Payment other than by this method is at the discretion of the employer.

12.3 Work allocation

An employee appointed to or relieving in a position within a classification level may be allocated and subsequently reallocated duties of any position within that particular classification level.

12.4 Incidental and peripheral tasks

The employer may direct an employee to carry out such duties and use such equipment as may be required, provided that the employee has received sufficient training in the performance of such duties and the use of such equipment.

12.5 Movement between classification levels

Movement between classification levels will be based on appointment on merit to advertised vacancies.

12.6 Performance of higher duties

Where an employee is directed to fill a position at a higher level and undertakes the full duties and responsibilities of that position for more than five days the employee shall be paid an additional amount subject to the following:

- (a) the amount payable shall not be less than the difference between the salary of the employee temporarily filling the position and the minimum salary of the higher level position;
- (b) the amount shall not augment the salary of the employee relieving in the position to a greater extent than the salary paid or payable to the incumbent of the position or the previous occupant of the vacant position;
- (c) nothing contained in clause 12.6 shall be construed to preclude payment on a *pro rata* basis to an employee where the full duties and responsibilities are not undertaken.

13. Allowances

13.1 Meal allowance

- (a) Where an employee is called upon to work for more than one hour before or after the employee's ordinary commencing or ceasing time the employee shall, in addition to payment for overtime to which the employee is entitled, be paid a meal allowance of \$14.75.
- (b) An employee called upon to work in excess of 4 hours overtime on a rostered day off shall, in addition to any payment for overtime to which the employee is entitled, be paid a meal allowance of \$14.75.

13.2 Motor vehicle allowance

- (a) Where the employer requires an employee to use their own vehicle in or in connection with the performance of their duties, the employee shall be paid an allowance for each kilometre of authorised travel as follows:
 - (i) motor vehicle - \$0.93 per kilometre; and
 - (ii) motorcycle - \$0.32 per kilometre.
- (b) The employer may require an employee to record full details of all such official travel requirements in a log book.

13.3 Adjustment of monetary allowances

- (a) At the time of any adjustment to the wage rates in this Award the expense related allowances at clauses 13.1 (meal allowance) and 13.2 (motor vehicle allowance), respectively, shall be automatically adjusted by the relevant adjustment factor. The relevant adjustment factor for this purpose is the percentage movement in the applicable index figure most recently published by the Australian Bureau of Statistics since the allowance was last adjusted.
- (b) The applicable index figure is the index figure published by the Australian Bureau of Statistics for the Eight Capitals Consumer Price Index, as follows:

Allowance

Eight Capitals Consumer Price Index
(ABS Cat No. 6401.0 - Table 7)

Motor vehicle allowance
(last adjusted 1 September 2022)

Private motoring sub-group

Overtime meal allowance
(last adjusted 1 September 2022)

Take-away and fast foods sub-group

14. Superannuation

- (a) Subject to Commonwealth legislation and clause 14(b), the employer must comply with superannuation arrangements prescribed in the *Superannuation (State Public Sector) Act 1990* (and associated Deed, Notice and Regulation).
- (b) Where Commonwealth legislation provides for choice of fund rights to an employee subject to this Award, and that employee fails to elect which superannuation fund to which employer contributions are directed, the employer will direct contributions to the appropriate fund prescribed in the abovementioned Queensland legislation.

PART 5 - Hours of Work and Related Matters

15. Hours of duty

15.1 Ordinary hours of duty

- (a) The ordinary hours of duty will be 145 per 28 day cycle.
- (b) No employee will be required to work for more than 10 ordinary hours on any one day without the payment of overtime.

15.2 Spread of ordinary hours of duty

- (a) Ordinary hours of duty are to be worked between the hours of 0700 and 1900.
- (b) Ordinary hours, except for meal breaks, are to be worked consecutively.
- (c) The actual ordinary hours worked by an employee in any 28 day cycle and the days of the week on which such work is performed shall be by mutual agreement between the employer and the employee or the employee's representative.
- (d) An employee may be required to perform work on Saturday and/or Sunday as part of the ordinary hours of duty.

15.3 Payment for working ordinary hours

All ordinary hours of duty performed by an employee within the ordinary spread of hours prescribed in clause 15.2 shall be paid for as follows:

- (a) Monday to Friday - ordinary time;
- (b) between 0000 and 2400 on a Saturday - time and one-half;
- (c) between 0000 and 2400 on a Sunday - double time; and
- (d) between 0000 and 2400 on a public holiday - at the rate prescribed in clause 23.1.

