

# QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

*Industrial Relations Act 2016 – s 193 – certification of an agreement*

State of Queensland (Tourism and Events Queensland Employing Office)

AND

Together Queensland, Industrial Union of Employees

*(Matter No. CB/2025/165)*

## TOURISM AND EVENTS QUEENSLAND CERTIFIED AGREEMENT 2025

### Certificate of approval

On 29 January 2026, the Commission certified the attached written agreement in accordance with s 193 of the *Industrial Relations Act 2016*:

**Name of Agreement:** **TOURISM AND EVENTS QUEENSLAND CERTIFIED AGREEMENT 2025**

**Parties to the Agreement:** State of Queensland (Tourism and Events Queensland Employing Office)

Together Queensland, Industrial Union of Employees

**Operative Date:** 29 January 2026

**Nominal Expiry Date:** 31 August 2028

**Previous Agreement:** *Tourism and Events Queensland Certified Agreement 2022*

**Termination Date of Previous Agreement:** 29 January 2026

By the Commission.

D. G. PRATT  
Industrial Commissioner

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

*Industrial Relations Act 2016* – s. 250

State of Queensland (Tourism and Events Queensland Employing Office)

AND

Together Queensland Industrial Union of Employees

(Matter No. CB/2025/165)

**TOURISM AND EVENTS QUEENSLAND CERTIFIED AGREEMENT 2025**

THIS AGREEMENT, made in pursuance of the *Industrial Relations Act 2016* on Thursday, 29 January 2026 between State of Queensland (Tourism and Events Queensland Employing Office) and Together Queensland Industrial Union of Employees witnesses that it is hereby mutually agreed as follows: -

This Agreement replaces the *Tourism and Events Queensland Certified Agreement 2022* which was terminated on Thursday, 29 January 2026

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## **PART 1 – PRELIMINARY**

### **1.1 Title**

This Certified Agreement shall be known as the Tourism and Events Queensland Certified Agreement 2025 (Agreement).

### **1.2 Agreement Coverage**

This Agreement applies to:

- (a) employees of the Tourism and Events Queensland Employing Office (ABN 25 149 879 059) who are covered by the rates of pay contained in this agreement, and
- (b) any other employees as agreed to by the parties of this agreement, and
- (c) State of Queensland (Tourism and Events Queensland Employing Office) as the Employer of these employees, and
- (d) Together Queensland Industrial Union of Employees.

### **1.3 Relationship with Parent Award and Applicable Directives**

This Agreement shall be read and interpreted in conjunction with the *Tourism and Events Queensland Award – State 2015* (Award) and applicable Directives. In the event of any inconsistency with the Award, the terms of this Agreement will take precedence. Interaction between the provisions of this Agreement and an applicable Directive is in accordance with section 229 of the *Public Sector Act 2022*.

If the annual salary in the Award adjusted for a 38 hour week is higher than the annual salary for the corresponding level in the Agreement, employees employed at that level shall be paid the Award adjusted annual salary.

### **1.4 Date of Operation**

This Agreement operates from date of certification and has a nominal expiry date of 31 August 2028.

For the purposes of section 228(3)(a) of the *Industrial Relations Act 2016*, this Agreement shall be terminated upon the certification of a replacement agreement or the making of a replacement arbitration determination in relation to the employees covered by this Agreement, unless otherwise agreed by the parties.

This Agreement operates from date of certification and has a nominal expiry date of 31 August 2028.

### **1.5 Agreement Posting**

A copy of this Agreement will be given to all new employees when they commence employment. It will also be posted on the company intranet site in a place readily accessible to all employees.

### **1.6 Commitment to Collective Bargaining**

The parties to this Agreement will commence re-negotiations of this Agreement not less than three (3) months prior to its expiry.

The negotiating parties are as defined in the *Industrial Relations Act 2016*. Tourism and Events Queensland Employing Office recognises the right of Together Queensland Industrial Union of Employees (Union), as the relevant employee organisation to be party to, and participate in the negotiations for Certified Agreements. Consistent with the *Industrial Relations Act 2016*, Tourism

and Events Queensland supports collective bargaining with relevant employee organisations.

## 1.7 Co-operative Industrial Relations

It is recognised that the obligations under this Agreement regarding co-operation and consultation in the development and implementation of change initiatives will place obligations, duties and responsibilities on union officials, and/or union representatives. To assist in meeting this, the Tourism and Events Queensland Employing Office will negotiate appropriate arrangements with the Union to facilitate joint involvement in ongoing workplace reform.

### 1.7.1 Collective Industrial Relations

- (a) The Tourism and Events Queensland Employing Office acknowledges that structured, collective industrial relations will continue as a fundamental principle. The principle recognises the important role of unions. It supports constructive relations between management and unions and recognises the need for the parties to work collaboratively in an open and accountable way.
- (b) The Tourism and Events Queensland Employing Office as an employer recognises that provisions relevant to union membership and coverage are contained in the *Industrial Relations Act 2016* and determinations of the Queensland Industrial Relations Commission.
- (c) The Tourism and Events Queensland Employing Office is committed to collective agreements for employees covered by the *Tourism and Events Queensland Award – State 2015*.

### 1.7.2 Union Delegates

- (a) The Tourism and Events Queensland Employing Office acknowledges the constructive role that 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) Tourism and Events Queensland Employing Office employees will be given full access to union delegates/officials during working hours to discuss any employment matter or to seek union advice, provided that there is no impact on customer service and work requirements are not unduly affected.
- (c) Provided that customer service and work requirements are not affected, delegates will be provided with convenient access to reasonable facilities for the purpose of undertaking union activities. It is expected that management and delegates will take a reasonable approach to the responsible use of such facilities for information and communication purposes.

### 1.7.3 Industrial Relations Education Leave

- (a) Industrial relations education leave is paid time off to acquire knowledge and competencies in industrial relations. Such knowledge and competencies can allow union representatives to effectively participate in consultative structures, perform a representative role and further the effective operation of the grievance and dispute settlement procedures.
- (b) Union representatives may be granted up to five (5) working days paid time off per calendar year to attend industrial relations education sessions approved by the Chief Executive Officer or delegate. Leave exceeding five (5) working days may be granted where approved structured training courses extend beyond five working days.
- (c) Union representatives may be granted paid time off in special circumstances to attend Management Committee Meetings, Union Conferences and the ACTU Congress.
- (d) The granting of industrial relations education leave or any additional leave should not impact adversely on customer service, work requirements or the effectiveness and efficiency of the work unit concerned. At the same time leave should not be unreasonably refused.

- (e) At the discretion of the relevant group executive, an employee may access a Career Development Break as referenced in clause 3.1.1 to undertake work with Together Queensland Industrial Union of Employees.

#### 1.7.4 Union Encouragement

- (a) The Tourism and Events Queensland Employing Office recognises the right of individuals to join a union and will encourage that membership. However, it is also recognised that union membership remains at the discretion of individuals.
- (b) Access to an application for union membership and information on the relevant union will be provided to all employees at the point of engagement through induction materials.
- (c) A union representative will be provided with the opportunity to discuss union membership with new employees.
- (d) The Tourism and Events Queensland Employing Office will provide the relevant union with a complete list of new starters (consisting of name, job title, work email and work location) to the workplace on a quarterly basis, unless agreed between the relevant entity and union to be on a more regular basis. This information is to be provided electronically.
- (e) The Tourism and Events Queensland Employing Office will provide to the relevant union, where requested, a listing of current staff comprising name, job title, work email and work location. This information shall be supplied on a six monthly basis, unless agreed between the relevant entity and union to be on a more regular basis. The provision of all staff information to relevant unions shall be consistent with the principles outlined at s.350 of the *Industrial Relations Act 2016*. This information is to be provided electronically.

### 1.8 Employment Security

The Tourism and Events Queensland Employing Office recognises that maximising employment security and permanency of employment is an important consideration for employees in their working and private lives.

While the parties acknowledge and accept that employment security cannot be guaranteed, one of the major goals of this agreement is to maximise employment security.

These commitments are effected through the Queensland Government Policy on the Contracting-out of Services and the Employment Security Policy.

It is further acknowledged that there is a shared responsibility between the Tourism and Events Queensland Employing Office and employees for achieving this goal.

#### 1.8.1 Productivity, efficiency and flexibility - shared responsibility

In their day to day work environment, employees can have a positive influence in enhancing the productivity, efficiency and flexibility of the Tourism and Events Queensland Employing Office. This in turn has a direct impact on Tourism and Events Queensland's ability to meet and exceed customer and stakeholder needs. Employment security is ultimately dependent upon Tourism and Events Queensland fulfilling these needs.

This Agreement specifically identifies initiatives and establishes mechanisms that will enable employees to act upon their shared responsibility for the goal of maximising employment security.

### 1.8.2 Natural Attrition

Furthermore, the parties are committed, as much as possible, to achieving any required reduction in permanent employees by natural attrition or by voluntary departure (which is where employees choose to resign or retire from the organisation of their own accord).

Where this is not possible, the provisions of the Tourism and Events Queensland Employing Office Redeployment and Redundancy Policy ([Appendix E](#)) will apply.

## 1.9 Equity Considerations

- 1.9.1 The parties are committed to ensuring that no discrimination exists in the workplace and that all people have the same opportunities to enter and progress in the Tourism and Events Queensland Employing Office. The parties will jointly monitor the implementation of changes as a result of this Agreement to ensure that there is no adverse impact in terms of existing equity provisions or in terms of creating any new situation of inequity and to improve equity and diversity.
- 1.9.2 The Agreement provides for remuneration based on classification levels related to the skills required to perform the role and meeting performance expectations so that female employees doing the same work as male employees will receive equal remuneration. The classification structure and associated wage rates are contained in [Appendix C](#).
- 1.9.3 The parties are committed to the equity, diversity, respect and inclusion provisions outlined in Chapter 2 of the *Public Sector Act 2022* (Qld), and their commitment to support the State government in reframing its relationship with Aboriginal Peoples and Torres Strait Islander Peoples.

## 1.10 Equal Remuneration

- 1.10.1 The Tourism and Events Queensland Employing Office is committed to taking proactive measures to achieve gender pay equity, where all employees receive equal remuneration for work of equal or comparable value.
- 1.10.2 This Agreement satisfies the requirement under the *Industrial Relations Act 2016* that the employer has implemented, will implement or is implementing equal remuneration for work of equal or comparable value in relation to the employees covered by this Agreement as follows:
  - (a) Review of flexible work arrangements including reviewing approval processes, analysing barriers and enablers and monitoring uptake to ensure the arrangements are efficient and effective as possible.
  - (b) Monitoring data relating to the representation of females and males in the workforce, including at senior levels.
  - (c) Periodic review of current recruitment process to consider how the processes may impact on the gender pay gap.
  - (d) Where applicable, utilising the job evaluation management system (CED) for determining the work value and applicable classification level and/or remuneration.
  - (e) Creating a culture that promotes gender pay equity, including equal access to training and development, promotional opportunities, and flexible working arrangements.
  - (f) where applicable, the progression of equity, diversity, respect and inclusion in employment matters in accordance with Chapter 2 of the *Public Sector Act 2022*, including actively progressing gender pay equity measures and conducting equity and diversity audits; and
  - (g) nothing in this clause limits or prevents the use of any existing discretionary powers to achieve equal remuneration.



## **1.11 Workplace Health and Safety**

The parties to this Agreement are committed to achieving healthier and safer jobs through workplace changes aimed at improved efficiency and productivity. This will be achieved through:

- (a) The established Work Health and Safety (WH&S) committee will be comprised of at least two representatives from management and staff. This committee will be responsible for workplace safety audits, monitoring workplace compensation claims and initiating rehabilitation programs.
- (b) Nomination of an appropriate number of staff to be fire wardens and to participate in the building owner's emergency training where required.
- (c) The provision of basic WH&S knowledge and awareness as part of orientation training.

## **1.12 No Further Claims**

This Agreement is in full and final settlement of all parties' claims for its duration. It is a term of this Agreement that no party will pursue any extra claims relating to wages or conditions of employment whether dealt with in this Agreement or not.

Subject to sub-clause 1.11.3 below this Agreement covers all matters or claims that could otherwise be subject to protected industrial action.

The following changes may be made to employees' rights and entitlements during the life of this Agreement:

- (a) General Rulings and Statements of Policy issued by the Queensland Industrial Relations Commission that provide conditions that are not less favourable than current conditions;
- (b) Any improvements in conditions that are determined on a whole-of-government basis; and
- (c) Reclassifications

Unless inconsistent with the terms of this Agreement, the entitlement of employees covered by this Agreement as contained in awards, certified agreements, Queensland Industrial Relations Commission orders, determinations or applicable Directives made under the *Public Sector Act 2022* effective at the date this Agreement operates from shall not be reduced for the life of this Agreement.

Any increases in monetary amounts or other entitlements as a result of Queensland Industrial Relations Commission decisions, government policy, or applicable Directives made under the *Public Sector Act 2022* will be applied.

## **1.13 Provision to Amend the Agreement**

The Agreement may only be amended under the provisions of section 225 of the *Industrial Relations Act 2016*.

# **PART 2 – PURPOSE AND OBJECTIVES**

## **2.1 General Purpose and Objectives**

- 2.1.1 (a) This Agreement is the outcome of negotiations between the parties to achieve gains in productivity, efficiency, cost savings and flexibility at the Tourism and Events Queensland Employing Office.
- (b) The ability to fund salary increases under this Agreement will arise from a combination of the measures set out in clauses 2.2 and Part 3.

2.1.2 It is the shared aim of the parties to this Agreement to:

- (a) Continue to develop a positive and productive workplace culture that encourages parties to adopt co-operative and consultative approaches to work including the performance framework which aligns an employee's goals and behaviours to strategic priorities.
- (b) Pursue initiatives that will lead to improved productivity.
- (c) Ensure work practices are flexible and based on skills where all employees are trained, committed and accountable for their responsibilities.
- (d) Implement measures to enhance productivity and efficiency through simultaneous improvements to costs, quality, delivery, work organisations as well as flexibility and training.
- (e) Ensure continued improvement at the Tourism and Events Queensland Employing Office as envisaged by this Agreement, using agreed formalised consultative mechanisms.
- (f) Ensure that appropriate resources are available to assist in achieving Tourism and Events Queensland's vision.

## 2.2 Organisational Objectives

The parties agree to address the objectives and strategic priorities of Tourism and Events Queensland and, through the performance framework, to align individual performance reviews to the ongoing assessment of their contribution towards the achievement of the strategic priorities and key performance indicators as outlined in the annual plan.

## 2.3 Learning and Development

2.3.1 The parties to this Agreement recognise an ongoing commitment to learning and development and share the following objectives:

- (a) to develop a more highly skilled and flexible workforce;
- (b) to provide career opportunities through appropriate learning and development;
- (c) to improve the efficiency and productivity of the Tourism and Events Queensland Employing Office through real change in the way core tasks are carried out;
- (d) to promote a wider utilisation of skills by the workforce, supported by appropriate training where needed, and to lessen the degree of direct supervision; and
- (e) to remove unnecessary barriers that may prevent the full utilisation of the skills of the Tourism and Events Queensland Employing Office employees.

2.3.2 Learning and development is defined to include:

- (a) on-the-job or off-the-job coaching;
- (b) learning programs offered external to the Tourism and Events Queensland Employing Office; and
- (c) formal training sessions internal to the Tourism and Events Queensland Employing Office.

Where this training occurs outside of ordinary hours of work, an employee will be compensated for the hours trained by either payment at the ordinary rate of pay or by time off in lieu of payment. The form of compensation will be by mutual agreement.

2.3.3 Learning and development as defined in this Agreement does not include industry familiarisations that employees may undertake in the course of their employment.

- 2.3.4 The Tourism and Events Queensland Employing Office will aim to provide learning and development programs accredited through appropriate training authorities, however, recognise in certain circumstances, non-accredited training may best fulfil the learning needs of employees.
- 2.3.5 All learning and development activities will be for the purpose of enhancing skills relevant to the role to be performed.
- 2.3.6 Due to the agreed objectives and commitment of the parties, it is an expectation that employees will readily attend learning and development activities and management will support this activity.

## **2.4 Role Clarity and Congruence**

Every employee will be involved in the setting of individual goals on an annual basis. These goals are recorded on the employee's performance plan. This plan outlines what the employee will achieve during the next financial year, as well as how it will be achieved and how it will be measured. The employee and their manager will review this plan on a regular basis.

The individual goals are set in relation to the department business plan, priority projects and/or the purpose of the role.

Role clarity will continue to be achieved through the reviewing, and when required, updating of all position descriptions within the organisation. The position description ensures that all positions have an outline of the skills, knowledge, and behaviours required.

## **2.5 Participative Decision Making**

Tourism and Events Queensland is committed to participative decision making, which enables better communication flow across the organisation.

At an organisational level, all People and Leadership initiatives are developed with the core philosophy that employees are an integral part to the success of any initiative. As such, working parties of employees will be drawn from relevant areas of the Tourism and Events Queensland Employing Office that are involved in the outcome of an initiative.

## **2.6 Addressing Workload**

The definition of overtime and its recognition will apply to staff on the following basis:

- (a) Staff in Levels 1 and 2 will have access to paid overtime on the conditions outlined in clause 6.7.
- (b) Due to the nature of Levels 3 to 7 roles, employees will have access to time off in lieu in recognition of hours that may have been worked due to special project work, or in the hosting of familiarisations. The time off in lieu arrangements are outlined in clause 6.7.8.

## **2.7 Amendment to Employment Conditions**

Throughout the life of the Agreement the parties may investigate reviewing other employment conditions with a view to assisting staff retention. These changes will be subject to government approval where necessary.

## **2.8 Reward and Recognition**

The Tourism and Events Queensland Employing Office believes in providing appropriate and genuine reward and recognition to all employees when due. Guidelines ensure a consistent approach is taken across the organisation to recognise exceptional performance and manage the process in a fair and equitable way for all involved. The group executives maintain an active interest in how Tourism and Events Queensland celebrates the success of both individuals and teams.

## **PART 3 – ENHANCING PRODUCTIVITY AND CAREER OPPORTUNITIES**

### **3.1 Career Development**

The Tourism and Events Queensland Employing Office is committed to ensuring employees have the appropriate opportunities to professionally develop and grow in their careers. As part of this commitment, the Tourism and Events Queensland Employing Office has a number of initiatives that contribute towards enhancing an employee's professional skill set and further energising an employee's motivation for work. Maximum flexibility of our workforce will be created through the use of the professional and career development opportunities outlined in this section.

#### **3.1.1 Career Development Break (CDB)**

A Career Development Break is up to one (1) year's leave without pay to be utilised as a sabbatical for study or career enhancement opportunities upon the completion of twelve (12) months continuous service.