16. Meal breaks

All employees working a minimum of 6 hours within any one day are entitled to an unpaid meal break of 30 minutes duration. Such meal break will occur between the third and sixth hours of duty subject to the employer's convenience.

17. Rest pauses

- (a) Subject to clauses 17(b) and (c), every employee shall, where practicable, be entitled to a paid rest pause of 10 minutes duration in the employer's time in the first and second half of the employee's working day.
- (b) Where an employee is eligible for two paid rest pauses, the employer may determine that the rest pauses be combined into one 20 minute paid rest pause, to be taken in the first half of the ordinary working day.
- (c) Where an employee is engaged to work 6 hours or less on any one day the employee will be entitled to one paid rest break only.
- (d) Rest pauses are to be taken at times to suit the convenience of the employer and will not interfere with the continuity of work where this is necessary.

18. Overtime

18.1 Overtime - general

- (a) Authorised time worked outside or in excess of the ordinary hours of duty as provided in clauses 15.1 and 15.2 shall be treated as overtime.
- (b) Overtime shall be calculated to the nearest quarter of an hour.
- (c) No employee shall be entitled to payment for overtime unless prior approval has been given by the employee's manager.

18.2 Payment for overtime

- (a) Overtime shall be paid for as follows:
 - (i) Monday to Friday, inclusive - at the rate of time and one-half for the first 3 hours and double time thereafter;
 - (ii) Saturday - at the rate of time and one-half for the first 3 hours and double time thereafter;
 - (iii) Sunday - at the rate of double time; and
 - (iv) public holidays - at the rate prescribed in clause 23.1.
- (b) A minimum payment of 2 hours' work shall apply to all overtime worked on a Saturday or Sunday. Such minimum payment shall not apply where the overtime is performed immediately preceding and/or following ordinary duty.

18.3 Time off in lieu (TOIL)

- (a) Nothing in clause 18 shall preclude an employee being granted time off in lieu of overtime instead of payment as prescribed by clauses 18.2, 18.4 and 23.1(b).

- (b) The taking of TOIL shall be agreed mutually between the employer and the employee prior to the work being performed and, where agreed, is to be taken at a mutually convenient time on a time for time basis.

18.4 Recall to duty

An employee recalled to perform duty on any day will be entitled to a minimum payment of 2 hours at the overtime rate prescribed in clause 18.2, notwithstanding that work might be concluded within the 2 hour period.

18.5 Meal breaks on overtime

- (a) The duration of meal breaks taken by an employee prior to or during overtime shall be at the discretion of the employer but shall not be less than 30 minutes.
- (b) Meal breaks taken by an employee prior to commencing overtime or during overtime periods shall not attract any payment. However, meal allowances, where relevant, shall be payable as prescribed in clause 13.1.

PART 6 - Leave of Absence and Public Holidays

19. Annual leave

Annual leave is provided for in Division 5 of the QES. Clauses 19.1 to 19.3 supplement the QES.

19.1 Payment for annual leave

An employee proceeding on annual leave is entitled to receive the following payments:

- (a) an amount equal to the salary level being paid to the employee immediately before the employee takes the leave for the period of such leave; and
- (b) a further amount equal to 17.5% of the salary payable for ordinary time in relation to the employee's substantive position for the period of such leave.

19.2 Accumulation of annual leave

Annual leave may accumulate for no more than two years after it falls due.

19.3 Broken leave

Where an employee is eligible for annual leave the executive officer may, at the request of the employee and subject to the convenience of the employer, grant such annual leave in broken periods of not less than 7.25 hours.

20. Personal leave

- (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.

- (b) In addition to the provisions of Subdivision 2 of Division 6 of the QES an employee is entitled to use any sick leave to which they have an entitlement for carer's leave purposes.
- (c) An employee may also elect, with the consent of the employer, to take annual leave for carer's leave purposes.

21. Parental leave

Parental leave is provided for in Division 8 of the QES and covers:

- (a) birth - related leave for an employee who is pregnant or whose spouse gives birth;
- (b) adoption leave; and
- (c) surrogacy leave.