- (a) Permanent employees who are not on secondment may apply for a career development break.
- (b) An employee shall request in writing access of up to twelve (12) months leave without pay. An employee must make this request one (1) month in advance and provide evidence of the career development opportunity they are wishing to undertake.
- (c) Application for a CDB shall be made to the director of the employee's department. The director shall decide, in conjunction with their group executive, on the viability of approving the CDB, taking into consideration the operational requirements of the business as well as the reasons of the employee for accessing the break. Each request will be considered on a case-by-case basis. In some instances a CDB may be declined if the prospective employment is deemed to be a conflict of interest to Tourism and Events Queensland.
- (d) CDB is limited to:
  - (i) Full-time higher education study relevant to the tourism industry or the employee's profession e.g. Accountancy; or
  - (ii) Employment (excluding casual) within Australia or overseas which will provide the employee professional growth in their career, e.g. an employee may spend one (1) year working for a Regional Tourism Organisation (RTO) to gain a better understanding of the Queensland tourism industry.
- (e) CDB may not be utilised for:
  - (i) travel domestically or overseas;
  - (ii) work in a role that does not relate to an employee's current or future employment opportunities at the Tourism and Events Queensland Employing Office; or
  - (iii) permanent work opportunities with another employer (i.e. the position must be on contract).
- (f) Whilst on a CDB an employee shall be required to:
  - (i) If studying, produce assessments results each semester; or
  - (ii) If employed, produce a statement of service upon return to the Tourism and Events Queensland Employing Office.

- (g) If a CDB is being utilised to complete further full-time higher education studies an employee may be eligible for the further learning program subsidies. Application to access the further learning program subsidies must be made and approved prior to commencing the CDB. Application cannot be made once on a CDB. Any eligible payments will be made after the employee has returned to work for the same period the employee was absent.
- (h) One (1) month's notification of return from the CDB is required.
- (i) In the event that the purpose of the CDB ceases to exist prior to the employee's proposed return date, employment must be resumed within one (1) month. If not, the employee will be deemed to have abandoned their employment.
- (j) The employee's position or equivalent position will be available upon return from a CDB.
- (k) A CDB may not be taken in conjunction with any other form of leave provided under this Agreement including annual leave, long service leave, parental leave (paid or unpaid), or leave without pay.
- (l) The first three (3) months of an approved CDB shall be taken into account in calculating the period of service for any purpose of any relevant award or agreement. The CDB shall not break continuity of service.
- (m) Employees shall be limited to one (1) CDB during the life of this Agreement.

### 3.1.2 Career Planning

Upon completion of two (2) years' service, all permanent employees shall have an opportunity to receive career coaching.

The aim of this coaching is to provide employees with the tools and knowledge on how they may be able to further advance their careers with the Tourism and Events Queensland Employing Office and/or to further advance their skill sets in their current role.

Where possible, flexibility will be provided to employees to attend seminars, networking meetings, work experience and other mediums of career opportunities employees may identify which will assist them in their quest to further their own professional development.

### 3.1.3 Multi-hiring

Multi-hiring provides permanent employees the opportunity to work on a casual basis in a role different to their permanent position.

An employee who is multi-hiring in a position which is different to their permanent position, and has the skills to perform the role, will be paid the casual rate. For example, an Office Coordinator may perform work as an Experience Program Specialist and host a familiarisation/s, but work performance that is of an administration/coordination nature would not be deemed multi-hiring.

Multi-hiring is to be performed outside of the employees' ordinary hours.

Casual employment conditions apply whilst an employee is multi-hiring. An employee may mutually agree with their manager to work a minimum of one (1) hour per multi-hire engagement.

#### 3.1.4 On the Job Learning

To support career development, employees may seek where possible and practicable, opportunities to further enhance their skills in the workplace by working in the role they seek to gain.

(a) Work Experience

An employee undertakes a structured work experience program, which is completed outside of the employee's ordinary hours of work, is unpaid and may continue for no longer than three (3) months. Whilst completing the work experience program the manager of the employee's base department must be made aware and may at their discretion cease the program if they determine that the program is impacting upon the employee's work productivity.

(b) Multi-skilling

An employee is paid the minimum ordinary rate of pay for a position (other than their permanent position), for which they do not have the skills. This skill development activity may occur either during or outside an employee's ordinary hours and may continue for no longer than three (3) months.

#### 3.1.5 Other Career Development Activities

Other career enhancement activities will be investigated, developed and implemented over the life of the Agreement. Other professional growth opportunities are available through the Tourism and Events Queensland Employing Office Learning and Development Framework. This framework offers learning and development programs for identified generic learning and development needs across the organisation. In addition to these programs Tourism and Events Queensland Employing Office employees will also have access to the Further Learning Program for tertiary studies, and external courses, which address specific individual needs.

#### 3.1.6 Secondment

Where an internal vacancy arises that will exist for a limited period of no more than twenty-four (24) months, a current employee with the required skills and experience for the position will be actively sourced. The process for determining selection for such a secondment will involve assessing the skills and experience of potential candidates through written applications. The availability of the employee for the period of secondment will also be taken into consideration. The full recruitment procedure will not necessarily be followed. During secondment the employee will be paid at a rate within the level appropriate to the secondment position. An employee who is fulfilling a secondment opportunity for six (6) consecutive months and is performing at a fully proficient level may have the opportunity to transfer permanently to the role should the role become available on a permanent basis whilst the employee is fulfilling the secondment.

### 3.2 Flexibility and Work/Life Balance Initiatives

The Tourism and Events Queensland Employing Office aims to help support employees to maintain a balance between work and their personal lives. The Tourism and Events Queensland Employing Office believes it is important to recognise and support a work/life balance as this contributes positively towards an employee's productivity and job satisfaction. As such, this Agreement offers initiatives that provide employees with a degree of flexibility to enable them to adapt their work arrangements to suit family responsibilities and personal lifestyles. This will provide the Tourism and Events Queensland Employing Office with improved productivity and assist in retaining employees through a more effective work environment.

The parties agree to provide the measures outlined in this clause in a way that is transparent, fair and consistent with the operational requirements of Tourism and Events Queensland, and in accordance with the *Industrial Relations Act 2016*.

The employer acknowledges each employee's entitlement to request flexible work arrangements in accordance with the *Industrial Relations Act 2016* and its obligations in deciding those requests.

### 3.2.1 Flexible Working Hours

The parties to this agreement acknowledge that work can be effectively performed outside the traditional working day, notwithstanding that hours worked need to meet the demands of specific projects, customer needs and resourcing requirements. Hours of work are detailed in clause 6.1.

### 3.2.2 Job Sharing

Job sharing is a work arrangement whereby two people share a full-time position, dividing the workload, hours, pay, holidays and other benefits between them according to the proportion of the full-time hours component that they work. The Tourism and Events Queensland Employing Office acknowledges that for some positions, job sharing may not be a workable option. Where a job share partner leaves the Tourism and Events Queensland Employing Office, the remaining job share partner must be prepared to undertake the full-time duties until a new partner is found. Notwithstanding this, the Tourism and Events Queensland Employing Office commits to examining the feasibility of each potential job share arrangement on a case-by-case basis.

### 3.2.3 Leave Without Pay

In addition to the above work/life balance initiatives outlined, employees may apply for periods of up to eight (8) weeks leave without pay, noting that all leave without pay will be handled on a case by case basis, by the relevant manager, and dependent upon the operational requirements of a department or team not being sacrificed as a result of other employees accessing other work/life balance initiatives.

### 3.2.4 Part Time

The use of part time employment is recognised as a useful tool that, where appropriate, can be used to better accommodate Tourism and Events Queensland's operational requirements as well as assist employees who have responsibilities outside of the workplace to better manage their work and family commitments. The flexible hours as outlined in clause 6.2 of this Agreement, assist part-timers to meet outside responsibilities.

### 3.2.5 Purchase Additional Leave

The purchase of additional leave aims to assist employees in accessing leave over and above their annual leave entitlements. The purpose of such an initiative will benefit those employees seeking a greater balance between their work and personal life. Such examples include but are not limited to employees with young families who wish to access leave during school holidays; employees who are keen on travel and seek extended leave to undertake such a sabbatical and employees who participate in activities such as sport or religious interests outside of work which may require periods of leave in excess of four (4) weeks. For further information in relation to the purchase of additional leave refer to clause 7.1.4.

### 3.2.6 Work from Home

The Hybrid Working and Flexible Work Arrangements policy sets out the principles to provide appropriate flexibility to managers and employees to tailor arrangements to suit their needs whilst promoting transparency and consistency.

## PART 4 - TERMS AND CONDITIONS OF EMPLOYMENT

### 4.1 Contract of Employment

4.1.1 The Tourism and Events Queensland Employing Office will ensure employees receive sufficient training in order to carry out duties and/or use equipment and resources as directed to undertake.

4.1.2 (a) The Employer shall not dismiss an employee without giving the employee appropriate notice except:

- (i) in the case of an employee on probation as referenced in clause 4.2.2 (a);
- (ii) in cases of dismissal for misconduct, which include theft, assault, fraud and other misconduct described as such by the Termination Policy ([Appendix D](#)); and
- (iii) where the employee is engaged on a casual basis.

(b) In cases of termination of employment by the Employer, appropriate notice shall be in accordance with the *Industrial Relations Act 2016*:

Continuous Service:	Notice Period:
Not more than 1 year	1 week
More than 1 year but not more than 3 years	2 weeks
More than 3 years but not more than 5 years	3 weeks
More than 5 years	4 weeks

(c) Employees over forty-five (45) years of age with at least two (2) years continuous service with the Tourism and Events Queensland Employing Office at the time of this notice being given shall be entitled to one (1) additional week's notice.

(d) An employee must be given the period of notice required by section 4.1.2 (b) and (c); or paid compensation equivalent to the amount that would have been earned if the notice period had been worked.

4.1.3 Employees shall provide the Tourism and Events Queensland Employing Office with two (2) weeks notice of termination. This period of notice shall exclude any period of annual leave. If the employee fails to give notice, the Tourism and Events Queensland Employing Office shall have the right to withhold monies due to the employee equal to the ordinary time rate for the period of notice.

4.1.4 In the case of temporary employees whose contract is no greater than twelve (12) months, one (1) week's notice of termination shall be given by either party, in the event that the employment is to be finalised prior to the completion of the specified agreement. This period of notice shall exclude any period of annual leave. An employee whose contract is greater than twelve (12) months shall be entitled to notice of termination in accordance with clause 4.1.2 (b) and (c).

4.1.5 An employee whose employment is terminated according to the provisions of clause 4.1.2 shall be entitled to salary and all other monies due up to the time of such termination. This shall include any outstanding annual leave entitlements and public holiday payments, which may fall within this entitlement period, as referenced in clause 7.12.1 (a).

4.1.6 The Chief Executive Officer shall not dismiss an employee whilst that employee is on annual leave.

### 4.2 Conditions of Appointment on Probationary Service

4.2.1 New employees shall be appointed on probation for a period of not less than three (3) months, unless otherwise determined by the Chief Executive Officer or an appointed delegate.



4.2.2 Where a person has been appointed on probation in compliance with clause 4.2.1 the Chief Executive Officer may –

- (a) at any time terminate the person's employment with the organisation; or
- (b) upon expiry of this period, confirm the appointment, extend the period of probation, or rescind the appointment and thereby terminate the employment of the person with the organisation.

4.2.3 Where a new employee is within their probationary period at the time of the annual salary review (i.e. 1 September), the review will not take place until the following year.

### **4.3 Intra and Interstate Transfers**

Transfers to other locations within Queensland beyond the greater Brisbane area and interstate transfers will only occur subject to mutual agreement.

### **4.4 Preservation of Existing Conditions**

No employee shall suffer any loss of salary or accrued award entitlements as a result of this Agreement.

### **4.5 Dispute Settlement Procedures**

4.5.1 The objective of these processes is to promote the prompt resolution of disputes by consultation, co-operation and discussion, to reduce the level of disputation and to promote efficiency, effectiveness and equity in the workplace.

4.5.2 This process applies to all industrial matters within the meaning of the *Industrial Relations Act 2016* and is outlined in [Appendix B](#). This process is separate to, and does not limit, grievance, review and appeal processes available under the *Public Sector Act 2022 (Qld)* or associated applicable Public Sector Directives.

4.5.3 Note that at the third stage of this process the Chief Executive Officer may appoint another person to investigate the dispute. The Chief Executive Officer may consult with the Union in appointing an investigating officer. The appointed person shall not be the employee's supervisor or manager. If the matter is notified to the Union, the investigating officer shall consult with the Union during the course of the investigation. The Chief Executive Officer shall ensure that all relevant parties are kept informed throughout the investigation of a dispute and of the final outcome of the investigation. The Chief Executive Officer may delegate such Chief Executive's dispute resolution powers under this clause to a nominated representative.

4.5.4 If the dispute is not settled, the Employer or the Union may refer the matter to the Queensland Industrial Relations Commission.

4.5.5 Subject to relevant 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 while the procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.

4.5.6 Where the dispute involves allegations of sexual harassment, an employee may immediately notify their manager and the procedure shall commence at Step 3.

### **4.6 Local Flexibility**

4.6.1 By agreement between the employer and employee(s) in a section or sections of work, local

arrangements can be entered that improve work practices and vary employment conditions.

#### 4.6.2 Conditions

The introduction of local arrangements shall be based on the following conditions:

- (a) The majority of employees within a section or sections must genuinely agree to the implementation.
- (b) The employee/s shall not unreasonably oppose any agreement.
- (c) Agreements shall be recorded and made available to any employee.
- (d) Agreements shall be in writing provided to the Union.

#### 4.6.3 Trial

The introduction of local arrangements detailed in this sub clause 4.6 shall be on a trial basis.

### 4.7 Work Allocation

An employee may be directed to carry out reasonable duties within the limits of their skill, competence and training in accordance with their classification level.

The allocation of duties that fall outside of the classification of their current role may occur where the duties are of a temporary nature, or do not comprise a significant portion of the total duties performed.

An employee may be allocated and subsequently reallocated any reasonable duties of any position within their current classification on a temporary or permanent basis.

The parties agree that the Mercer job evaluation methodology will be utilised to determine the appropriate classification for each position, unless an alternative comparable job evaluation methodology is proposed and mutually agreed by the parties. Through the life of the Agreement, the Tourism and Events Queensland Employing Office will aim to evaluate any positions that have not previously been evaluated or that have experienced significant work value change.

## PART 5 - SALARIES AND ALLOWANCES

### 5.1 Wage Increases

- (1) This Agreement provides for the following wage increases:
  - a. For agreement year 1, an increase of 3% effective from 1 September 2025 and paid on the *applicable rate* at 31 August 2025.
  - b. For agreement year 2, an increase of 2.5% effective from 1 September 2026 and paid on the *preceding agreement rate*.
  - c. For agreement year 3, an increase of 2.5% effective from 1 September 2027 and paid on the *preceding agreement rate*.
- (2) In addition, where the *Brisbane CPI figure* exceeds the relevant wage increase provided at clause (1) during the corresponding *CUA period*, a CPI Uplift Adjustment ('CUA') will be triggered as outlined below.
  - a. For *CUA period 1*:
    - i. a *CUA is triggered* when the March 2026 *Brisbane CPI figure* exceeds the 3% wage increase at clause (1)(a);
    - ii. the amount of the CUA triggered will be equivalent to the percentage difference between the March 2026 *Brisbane CPI figure* and the 3% wage increase, to a cap of 0.5%.

- b. For *CUA period 2*:
  - i. a *CUA is triggered* where the March 2027 *Brisbane CPI figure* exceeds the 2.5% wage increase at clause (1)(b);
  - ii. the amount of the *CUA* triggered will be equivalent to the percentage difference between the March 2027 *Brisbane CPI figure* and the 2.5% wage increase, to a cap of 1%.
- c. For *CUA period 3*:
  - i. a *CUA is triggered* where the March 2028 *Brisbane CPI figure* exceeds the 2.5% wage increase at clause (1)(c);
  - ii. the amount of the *CUA* triggered will be equivalent to the percentage difference between the March 2028 *Brisbane CPI figure* and the 2.5% wage increase, to a cap of 1%.

### 5.1.1 Eligibility

- (3) To be eligible for the above wage increases, it is a requirement that:
  - (a) A person must be employed under this agreement on or after certification to be entitled to any wage increase under (1) and (2) above; and
  - (b) If a *CUA is triggered* in any agreement year, a *current employee* will be eligible for the *CUA*:
    - i. Where the *CUA* is triggered pursuant to (2)(a), provided the employee was employed under this agreement during *CUA period 1*.
    - ii. Where the *CUA* is triggered pursuant to (2)(b), provided the employee was employed under this agreement during *CUA period 2*.
    - iii. Where the *CUA* is triggered pursuant to (2)(c), provided the employee was employed under this agreement during *CUA period 3*.
  - (c) Despite clause (3)(b), a person who is not a *current employee* will become eligible for the *CUA* only when they provide the relevant information as required by TEQ to People and Leadership confirming that:
    - i. Where the *CUA is triggered* pursuant to (2)(a), the person was employed under this agreement during *CUA period 1*.
    - ii. Where the *CUA is triggered* pursuant to (2)(b), the person was employed under this agreement during *CUA period 2*.
    - iii. Where the *CUA is triggered* pursuant to (2)(c), the person was employed under this agreement during *CUA period 3*.

### 5.1.2 Payment of the CUA

- (4) The *CUA entitlement crystallises*, and therefore is payable where:
  - a. The *CUA is triggered* for a *CUA period*; and
    - i. The employee eligibility requirements at clause (3)(a)-(b) are met; or
    - ii. The relevant information set out in clause (3)(c) is provided.
- (5) Where the *CUA entitlement crystallises*:
  - a. For *CUA period 1* payment will apply as if it had formed part of the increase at clause (1)(a).
  - b. For *CUA period 2* payment will apply as if it had formed part of the increase at clause (1)(b).
  - c. For *CUA period 3* payment will apply as if it had formed part of the increase at clause (1)(c).
- (6) Payment will be made no later than the pay period that is 2 months after the *CUA entitlement crystallises*.
- (7) Where an employee receives the award rate of pay at any time during a *CUA period*, this is taken to be absorbed such that any award payment within that period is taken to form part of the *CUA*.

### 5.1.3 Salary Schedules and Other Financial Elements

- (8) The salary schedules at Appendix C reflect the wage increases provided for at sub-clause 1.
- (9) The salary schedule rates will be increased where the *CUA entitlement crystallises* and will have a compounding effect for the purposes of subsequent increases pursuant to sub-clause (1) and (if applicable) sub-clause (5).
- (10) Any allowances and/or other financial elements that increase pursuant to sub-clause 1, will also increase and compound in accordance with the CUA if the *CUA entitlement crystallises*.
- (11) Where the CUA entitlement crystallises in any agreement year, Tourism and Events Queensland will publish updated rates reflecting this on a public facing website.