22. Long service leave

- (a) Long service leave, including for casual employees, is provided for in Division 9 of the QES. Clauses 22(b) to (d) 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) The minimum period of long service leave which may be granted at any one time is one week and the maximum is 26 weeks.
- (d) An employee who has had continuous service for a minimum period of 5 years and who resigns at any time after 55 years of age shall be paid, in lieu of any long service leave, a sum as calculated in clause 22(b) on a *pro rata* basis.

23. Public holidays

Public holidays are provided for in Division 10 of the QES. Clause 23.1 supplements the QES provisions.

23.1 Payment for public holidays and for work on a public holiday

- (a) An employee (other than a casual employee) who would normally work on a day on which a public holiday falls and who:
 - (i) is not required to work on that day, shall be paid for the ordinary hours the employee would normally have worked if that day had not been a public holiday;
 - (ii) is required to work on the public holiday shall, in addition to the payment prescribed in clause 23.1(a)(i), be paid at the rate of time and one-half for any hours worked, with a minimum payment as for 4 hours' work for the day.
- (b) An employee (including a casual employee) who would normally work on a day on which a public holiday falls and who performs authorised overtime outside the employee's ordinary working hours for that day shall be paid for such time at double the overtime rate prescribed in clause 18.2.
- (c) An employee (including a casual employee) who would not normally be required to work on a public holiday but who is required to work on that day shall be paid at the rate of double time and one-half for any hours worked, with a minimum payment as for 4 hours' work for the day.

- (d) The minimum payment provided in clauses 23.1(a) or (c) shall not apply where the work performed on the public holiday is immediately preceding or following ordinary hours.

24. Jury service leave

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

25. Study and examination leave

- (a) An employee shall be granted leave on full pay:
 - (i) to undertake examination study required in a subject which is part of a course approved by the employer; and
 - (ii) to sit for examinations which are required in a subject which is part of a course approved by the employer.
- (b) An employee is entitled to a maximum of five days' examination leave per year provided that:
 - (i) the employee shall produce satisfactory evidence of the requirement to attend such examinations to the employer; and
 - (ii) the proportion of leave utilised for examinations in accordance with clause 25(a) shall be greater than or equal to that utilised for study.
- (c) An employee who is on annual leave at the time of sitting for an examination may be allowed leave without charge for the number of hours for which the examination is held.

26. Leave of absence to attend naval, military or air force training camps

- (a) Full-time employees may be granted leave of absence for annual attendance at naval, military and air force training. Such attendance shall be for one period of continuous training of up to two weeks in each financial year.
- (b) In each case evidence of the necessity for attendance at the camp shall be submitted with the employee's application for leave of absence. Adequate notice will be given. At the conclusion of the camp the employee will give the employer a certificate of the employee's attendance at the training camp signed by the employee's commanding officer.
- (c) Where the employer is unable to grant leave of absence to an employee for the purpose of attending a camp of the employee's own unit or corps, the employer may grant, in lieu, leave of absence for the purpose of attending an equivalent camp with another unit or corps.
- (d) The employee will be paid the difference between the Services' pay received and the employee's normal salary. At the conclusion of the camp the employee will submit evidence of the Services' pay received by them to the employer.
- (e) An employee who, while undergoing or receiving or performing training or instruction or service referred to in clause 26, sustains injury or contracts an illness necessitating their absence from duty beyond the period of leave granted in clause 26 may be granted further leave of absence without pay.

27. Withdrawal of leave

- (a) Except in the case of sick leave, parental leave or bereavement leave, leave granted to an employee may be withdrawn at any time by the executive officer if the interests of the corporation so require.

- (b) At the earliest opportunity convenient to the corporation, the employee will be allowed to take any of the withdrawn leave. An employee recalled from leave shall be fully compensated for additional expenses and loss of fares.

28. Illness during leave

Where an employee who has been granted annual leave or long service leave becomes ill and makes application in writing, supported by a medical certificate, the executive officer may approve that sick leave be granted in lieu of such annual leave or long service leave, provided that:

- (a) in the case of annual leave, the period of incapacity is in excess of three working days;
- (b) in the case of long service leave, the period of incapacity is at least one week.

PART 7 - Transfers, Travelling and Working Away from Usual Place of Work

29. Travelling expenses

- (a) An employee required by the corporation to travel to a centre or centres other than their normal place of duty shall be reimbursed for actual expenses incurred during the performance of their duty provided that such expenses are considered reasonable by the employer.
- (b) Where the employer approves an employee using their own vehicle for travel for the purposes of clause 29(a), an allowance at the rate prescribed in clause 13.2 shall be paid for the journey by the most practicable, direct, route. The employee must record commencing and finishing odometer readings for such journeys.

30. Transfer of employees

30.1 Corporation to meet reasonable costs

- (a) Where an employee is transferred to meet the requirements of the employer, or in the ordinary course of promotion, the reasonable cost of conveyance of the employee, their family, furniture and personal effects shall be borne by the corporation.
- (b) Subject to clause 30.1(c) in the case of an employee who has been transferred by the corporation from their place of recruitment, and where it is subsequently approved by the corporation that the employee be transferred to a different office because of ill health, the reasonable cost of conveyance of the employee, their family, furniture and personal effects shall be paid by the corporation.
- (c) An employee claiming the benefits of clause 30.1(b) must produce a medical certificate from a duly qualified medical practitioner certifying that a change of locality is needed to restore that employee's health.

30.2 Time and travel expenses en route

- (a) An employee, while travelling on transfer, shall be allowed one working day on full pay to effect the transfer.
- (b) Where the employer approves an employee using their own vehicle in or in connection with a transfer, an allowance at the rate prescribed in clause 13.2 shall be paid for the journey by the most practicable, direct, route. The employee must record commencing and finishing odometer readings for such journeys.

- (c) Where overnight accommodation is used while travelling by private motor vehicle for a transfer, reasonable and actual expenses incurred for such accommodation and meals shall be reimbursed subject to the employee submitting receipts for expenses and certifying that such costs were incurred while travelling on business.
- (d) Where an employee on transfer must reside for a period at a place other than the intended place of residence for reasons beyond their control the actual and reasonable expenses incurred for accommodation and meals, for the employee and their family, shall be reimbursed until permanent residence is secured or for a period of one month, whichever is the lesser.

30.3 Employee to bear costs

Unless otherwise determined, no payment under clause 30 shall be payable to any employee in relation to a transfer that has been approved at the employee's request or for disciplinary reasons.

30.4 Leave to complete transfer arrangements

- (a) The executive officer may grant an employee, where necessary, up to two working days on full pay within a week prior to the employee's departure on transfer, and where necessary, up to one working day on full pay within a month of arrival at the new centre, for the specific purpose of completing arrangements directly related to the employee's transfer including the supervision of packing and unpacking the employee's furniture and effects.
- (b) The executive officer may extend the period of entitlement for the taking of a day's leave on arrival to complete arrangements relating to the employee's transfer. The employee shall take such leave within two weeks of occupying the employee's intended permanent place of residence at the new centre.
- (c) Such extension may be granted only in cases where the employee concerned applies for an extension of the period within one month of arrival at the new centre and it is proven, to the satisfaction of the executive officer, that the employee has been unable to secure a permanent place of residence before the expiration of the one month period.

PART 8 - Training and Related Matters

31. Training, learning and development

- (a) The parties to this Award recognise that in order to increase efficiency and productivity an ongoing commitment to learning and development is required.
- (b) Accordingly, the parties commit themselves to developing a more highly skilled and flexible workforce and providing employees with career opportunities through appropriate training to acquire additional skills and knowledge for performance of their duties.
- (c) Learning and development may be both on-the-job or off-the-job and either internal or external to the organisation.
- (d) Learning and development provided should assist employees in obtaining accredited competencies, knowledge and skills consistent with the Australian Qualifications Framework.
- (e) All learning and development should be directed at enabling employees to enhance skills relevant to duties to be performed. Employees will be expected to attend scheduled learning and development activities.

PART 9 - Union Related Matters

32. Union encouragement

- (a) The parties recognise the right of individuals to join the union and will encourage that membership. However, it is also recognised that union membership remains at the discretion of individuals.
- (b) An application for union membership and information on the union will be provided to all employees at the point of engagement.
- (c) Information on the union will be included in induction materials.
- (d) Union representative/s will be provided with the opportunity to discuss union membership with new employees.