### 5.1.4 Definitions

- ***Applicable rate***
  - Means the higher of the final rate under the *Tourism and Events Queensland Certified Agreement 2022* or the relevant parent award rate at the nominal expiry date of the *Tourism and Events Queensland Certified Agreement 2022*.
- ***Brisbane CPI figure***
  - Means the relevant through the year March CPI outcome (All Groups Brisbane) as published by the Australian Bureau of Statistics.
- ***CUA is triggered***
  - Means
    - When, for *CUA period 1*, the March 2026 *Brisbane CPI figure* published by the ABS exceeds the wage increase of 3%
    - When, for *CUA period 2*, the March 2027 *Brisbane CPI figure* published by the ABS exceeds the wage increase of 2.5%
    - When, for *CUA period 3*, the March 2028 *Brisbane CPI figure* published by the ABS exceeds the wage increase of 2.5%.
- ***CUA entitlement crystallises***
  - Means that
    - the *CUA is triggered* for a particular *CUA period* in accordance with clause (2); and
      - the employee eligibility requirements outlined in clause (3)(a)-(b) are met; or
      - the information provided in the exceptions at clause (3)(c) is provided.
- ***CUA period***
  - Means:
    - For *CUA period 1* – on or after certification of this agreement and between 1 September 2025 to 31 August 2026; or
    - For *CUA period 2* – on or after certification of this agreement and between 1 September 2026 to 31 August 2027; or
    - For *CUA period 3* – on or after certification of this agreement and between 1 September 2027 to 31 August 2028.
- ***Current employee***
  - Means a person employed under this agreement on or after certification who continues to be employed under this agreement at the date the *CUA entitlement crystallises*. In the case of a current casual employee, they must also have performed work under the agreement within the 12-week payroll period immediately prior to the date the *CUA entitlement crystallises*.
- ***Preceding agreement rate***
  - Means:
    - For Agreement Year 2, the relevant agreement rate of pay for Agreement Year 1 reflecting the increase at sub-clause (1)(a) and any increase at sub-clause (5)(a) where the *CUA entitlement crystallises*.
    - For Agreement Year 3, the relevant agreement rate of pay for Agreement Year 2 reflecting the increase at sub-clause (2)(a) and any increase at sub-clause (5)(b) where the *CUA entitlement crystallises*.

- 5.1.1 The salaries prescribed in [Appendix C](#) of this Agreement are expressed annually and include, amongst other things, an aggregated amount in lieu of payment of penalty rates for ordinary hours worked on Saturdays.
- 5.1.2 The salaries payable to an individual employee may be below the relevant minimum salary prescribed in this Agreement where the employee has chosen to sacrifice part of their salary for another benefit of at least equal value. Items eligible for salary sacrificing will be provided by the Tourism and Events Queensland Employing Office including associated costing methods as outlined in Clause 5.7.

## **5.2 Payment of Salaries**

Salaries shall be paid fortnightly by electronic funds transfer. The fortnightly salary is calculated by dividing the annual salary by 26.

## **5.3 Performance Pay System Increment**

- 5.3.1 Employees are evaluated on the basis of goal achievement and the display of key behaviours for their role established at the commencement of the financial year, or employment, or commencement in a new role.
- 5.3.2 Under the performance framework, all managers will conduct an end of financial year performance review with their employees summarising the employee's six (6) monthly review to provide an overall performance rating for the year. The performance year period is 1 July to 30 June.
- 5.3.3 In addition to the salary increases under this Agreement outlined in Clause 5.1, permanent and temporary employees with continuous service greater than 12 months effective 1 September will be eligible for a 2.2% performance increment payable on 1 September 2025, 1 September 2026 and 1 September 2027 if they are rated as meeting performance expectations for the previous financial year under the performance framework. Where this increment would cause an employee's salary to exceed the maximum salary for their pay level, they will be entitled to a portion of the increment such that their salary aligns to that of the maximum salary. Employees who do not meet performance expectations in their end of year performance review will not be eligible for the performance increment. Employees that are in receipt of a salary as at the date of increase that is equivalent to or exceeds the maximum salary for their pay band will not be eligible for the increment.
- 5.3.4 Employees who have been promoted to a higher classification between 1 July and 30 June, and who meet the performance expectations in their end of year performance review, will receive a pro rata 2.2% performance increment from the following 1 September as outlined below. For example, an employee promoted from a Level 2 to a Level 3 on 1 October 2024 will receive a 1.65% performance increment to their salary on 1 September 2025.

Period of Engagement in the Role During the Performance Review Period (1 July to 30 June)	Performance Increment %
12 months	2.2
11 months	2.2
10 months	2.2
9 months	1.65
8 months	1.65
7 months	1.65
6 months	1.1
5 months	1.1
4 months	1.1
3 months	0.55
2 months	0.55
1 month	0.55

5.3.5 A full-time, part-time or temporary employee that is on secondment to a higher classification than their substantive role as at 1 September will receive a 2.2% performance increment to their secondment rate of pay if:

- (a) they were in that secondment for 10 months or more during the performance review period 1 July to 30 June; and
- (b) were rated as meeting the relevant performance expectations under the Tourism and Events Queensland Employing Office performance framework.

An increase in the secondment rate of pay under this clause will be in addition to a 2.2% adjustment to the rate for the employee's substantive role.

5.3.6 A full-time, part-time or temporary employee that is on secondment to a higher classification than their substantive role as at 1 September will receive a pro-rata 2.2% performance increment to their secondment rate of pay as outlined below if:

- (a) they were in that secondment during the performance review period 1 July to 30 June for less than 10 months; and
- (b) were rated as meeting the relevant performance expectations under Tourism and Events Queensland Employing Office performance framework.

An increase in the secondment rate of pay under this clause will be in addition to a 2.2% adjustment to the rate for the employee's substantive role as outlined in clause 5.3.3 above.

Period of Engagement in the Secondment Role During Performance Review Period (1 July to 30 June)	Performance Increment %
9 months	1.65
8 months	1.65
7 months	1.65
6 months	1.1
5 months	1.1
4 months	1.1
3 months	0.55
2 months	0.55
1 month	0.55

- 5.3.7 Where an eligible employee as outlined in clause 5.3.3 has taken any form of leave (consecutively or non-consecutively) for more than three months of the performance review period, the performance increment will be applied to their salary on a pro-rata basis as outlined below.

Months worked in the Performance Review Period (1 July to 30 June)	Leave taken in the Performance Review Period (1 July to 30 June)	Performance Increment %
12 months	0 months	2.2
11 months	1 month	2.2
10 months	2 months	2.2
9 months	3 months	1.65
8 months	4 months	1.65
7 months	5 months	1.65
6 months	6 months	1.1
5 months	7 months	1.1
4 months	8 months	1.1
3 months	9 months	0.55
2 months	10 months	0.55
1 month	11 months	0.55

#### 5.4 Salary review following any leave without pay

- 5.4.1 Agreement should be reached as to an employee's performance level prior to them going on any leave without pay (e.g. career development break) greater than three (3) months and/or that would extend over 1 September. This performance level will be applied to the employee's salary with effect 1 September.

## **5.5 Movement Between Levels**

- 5.5.1 Movement to a higher level will be based on:
- (a) appointment based on merit to advertised vacancies at a higher level; or
  - (b) the position being reclassified in accordance with the application of the Mercer job evaluation process (or the alternative job evaluation methodology mutually agreed by the parties in accordance with clause 4.7).

## **5.6 Performance of Higher Duties**

Higher duties apply where it is mutually agreed an employee is to perform in a position at a higher level. They will be eligible to claim higher duties payments when they have undertaken the higher duties for:

- (a) five (5) or more consecutive days; or
- (b) ten (10) or more non-consecutive days in a six (6) month period.

The allowance paid will be calculated using the following formulae:

$(A-B) \times C$ , where

A - The minimum salary of the higher duty role,

B - The employee's current salary, and

C - The percentage of higher duties performed based on the amount of duties and responsibilities undertaken at the higher level.

Where higher duties are to be performed by an employee, the relevant manager will advise employees in the affected work area as to how the various higher-level duties and responsibilities will be covered during the period of absence.

## **5.7 Salary Sacrificing**

- 5.7.1 Salary sacrificing of specified items will be available upon request. Upon the introduction of this Agreement, these specified items will include personal superannuation contributions, the purchase of additional leave and novated car lease.
- 5.7.2 Salary Sacrificing is offered with the following terms:
- (a) The full cost of the item is salary sacrificed
  - (b) There is full compliance with taxation and superannuation requirements
  - (c) There is no liability on the Tourism and Events Queensland Employing Office if the taxation arrangements change
  - (d) Any additional administrative and fringe benefit tax cost are to be met by the employee
  - (e) Any increases or variations to taxation that result in additional costs are to be passed on to the employee as part of the salary sacrifice
  - (f) The responsibility for electing to salary sacrifice is solely the employees and it is recommended that the employee seek independent financial advice prior to electing to salary sacrifice. The Tourism and Events Queensland Employing Office may make the seeking of financial advice mandatory on some items.



## **5.8 Travelling Expenses**

Employees required by the Tourism and Events Queensland Employing Office to travel for business purposes other than to and from their normal place of duty will be reimbursed for reasonable expenses incurred during the performance of their duty.

## **5.9 Employees on Transfer**

Where a promotion or transfer occurs at Tourism and Events Queensland's request, the employee will be reimbursed reasonable costs of transfer.

## **5.10 Industry Familiarisation**

Involvement by employees in approved familiarisations to Queensland product, other than hosting of familiarisations, shall be subject to the following:

- 5.10.1 Familiarisations may include both rostered and non-rostered hours.
- 5.10.2 Any non-rostered time will not attract pay or time in lieu.
- 5.10.3 The first two (2) rostered days of a familiarisation will be treated as normal work hours. The treatment of any extra rostered days that are covered by the same familiarisation will need to be determined on a case by case basis between the employee and their department manager. Some available options are:
  - (a) Annual leave
  - (b) Leave without pay
  - (c) Time in lieu in accordance with subclause 6.7 of this Agreement
  - (d) Payment for the rostered days.
- 5.10.4 All reasonable business-related out-of-pocket expenses incurred by an employee in attending an approved familiarisation will be reimbursed by the Tourism and Events Queensland Employing Office.

# **PART 6 - HOURS OF WORK INCLUDING OVERTIME**

## **6.1 Hours of Work**

The parties recognise that duties and functions carried out by business units and individual employees are extremely diverse and efficiency is impacted by a number of factors affecting these business units in differing ways. Hours of work therefore recognise these issues, which can include the impact of specific project requirements and the type of activity being undertaken. As such the following clauses may be applied differently across business units:

### **6.1.1 Full-time Hours of Work**

The ordinary hours of work will be 152 hours per 28-day cycle. An employee may be required to perform work on Saturday and/or Sunday as part of the ordinary hours.