33. Union delegates

- (a) The parties acknowledge the constructive role democratically elected union delegates undertake in the workplace in relation to union activities that support and assist members. That role will be formally recognised, accepted and supported.
- (b) Employees will be given full access to union delegates/officials during working hours to discuss any employment matter or seek union advice, provided that service delivery is not disrupted and work requirements are not unduly affected.
- (c) Provided that service delivery and work requirements are not unduly affected, delegates will be provided convenient access to facilities for the purpose of undertaking union activities. Such facilities include: telephones, computers, e-mail, photocopiers, facsimile machines, storage facilities, meeting rooms and notice boards. It is expected that management and delegates will take a reasonable approach to the responsible use of such facilities for information and communication purposes.
- (d) Subject to the relevant employee's written approval and any confidentiality provisions, delegates may request access to documents and policies related to a member's employment.

34. 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 34(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 34(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 34 - 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.

Schedule 1 - Generic Level Statements

Corporation positions are categorised into 7 work level groupings, as follows:

Level 1

Role

An employee will work under close direction and undertake routine activities which require the practical application of basic skills and techniques.

General features

An employee will perform clearly defined activities with outcomes being readily attainable and clearly defined. An employee's duties will be closely monitored with instruction and assistance being readily available.

Freedom to act is limited by standards and procedures. However, with experience, employees may have sufficient freedom to exercise judgement in the planning of their own work within those confines.

Work roles initially may involve employees in on-the-job training including familiarisation with goals and objectives of the work area. Work may be amended to provide employees with an appropriate breadth of experience within the area.

Employees will be responsible for the timeliness and quality of their own work and required to use basic numeracy, written and verbal communication skills.

Within this level supervision of other staff is not a feature.

Knowledge, skills, qualifications

On-the-job training includes developing knowledge of the section/department or division operation, basic knowledge of administrative practice and procedures, and a developing knowledge of work practices and policies.

While basic numeracy, keyboard, written and verbal communication skills relevant to the work area are assumed, these may be developed as the employee progresses.

Responsibilities

To contribute to the operational objectives of a work area, work roles within this level may include some of the following:

- routine activities of an administrative and/or selling nature;
- accurately processing and maintaining detailed financial and administrative records;
- straightforward operation of keyboard equipment, including data input and basic word processing;
- provision of routine information including email responses, general reception and telephonist services; and
- assisting with the provision of information to the public and industry.

Level 2

Role

Employees work under regular direction within clearly defined guidelines and undertake a range of administrative activities requiring the application and continuing development of acquired skills and knowledge.

General features

Employees perform functions which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the corporation.

Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees concerning established practices and procedures.

In addition, employees may be required to assist in establishing procedures to meet the objectives of a minor function.

Employees will be responsible for managing their own time and planning and organising their own work. They may be required to guide the work of less experienced employees, although direct supervision of such employees is not a feature of this level.

Employees could be required to resolve minor work procedural issues in the relevant work area within established constraints.

Knowledge, skills, qualifications

Entry to this level would assume the prior completion of appropriate certificate qualifications, or equivalent level of competence obtained through structured training or equivalent demonstrated competence gained through experience.

Other skill requirements relevant to this level include:

- basic skills in oral and written communication;
- knowledge of established work practices and procedures relevant to the corporation;
- knowledge of policies and regulations relating to the work area;
- understanding of clear but complex rules;
- understanding of basic computing concepts, including the ability to rapidly acquire skills in using the corporation's word processing and office automation system;
- application of techniques relevant to the work area; and
- attainment of appropriate standard of proficiency as outlined in the relevant position description.

Responsibilities

To contribute to the operational objectives of the work area, a work role within this level may include some of the following:

- undertake a range of activities requiring the application of established work procedures which may require the exercise of limited initiative and/or judgement within clearly established procedures and/or guidelines;
- achieve outcomes which are clearly defined;
- operate a computer and/or programs and peripheral equipment;
- understand data entry operating procedures and initiate corrective action at an elementary level;
- operate a basic word processor and/or other basic business software and be conversant with and utilise the functions of such systems and reach an appropriate level of proficiency in their use;
- provide administrative support requiring the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work, e.g. shorthand, meeting preparation and minutes;
- accurately processing and maintaining detailed financial records, including accounting for petty cash, generating invoices, monitoring payments received; and
- provide more than routine information to clients.

Level 3

Role

Employees work under more routine direction in the application and further development of skills and knowledge appropriate to the work. Procedures, methods and guidelines are well established.