### 6.1.2 Maximum Ordinary Hours per shift

An employee's ordinary hours shall be no more than 10 hours on any one (1) day.

Employees in Level 1 and 2 who are required to work for more than 10 hours on any one day shall be entitled to overtime payment.

### 6.1.3 Ten (10) Hour Break

An employee who works overtime between their ordinary ceasing time on one day must receive a ten (10) hour break prior to the commencement of their ordinary hours the next day. This employee shall not incur any loss of pay for ordinary time, which would normally have been worked had the employee not have been completing a ten hour break. If on instructions from their manager, an employee resumes or continues work without having had such ten (10) consecutive hours off duty they will be paid double rates until they are released from duty for a ten-hour break. The employee shall then be entitled to be absent from work until they have had ten consecutive hours off duty without loss of pay for ordinary working time, which would have normally occurred should the employee not have been on the break.

The provisions of this subclause will apply as if eight (8) hours were substituted for ten (10) hours when overtime is worked:

- (a) for the purpose of changing rosters; or
- (b) where an employee does not report for duty; or
- (c) where a change in working arrangements results from agreement between the employees themselves with the approval of the Employer.

## 6.2 Part-time Employees

### 6.2.1 Hours of Work

Employees may be engaged on a part-time basis for between a minimum of 30 hours to a maximum of 151 hours per 28-day cycle on a regular basis, with a minimum of three (3) hours per engagement.

### 6.2.2 Hourly Rate

Part-time employees shall be paid the same hourly rate as full time employees performing duties at the same level and shall be paid at overtime rates for all hours in excess of the specified hours (or as varied by consent), in each 28-day cycle.

### 6.2.3 Allowances

Other than meal allowance, which will be paid in full where appropriate, part-time employees shall be entitled to the payment of allowances and leave entitlements on a pro rata basis.

### 6.2.4 Public Holiday Entitlements

A part-time employee who usually works on the day of the week on which a public holiday falls and who is not required to work on that day, shall be paid for the hours which otherwise would have been worked on that day. A part-time employee who is required to work on a Public Holiday (on what would be a normal work day) shall receive the standard public holiday penalties as referenced in clause 7.12.1.

#### 6.2.5 Change to Part-time Hours

Where part-time hours have been developed to suit the performance of a position and those required hours change as a result of a change in the nature of the position the following will apply. The part-time employee filling such position must be prepared to vary their working hours to accord with the new requirements and may be subject to termination of employment if unable to comply.

### 6.3 Casual Employees

6.3.1 Each engagement of a casual employee shall stand alone with a minimum payment for two (2) hours work made in respect of each engagement.

6.3.2 The minimum and maximum hourly rate of pay for a casual employee shall be determined as follows: Divide the minimum and maximum rate of pay per fortnight provided by this Agreement for employees at the same level by 76 hours. In addition to the ordinary hourly rate of pay, a casual employee shall be paid a loading as outlined in the Award. Where applicable, a casual employee shall also be entitled to the provisions of Sunday penalty rates, and payment for work performed on public holidays.

6.3.3 In addition to the provisions of clause 6.3.1, a casual employee shall be entitled to payment of any applicable Agreement allowances, pro rated on the number of hours worked in relation to the ordinary hours prescribed in the Agreement.

6.3.4 A casual employee is entitled to long service leave in accordance with the provisions of Section 103 of the *Industrial Relations Act 2016*.

6.3.5 Except in accordance with sub-clauses 6.3.1 to 6.3.4 and 5.1.1 to 5.2.1, a casual employee shall not be entitled to any other Agreement provision.

6.3.6 A casual employee shall be paid for hours worked on a fortnightly basis and shall not be entitled to annual leave, sick leave, the Christmas concessional day or payment for public holidays not worked.

### 6.4 Penalty Payment for Work on Sunday and Public Holiday

#### 6.4.1 Work on a Sunday

An employee who is required to perform and performs ordinary hours of work on a Sunday shall receive their ordinary rate of pay for the hours worked plus an additional payment of 100% or by agreement between the parties time off equal to the hours worked in addition to ordinary hours paid for the hours worked.

#### 6.4.2 Work on a Public Holiday

An employee who is required to perform and performs ordinary hours of work on a Public Holiday shall receive their ordinary rate of pay for the hours worked plus an additional payment of 150% or by agreement between the parties time off equal to the hours worked in addition to one and a half times the ordinary hourly rate for the time actually worked. Further details in relation to work on a Public Holiday are outlined in clause 7.12.

### 6.5 Meal Breaks

All employees working a minimum of six (6) hours within any one (1) day shall be entitled to an unpaid meal break of thirty (30) minutes duration but longer meal breaks are negotiable with the immediate department manager. Such meal breaks shall occur between the third and sixth hours of duty at a time convenient to the Employer.

## **6.6 Rest Pauses**

- 6.6.1 Where practicable every employee shall be entitled to a rest pause of ten (10) minutes duration in the Employer's time in the first and second half of the employee's working day. These rest pauses shall be taken at times to suit the convenience of the Employer and will not interfere with the continuity of work where this is necessary. The Employer may determine that the rest pauses be combined into one 20-minute rest pause, to be taken in the first half of the ordinary working day.
- 6.6.2 Where an employee is engaged to work six (6) hours or less on any one (1) day, the employee will be entitled to one rest pause only.

## **6.7 Overtime/Time off in Lieu**

### **6.7.1 Overtime Eligibility**

- (a) Levels 1 and 2 are entitled to overtime penalties as defined in clause 6.7.2 but may access time in lieu for overtime hours as defined in sub clause 6.7.8.
- (b) Levels 3 to 7 are not entitled to overtime but may access time in lieu where substantial additional hours are performed as detailed in sub clause 6.7.7.

### **6.7.2 Payment of Overtime to Eligible Employees**

- (a) Authorised time worked by employees in positions classified as Levels 1 and 2 that are outside or in excess of the ordinary hours of work provided in Part 6.1 (Hours of Work) shall be deemed to be overtime hours.
- (b) No employee shall be entitled to payment of overtime unless the employee's manager has given prior approval.
- (c) Overtime hours shall be calculated to the nearest quarter of an hour in the total amount of overtime worked daily.

### **6.7.3 Overtime Penalty Rates**

- (a) Time and a half for the first three (3) hours on any day, other than a Sunday and Public holiday, and double time for any additional hours worked.
- (b) Sunday overtime shall be paid at the rate of double time.
- (c) Public holiday overtime shall be paid at triple time for the first three (3) hours and then quadruple time thereafter.

### **6.7.4 Minimum payment for Overtime**

A minimum payment of two (2) hours work shall apply to all overtime except in the case of overtime immediately preceding or following hours of work.

### **6.7.5 Payment in lieu of Overtime**

Nothing in this clause shall preclude an employee being granted time off in lieu instead of paid overtime as prescribed in subclause 6.7.3. Such time off in lieu shall be arranged in accordance with subclause 6.7.8.

#### 6.7.6 Meal Break and Meal Allowance on Overtime

##### Meal Break

- (a) The duration of meal breaks taken by eligible employees prior to or during overtime hours shall be at the discretion of the Employer but shall not be less than 30 minutes.
- (b) Meal breaks taken by employees prior to commencing overtime or during overtime periods shall not attract any payment.

##### Meal Allowance

- (a) If an eligible employee is called upon to work two or more overtime hours before or after the employee's ordinary commencing or ceasing time the employee shall, in addition to payment for overtime, be paid the appropriate meal allowance rate prescribed within the Award at section 13.1.
- (b) An eligible employee called upon to work in excess of four (4) hours overtime on a rostered day off shall be paid a meal allowance at the rate prescribed within the Award at section 13.1.

#### 6.7.7 Levels 3 to 7

Subject to the qualifications which follow in this sub clause 6.7.7, the salaries of employees classified as Levels 3 to 7 incorporates recognition that the proper performance of a job may require the working of hours additional to an average of one hundred and fifty two (152) hours in a four (4) week period.

In cases where a substantial number of hours are worked (e.g. arising from special project work, or hosting familiarisations) in excess of an average of one hundred and fifty two (152) hours per four (4) week period, the employee and the manager will arrange for the employee to take reasonable time off in lieu of overtime payment as outlined in 6.7.8.

Where agreement cannot be reached between the employee and the manager about the amount of time off in lieu to be taken, the matter shall be referred, in the first instance, to People and Leadership for assistance, and if remaining unsettled, to the Chief Executive Officer for decision.

#### 6.7.8 Applying for and Taking Time Off In Lieu

Time off in lieu (TOIL) shall be mutually agreed between the employer and the employee prior to the relevant work being performed and will equate with the actual time worked. To avoid any doubt, any hours worked that attract TOIL are to be approved in advance by the relevant manager. It is the employee and manager's responsibility to ensure the recording and monitoring of TOIL is conducted.

TOIL is to be taken at a mutually convenient time on a time for time basis. The arrangements for taking TOIL should be tailored to suit business operational requirements and the individual needs of the employee. Any TOIL accrued should be taken as soon as practical and within a 12 week period after the TOIL has been accrued in order to support the overall wellbeing of the employee and avoid fatigue that might otherwise be associated with the additional hours. The relevant manager may approve an extension of the period for taking TOIL up to 26 weeks after it is accrued for operational reasons. This extension may be requested by the employee or provided at the initiative of the manager but must be based on genuine operational reasons. No more than 5 days TOIL shall be accrued at any time.

TOIL will not be paid out upon resignation or at the end of a contract for specified period of time.

The Tourism and Events Queensland Employing Office time off in lieu guidelines are available to all staff on the company intranet site.