General features

Employees perform tasks or activities of increasing complexity using knowledge, judgement and work organisational skills. Assistance is available from more senior employees. Employees may receive guidance on the broader aspects of their work. In addition, employees may assist other employees.

Work roles within this level allow employees the scope to exercise initiative in the application of established work procedures, and may involve employees in internal and external liaison and communication activities.

Employees may be required to undertake some complex operational work and may undertake planning and co-ordination of activities within the work area.

Employees will be responsible for organising and planning their own work.

Knowledge, skills, qualifications

Entry to this level would assume continuing progress beyond advanced certificate level, or obtaining equivalent levels of structured training, or can demonstrate an equivalent level of competence level on previous experience.

Other skill requirements relevant to this band include:

- thorough knowledge of work activities performed within the work area;
- sound knowledge of procedural/operational methods of the work area;

- some specialised knowledge including databases and corporate information systems;
- an ability to apply computing concepts; and
- a working knowledge of statutory requirements relevant to the work area.

Responsibilities

To contribute to the operational objectives of the work area, a work role within this level may include some of the following:

- responsibility for various activities in a specialised area;
- responsibility for a limited function within the work area;
- assisting in a range of functions and/or contributing to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of the employee;
- the provision of administrative support requiring judgement, initiative, confidentiality and sensitivity in the performance of work;
- proficiency in the operation of general computer systems including the use of software packages and the identification of operational problems;
- under guidance, applying basic programming knowledge and skills; and
- cash handling, acceptance of account payments and balancing of monies received.

Level 4

Role

Employees work under general direction in functions that require the application and further development of skills and knowledge appropriate to the work. Guidelines and work procedures are generally established.

General features

Under broad instruction employees apply knowledge and skills gained through qualifications and/or previous experience. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work - related field.

Work roles may involve a range of functions which could contain a component of supervision or require officers to provide specialist advice.

Work roles could require sound knowledge of program, activity, operational policy or service aspects of the work performed within a function or a number of work areas.

Employees require skills in managing time, setting priorities, planning and organising their own work and that of staff working under their guidance, to achieve specific objectives.

Employees should have a basic knowledge of the principles of human resource management and be able to assist with on-the-job training, as required.

Knowledge, skills, qualifications

Entry to this level assumes qualifications to associate diploma level, or equivalent skill standard obtained through structured training, or demonstrated competency.

Other skill requirements relevant to this band include:

- knowledge of statutory requirements relevant to work area;
- knowledge of section procedures, policies and activities;
- sound discipline knowledge gained through previous experience, training or education;
- knowledge of the role of departments and divisions within the corporation and/or service functions; and
- an understanding of the underlying principles in the relevant disciplines.

Responsibilities

To contribute to the operational objectives of the work area, a work role within this level may include some of the following:

- activities which may require the employee to exercise judgement in a limited field and/or contribute knowledge and skills where procedures are not fully defined;
- responsibility for various functions within a work area including compliance with regulations, codes, procedures, etc;
- duties of a specialised nature requiring the development of knowledge over time;
- the identification of specific or desired performance outcomes;
- the provision of administrative support of a complex nature to senior employees;
- a wide range of activities associated with program, activity or service delivery;
- computer - based work requiring system and/or programming knowledge and experience;
- under guidance, applying programming knowledge and skills in systems development, maintenance and implementation;
- assisting with user training, as required; and
- application of established procedures, practices, standards, etc.

Level 5

Role

Employees undertake a range of functions requiring the application and continuing development of knowledge and skills to achieve results in line with departmental and/or corporation goals.

Employees are subject to general direction from more senior employees.

Employees adhere to established work practices. However, they may be required to exercise initiative and judgement where practices and direction are not clearly defined.

General features

Employees are involved in establishing sectional/departmental programs and procedures. Work roles will include a range of functions and may involve the supervision of a small group or section. Work may span more than one discipline. In addition, employees may be required to assist in the preparation of, or prepare budgets. Employees will be required to provide advice and assistance to other employees.

Work roles demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor workflows in their area of responsibility.

Employees are required to set project priorities, plan and organise their own work and that of staff under their guidance and establish the most appropriate operational methods. In addition, interpersonal skills are required to gain the co-operation of clients and staff.

Employees responsible for projects and/or functions will be required to establish outcomes to achieve branch or section goals. Specialists may be required to provide multi - disciplinary advice.