## **PART 7 – LEAVE**

### **7.1 Annual Leave**

#### **7.1.1 Annual Leave**

- (a) Every full time employee shall be entitled to annual leave at the rate of four (4) weeks or one hundred and fifty two (152) hours per year on full pay, and a *pro-rata* of one hundred and fifty two (152) hours for part-time employees. Any employee who has not completed twelve (12) months service shall be entitled to annual leave on a *pro rata* basis.
- (b) An employee's annual leave entitlement is the amount accrued at the time of the commencement of the leave period. Pay in advance of annual leave is only available where the leave period is for two (2) or more weeks.
- (c) Annual leave may accumulate for no more than two (2) years subject to clause 7.1.1 (d).
- (d) Any leave accrued in excess of 304 hours may be transferred to undrawn annual leave to be available for sick leave purposes.
- (e) Adequate notice to be given - An employee must submit a leave request giving adequate notice of the date the employee desires the annual leave to take effect. The employee is to be given adequate notice on whether or not the leave has been approved. If, due to business requirements, the employee's annual leave is not approved for the date requested by the employee, the employee shall be advised of an alternative approximate date for which the leave may be taken.
- (f) An employee may request to extend their annual leave by taking the leave on half-pay subject to clause 7.1.1(e).
- (g) An employee may be directed to take Annual Leave. The employer may give an employee notice to take annual leave after the accumulation of the full period of leave permissible under sub-clause 7.1.1 (a). The period of leave shall not commence prior to eight (8) weeks from the date such notice is issued.
- (h) Annual Leave and Long Service Leave to be taken together - Annual leave may be granted immediately prior to or following long service leave.
- (i) Any period of annual leave will be exclusive of any public holiday which may occur during the period of that annual leave.

#### **7.1.2 Annual Leave Loading Payments**

- (a) A loading of 17.5% of the employee's ordinary rate of pay specified by this Agreement will be paid.
- (b) Loading on annual leave shall be paid once per year in the first pay period in December. For employees in their first year of service, *pro rata* loading will be paid.

#### **7.1.3 Payment in Lieu of Annual Leave on Termination of Service**

- (a) Payment will occur when a full entitlement, or the remainder of a full entitlement, has not been taken - where an employee who resigns, or is terminated, is entitled to a full period of four (4)

weeks annual leave or has not taken a portion of a full entitlement of four (4) weeks, the employee shall be paid for the full period or the outstanding portion at the current rate of salary plus a further amount of 17.5%. In addition, the employee shall be paid for any public holiday falling within the notice period.

- (b) Payment for *pro rata* accrual in any one year. Where an employee resigns, or is terminated, before a full four (4) weeks annual leave entitlement has accrued, the employee shall be paid for the period of leave accrued plus a further amount of 17.5%.

#### 7.1.4 Purchase of Additional Leave

- (a) All permanent employees are entitled to purchase up to an additional six (6) weeks leave each year. The additional leave is paid for by a 2% (for each week of leave) deduction from each fortnight's pay, with the leave entitlement being credited each pay cycle to the employee's leave balance.
- (b) An employee must accrue and pay for the additional leave before it can be taken.
- (c) An employee must make a request in writing to purchase additional leave. Upon approval from management, deductions will commence from an agreed prospective date.
- (d) Each request to purchase additional leave will be considered on a case-by-case basis in line with the operational needs of the business unit. An approved request is valid for one (1) year only, with salary deductions occurring over twenty six (26) pay cycles. If an employee wishes to continue purchasing leave, they must submit a new request prior to the commencement of each new year.
- (e) Once a period of purchased leave has been approved the employer cannot withdraw from it unless exceptional circumstances arise.
- (f) The minimum period of purchased leave that can be taken at any one time is one (1) day. To access a purchased leave day an employee must adhere to terms outlined in clause 7.1.1 in addition to this subclause 7.1.4.
- (g) Purchased leave must be taken within one (1) year of its accrual. The one (1) year period is calculated from the date the employee finishes paying for the full purchased leave accrual. If leave is not taken in that time or not used at time of resignation, the balance of such leave credits will be paid out.
- (h) Leave loading as outlined in 7.1.2 is not payable on purchased leave.

## 7.2 Sick Leave

### 7.2.1 Sick Leave

- (a) Every full-time employee shall be entitled to sick leave at the rate of ten (10) days per year on full pay and one (1) week without pay for each year of service which will accumulate without limit. Part-time employees shall access this entitlement on a *pro-rata* basis.
- (b) An employee who has not completed twelve (12) months service shall be entitled to sick leave on a *pro rata* basis.
- (c) An employee absent from work through illness or injury shall advise their manager as soon as practicable of their absence and the likely duration.

- (d) An employee shall, on the account of illness or injury, provide sufficient evidence of the illness to satisfy a reasonable person for an absence on sick leave of more than two (2) consecutive days.
- (e) A manager may, at their discretion, request an employee to produce sufficient evidence of the illness to satisfy a reasonable person for any future period of sick leave (including single or dual days sick leave). This shall occur in the event the manager recognises a pattern of sick leave.
- (f) Where sufficient evidence of the illness that satisfies a reasonable person is requested and not produced, an employee shall only be entitled to sick leave without pay.
- (g) For the purpose of accruing sick leave the continuity of employment of an employee with the organisation shall be deemed to be unbroken by any of the following situations:
  - (i) absence from work on leave granted by the employer
  - (ii) where a former employee of the organisation regains employment with the organisation within three months of their being dismissed or stood down.
- (h) In determining service for the purpose of calculation of sick leave entitlements the following leave shall not be recognised as service:
  - (i) absences on sick leave without pay for any period in excess of three (3) months;
  - (ii) absences from work without pay for which an employee is entitled to receive workers' compensation under the *Workers' Compensation and Rehabilitation Act 2003* for any period in excess of three (3) months.
- (i) Leave, which may be granted at any one time, shall not exceed the equivalent of thirty nine (39) weeks (or 1482 hours) on full pay except with the approval of the Chief Executive Officer.
- (j) If an employee is unable to resume duty on the expiration of all sick leave entitlements and medical retirement is considered premature, the employee may utilise annual leave (clause 7.1) and long service leave (clause 7.3) entitlements for sick leave purposes.
- (k) Employees unable to resume duty may be retired on expiration of either:
  - (i) thirty nine (39) weeks of sick leave; or
  - (ii) the employee's full sick leave entitlement,

whichever is the greater, that employee may be called upon to retire from the organisation in the event of unfitness to discharge their duties efficiently as certified by a Medical Practitioner appointed by the organisation (such employee shall agree to such an examination).

#### 7.2.2 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 sufficient evidence of the illness to satisfy a reasonable person, People and Leadership 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 (3) working days;
- (b) in the case of long service leave, the period of incapacity is at least one (1) week.



### 7.2.3 Personal Emergency Leave

- (a) Personal emergency leave provides a permanent employee access to one 7.6 hour day for full-time employees, and on a *pro rata* basis for part-time employees from their sick leave entitlement per year. The ability to utilise leave for this specific purpose does not accrue from year to year.
- (b) Upon the use of the one (1) day personal emergency leave an employee is entitled to access their annual leave and leave without pay entitlements as outlined in clause 7.1 and clause 3.2.3 respectively.
- (c) Personal emergency leave is for the purpose of:
  - (i) providing additional care and/or compassionate support to members of the employee's family who may be ill, injured or recovering from surgery but are not covered by Carer's Leave.
  - (ii) use in the case of emergency to care for a family member, e.g. absence of a child's carer or other unforeseen emergencies at the manager's discretion.
- (d) A family member is:
  - (i) spouse (including former spouse, a de facto spouse, and a former de facto spouse) of the employee. A de facto spouse includes a person of the opposite or same sex who lives with the employee as the husband or wife of the employee on a bona fide domestic basis although not legally married to the employee;
  - (ii) child or adult child (including an adopted child, a step-child or an ex nuptial child), parent, grandparent, grandchild or sibling of the employee, or of the spouse of the employee;
  - (iii) a relative of the employee who is related by blood, marriage or affinity.
- (e) Affinity means a relationship that one spouse, because of marriage, has to blood relatives of the other.
- (f) Marriage is inclusive of a de facto or same sex relationship.
- (g) An employee who has previously been requested by their manager to present evidence of the illness due to a pattern of sick leave shall be required to present sufficient evidence to satisfy a reasonable person stating the nature of the emergency, upon accessing a personal emergency leave day.

### 7.2.4 Personal Leave Day

- (a) A personal leave day provides a permanent employee access to one 7.6 hour day for full time employees and on a *pro rata* basis for part-time employees from their sick leave entitlement per year. The ability to utilise leave for this specific purpose does not accrue from year to year.
- (b) This leave is for the employee to attend to personal matters, including but not limited to, compassionate circumstances outside immediate family as defined in clause 7.2.3, and carer's leave.
- (c) To access a personal leave day the employee shall:

- (i) have sick leave entitlements of at least 7.6 hours for full-time employees or a *pro rata* for part-time employees; and
  - (ii) seek approval in advance providing a minimum of twenty four (24) hours' notice to their manager.
- (d) Dependant upon business requirements a manager may, at their discretion, not approve a personal leave day and request an employee to come into work.