Knowledge, skills, qualifications

Entry to this level would assume continuing progress towards diploma or degree qualifications, or appropriate equivalent skill standard gained through structured training, or demonstrated competency.

Other skill requirements relevant to this band include:

- knowledge of departmental programs, policies and activities;
- sound discipline knowledge gained through experience; and
- knowledge of the role of the corporation's structure and service.

Responsibilities

To contribute to the operational objectives of the work area. A work role within this level may include some of the following:

- responsibility for a range of functions within a group or small section;
- responsibility for a moderately complex project;
- undertaking a minor phase of a broader or more complex professional assignment;
- assisting in the budget preparation and review process, including the identification and provision of required information;
- setting priorities and monitoring workflow in areas of responsibility;
- exercising judgement and initiative where procedures are not clearly defined;
- understanding computer - based systems and operations to enable the provision of training, advice and support; and

- providing project and development support and undertaking analysis/design of systems and/or undertake programming in specialist areas.

Level 6

Role

Employees operate under limited direction from senior employees and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. Increasing emphasis is placed upon the acquisition and application of key supervisory skills and competencies.

General features

Employees have the scope to influence the operational activities of the relevant organisational unit. Employees will be expected to contribute to its management, assist/prepare budgets, establish procedures and work practices etc. In addition, employees will be required to provide expert advice.

Work duties will include responsibilities for decision - making in a particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the area and set outcomes for the work area for which they are responsible.

Employees may exercise limited supervisory responsibility for a work area or work independently as specialists. An employee at this level may be a senior member of a single discipline project team or provide specialist support to a range of programs/activities.

Managing time is essential so that outcomes may be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff under guidance. Employees are required to understand and implement effective human resource management practices.

Knowledge, skills, qualifications

Entry to this band would assume substantial progress towards diploma or degree qualifications, or appropriate equivalent skill standard gained through structured training, or demonstrated competency.

Other skill requirements could include:

- discipline knowledge gained through experience, training or education;
- an appreciation of the long term goals of the organisation;
- detailed knowledge of program activities and work practices relevant to the work area;
- a knowledge of organisational structures and functions; and
- a comprehensive knowledge of statutory requirements relevant to the discipline.

In particular, employees are expected to enhance their supervisory skills and competencies.

Responsibilities

To contribute to the operational objectives of the work area, a work role within this band may include:

- undertaking significant and complex projects and/or functions involving use of analytical skills;
- the provision of advice on complex matters within the work area and/or discipline;

- undertaking a range of duties within the work area, including problem definition, planning and the exercise of judgement;
- the provision of advice on policy matters and contribute to their development;
- negotiation on matters of significance within the section and/or department or division, with other bodies and/or members of the public;
- controlling and co-ordinating a work area within budgetary constraints;
- exercising a degree of autonomy, within budgetary constraints, in establishing the operation of the work area;
- undertaking duties which involve more than one discipline; and
- the provision of a consultancy service for a range of activities.

Level 7

Role

Employees operate under broad direction. They may exercise responsibilities for various functions within a department or division or operate independently or as a member of a specialist team.

Significant emphasis is placed upon the acquisition and application of key specialist skills and competencies.

General features

Employees are involved in establishing operational procedures which impact on activities undertaken and outcomes achieved by the corporation. Employees also will be required to monitor policies and activities within the work area.

Employees are involved in the formation/establishment of programs, procedures and work practices within departments or divisions and will be required to provide assistance to other employees, sections and/or departments or divisions.

Work roles will demand responsibility for decision - making and the provision of expert advice to other areas of the corporation. Employees could be expected to undertake the control and co - ordination of a section, or significant work area. In addition, employees require a good understanding of the long - term goals of the corporation.

Employees are required to set outcomes in relation to their specialised function and may be required to negotiate matters on behalf of the work area.

Knowledge, skills, qualifications

Entry to this band would assume degree qualification or appropriate equivalent skill standard gained through structured training, or demonstrated competency.

Other skill area requirements include:

- general knowledge of corporation policies and procedures;
- application of a high level of discipline knowledge; and
- knowledge and ability to apply human resource management skills.

Responsibilities

To contribute to the operational objectives of the work area. A work role within this band may include some of the following:

- undertaking specialised functions under a wide range of conditions to achieve results in line with divisional/corporate goals;
- planning, directing, controlling and evaluating operations which include analysing and interpreting for either a major single discipline or multi - discipline operation;
- developing work practices and procedures for various projects;
- establishing work area outcomes;
- preparing budget submissions for senior colleagues and/or the corporation;
- developing and implementing significant operational procedures;
- reviewing operations to determine their effectiveness;
- training other staff; and
- developing appropriate methodology and applying proven techniques in the provision of specialised services.

Schedule 2 - Supported Wage System

This Schedule defines the conditions which will apply to employees who because of the effects of a disability are eligible for a supported wage under the supported wage system.

Definitions - In this Schedule:

approved assessor means a person accredited by the management unit established by the Commonwealth under the supported wage system to perform assessments of an individual's productive capacity within the supported wage system

assessment instrument means the tool provided for under the supported wage system that records the assessment of the productive capacity of the person to be employed under the supported wage system

disability support pension means the Commonwealth pension scheme to provide income security for persons with a disability as provided under the *Social Security Act 1991* (Cth), or any successor to that scheme

relevant minimum wage means the minimum wage prescribed in this Award for the class of work for which an employee is engaged

supported wage system (sws) means the Commonwealth Government system to promote employment for people who cannot work at full Award wages because of a disability, as documented in the Supported Wage System Handbook. The Handbook is available from the following website: www.jobaccess.gov.au

sws wage assessment agreement means the document in the form required by the Department of Social Services that records the employee's productive capacity and agreed wage rate

Eligibility criteria

- (a) Employees covered by this Schedule will be those who are unable to perform the range of duties to the competence level required within the class of work for which the employee is engaged under this Award, because of the effects of a disability on their productive capacity, and who meet the impairment criteria for receipt of a disability support pension.
- (b) This Schedule does not apply to any existing employee who has a claim against the employer which is subject to the provisions of the *Workers' Compensation and Rehabilitation Act 2003*.

Supported wage rates

- (a) Employees to whom this Schedule applies will be paid the applicable percentage of the relevant minimum wage according to the following Table and Note:

Assessed capacity (see below)	Relevant minimum wage*
10%	10%
20%	20%
30%	30%
40%	40%
50%	50%
60%	60%
70%	70%
80%	80%
90%	90%

*Note: The minimum amount payable to an employee receiving a supported wage must not be less than \$95 per week.

- (b) Where an employee's assessed capacity is 10%, the employee must receive a high degree of assistance and support.

Assessment of capacity

- (a) For the purpose of establishing the percentage of the relevant minimum wage, the productive capacity of the employee will be assessed in accordance with the sws by an approved assessor, having consulted the employer and employee and, if the employee so desires, a union which the employee is eligible to join.
- (b) All assessments made under this Schedule must be documented in an sws wage assessment agreement, and retained by the employer as a time and wages record in accordance with the Act.

Review of assessment

The assessment of the applicable percentage should be subject to annual or more frequent review on the basis of a reasonable request for such a review. The process of review must be in accordance with the procedures for assessing capacity under the sws.

Other terms and conditions of employment

Where an assessment has been made, the applicable percentage will apply to the relevant minimum wage only. Employees covered by the provisions of this Schedule will be entitled to the same terms and conditions of employment as other workers covered by this Award on a *pro rata* basis.

Workplace adjustment

If the employer wishes to employ a person under the provisions of this Schedule it must take reasonable steps to make changes in the workplace to enhance the employee's capacity to do the job. Changes may involve re-design of job duties, working time arrangements and work organisation.

Trial period

- (a) In order for an adequate assessment of the employee's capacity to be made, the employer may employ a person under the provisions of this Schedule for a trial period not exceeding 12 weeks, except that in some cases additional work adjustment time (not exceeding four weeks) may be needed.
- (b) During that trial period the assessment of capacity will be undertaken and the percentage of the relevant minimum wage for a continuing employment relationship will be determined.
- (c) The minimum amount payable to the employee during the trial period must be no less than the amount recorded in the Note under the Table (above).
- (d) Work trials should include induction or training as appropriate to the job being trialled.
- (e) Where the employer and employee wish to establish a continuing employment relationship following the completion of the trial period, a further contract of employment will be entered into based on the outcome of assessment (see **Assessment of capacity** - above).

By the Commission,
[L.S.] M. SHELLEY,
Industrial Registrar.