### **7.3 Long Service Leave**

- 7.3.1 All employees who complete ten (10) years continuous service shall be 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. However, no employee will be entitled to accrue in excess of twenty six (26) weeks' long service leave.
- 7.3.2 All employees who have completed seven (7) years of continuous service shall be entitled to take *pro rata* long service leave. This leave will not be payable upon termination until ten (10) years of service.
- 7.3.3 Long Service Leave will accrue on a *pro rata* basis where an employee is part-time or has taken leave without pay. Eligibility for long service leave is based upon an employee's original hire date except where there has been a break of service not related to leave without pay.
- 7.3.4 Limit at any one time - The minimum period of long service leave, which may be granted at any one time is one (1) day and the maximum is twenty-six (26) weeks. Please also refer to the Leave Policy.
- 7.3.5 An employee may request to extend their long service leave by taking the leave on half pay subject to clause 7.3.6 and 7.3.7.
- 7.3.6 All applications for long service leave shall be given with timely notice and in writing to the employee's manager.
- 7.3.7 Approval of the employee's application shall be contingent upon the Chief Executive Officer, or an officer with delegated authority determining:
- (a) that the employee has an entitlement under this clause to the period of leave requested at the time the employee desires such leave to commence; and
  - (b) that leave for the period can be granted to the employee at that time without causing undue detriment to the organisation.
- 7.3.8 The Chief Executive Officer, or an officer with delegated authority shall either:
- (a) approve the employee's application; or
  - (b) approve an amended application by the employee after discussion with the employee and reaching agreement on the amount of leave to be taken and/or the period of such leave; or
  - (c) refuse or defer consideration of the application if the Chief Executive Officer is not satisfied that the conditions contained in paragraphs (a) and (b) of subclause 7.3.7 have been met.
- 7.3.9 The Chief Executive Officer, or an officer with delegated authority, shall notify the employee of the decision on the employee's application.

- 7.3.10 Payment in lieu of long service leave on resignation, retirement or termination - An employee who resigns, retires or terminates their service and who, on the date on which the resignation, retirement or termination of service became effective, was entitled to be granted long service leave shall be paid in lieu of that leave. Payment shall be calculated by applying the formula in 7.3.1 of this clause and using the salary rate the employee was receiving at the date on which the resignation, retirement or termination of service became effective deducting any long service leave previously taken. The period for which payment in lieu of long service leave shall be made shall not exceed twenty six (26) weeks except in the case of an employee who resigns at any time after attaining 55 years of age.

#### **7.4 Christmas/New Year Compulsory Closure**

- 7.4.1 The Tourism and Events Queensland Employing Office will have a compulsory closure for all employees for the Christmas (25 December) to New Year (1 January) period ("the compulsory closure period"). Compulsory closure arrangements for this period are based on:
- (a) the benefits that result from closure during a traditionally low productivity period; and
  - (b) providing the opportunity for employees to have a substantial break for family or other reasons.
- 7.4.2 All full-time, temporary full-time, part-time and temporary part-time employees are entitled to one (1) working day on full pay without debit to any leave account ("the concessional leave day") on the first working day between 25 December and 1 January in exchange for compulsorily taking leave in accordance with clause 7.4.5 for the remaining working days during the compulsory closure period.
- 7.4.3 Where an employee is absent on annual leave, sick leave or long service leave on every working day of the compulsory closure period, the employee's leave is to be adjusted so that one working day is granted without debit to any leave account. Employees absent on any other form of paid or unpaid leave throughout the compulsory closure period shall not qualify for the one (1) day leave on full pay without debit to any leave account when absent on any other form of leave.
- 7.4.4 Part-time employees only qualify for the concessional leave day when their regular ordinary hours fall on that particular day. Where a part-time employee does qualify for the concessional leave day, payment will be based on the ordinary regular hours that they would have ordinarily worked on that day if it were a working day. Part-time employees' regular working hours should not be altered purely to attract the benefits of the concessional leave day.
- 7.4.5 Leave Options:
- The following types of leave may be used by employees during the compulsory closure period (please also refer to the Leave Policy):
- (a) annual leave;
  - (b) long service leave;
  - (c) leave without pay;
  - (d) time off in lieu balance (provided the total amount of the time off in lieu is not less than one [1] full working day);
  - (e) purchased leave;
  - (f) personal leave day.

## **7.5 Paid Parental Leave**

- 7.5.1 The *Industrial Relations Act 2016* as amended from time to time prescribes the types of unpaid parental leave available to employees and their specific arrangements, including eligibility, evidentiary and notification requirements, while the Tourism and Events Queensland Leave Policy provides for paid arrangements (including but not limited) of fourteen (14) weeks paid leave at the commencement of the long birth related leave period. The paid parental leave entitlements for employees contained in this agreement will be no less than the entitlements provided within the Minister for Industrial Relations Directive relating to Paid Parental Leave for the for the life of the Agreement.
- 7.5.2 Tourism and Events Queensland commit to educating the workforce on parental leave arrangements during the life of the agreement.

## **7.6 Carer's Leave**

Carers Leave provides for a part of sick leave entitlements to be accessed to provide care to members of the employee's immediate family or household who are defined as follows:

- (a) spouse (including former spouse, a de facto spouse, and a former de facto spouse) of the employee. A de facto spouse includes a person of the opposite or same sex who lives with the employee as the husband or wife of the employee on a bona fide domestic basis although not legally married to the employee; and
- (b) child or adult child (including an adopted child, a step-child or an ex nuptial child), parent, grandparent, grandchild or sibling of the employee, or of the spouse of the employee.

Refer to clause 7.2.3 and clause 7.2.4 for additional flexibility to Carer's leave.

## **7.7 Bereavement Leave**

A full-time or part-time employee will be entitled to a maximum of three (3) days leave without loss of pay on each occasion, and on production of satisfactory evidence of the death of a family member as outlined in clause 7.6 or any other person approved by the employer.

A permanent employee may also access their annual leave and leave without pay entitlements as outlined in clause 7.1.1 and 3.2.3 respectively.

## **7.8 Study and Examination Leave**

- 7.8.1 An employee shall be granted leave on full pay:
- (a) to undertake examination study required in a subject which is part of a course approved by the Tourism and Events Queensland Employing Office Further Learning Program; and
  - (b) to sit for examinations, which are required in a subject, which is part of a course, approved by the Tourism and Events Queensland Employing Office Further Learning Program.
- 7.8.2 A full-time employee is entitled to a maximum of thirty eight (38) ordinary hours leave per calendar year and a *pro-rata* for part-time employees under this clause with a maximum of 15.2 ordinary hours leave per subject, provided that the employee shall produce satisfactory evidence of the requirement to attend such examinations to the employer.

## **7.9 Leave of Absence to Attend Naval, Military or Air Force Training**

- 7.9.1 Permanent employees other than temporary or replacement 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 (2) weeks in each financial year.

- 7.9.2 In each case evidence of the necessity for attendance at the training course shall be submitted with the employee's application. Adequate notice shall be given. At the conclusion of the training course the employee shall give their Manager a certificate of their attendance at the training course signed by the employee's Commanding Officer.
- 7.9.3 Where the employer is unable to grant leave of absence to an employee for the purpose of attending a training course of the employee's own unit or corps, the employer may grant in lieu, leave of absence for the purpose of attending an equivalent training course with another unit or corps.
- 7.9.4 The employee shall be paid the difference between the Services pay received and the employee's normal salary. At the conclusion of the training course the employee will submit evidence of services pay received to the pay office.
- 7.9.5 Injury sustained during such leave - An employee, who while undergoing or receiving or performing training or instruction or service referred to in this clause, sustains injury or contracts an illness necessitating their absence from duty beyond the period of leave granted in this clause may be granted further leave of absence without pay.

#### **7.10 Withdrawal of Leave**

Except in the case of sick leave, family leave or bereavement leave, the Chief Executive Officer may withdraw leave granted to an employee at any time if the interests of the employer so require, provided that, at the earliest opportunity convenient to the employer, the employee shall be allowed to take any of the withdrawn leave. An employee shall be fully compensated for cancellation fees and/or additional expenses arising from the withdrawal of or recall from annual leave or long service leave.

#### **7.11 Leave for Jury Service and Court Attendance as a Witness**

An employee summoned to undertake jury service or attend any Court, as a witness on behalf of the Crown shall be granted leave on full salary for that purpose.

All fees paid to an employee in respect of service as a juror or witness during the period for which leave is granted shall be paid to the employer.

Where, on any day during the period for which leave is granted, the salary of the employee is less than the fee payable for that day, the employee shall be entitled to retain the difference between the salary and the fee.

#### **7.12 Public Holidays**

##### **7.12.1 Full-time and part-time employees**

(a) All work done by any full-time or part-time employee on:

- (i) 1 January (New Year's Day);
- (ii) 26 January (Australia Day);
- (iii) Good Friday;
- (iv) Easter Monday;

- (v) 25 April (Anzac Day);
  - (vi) 25 December (Christmas Day);
  - (vii) 26 December (Boxing Day);
  - (viii) a day that, under (or in accordance with a procedure under) a law of a State or Territory, is substituted for one of these days; and
  - (ix) any other day declared by or under a law of a State or Territory to be observed generally within the State or Territory, or a region of that State or Territory, as a public holiday shall be paid for at the rate of double time and a-half with a minimum of four (4) hours.
- (b) All work done by employees in a district specified from time to time by the Minister by notification published in the Gazette on the day appointed under the *Holidays Act 1983*, to be kept as a holiday in relation to the annual agricultural, horticultural or industrial show held at the principal city or town, as specified in such notification of such district shall be paid for at the rate of double time and a-half with a minimum of four (4) hours.
  - (c) For the purposes of this provision “double time and a half” shall mean ordinary payment for the rostered hours had the day been a normal working day plus one and one-half times the ordinary hourly rate for time actually worked or by agreement between the parties, time off equal to the hours worked in addition to one and a half times the ordinary hourly rate for the time actually worked.
  - (d) All time worked on any of the public holidays mentioned in clause 7.12.1 (a) outside the rostered starting and ceasing times (had the day been an ordinary working day) shall be paid for at double the normal overtime rate.

#### 7.12.2 Casual Employees

All work done by a casual employee on a Public Holiday listed in subclause 7.12.1 shall be paid for at the rate of double time and a half with a minimum payment for four (4) hours worked. Double time and a half shall mean two and a half times the hourly casual rate of pay for the relevant job group level.

#### 7.12.3 Public Holiday Substitution

- (a) Subject to statutory limitations (such as the time worked may not be performed on Anzac Day) where there is agreement between the chief executive and an employee or employees, another ordinary working day may be substituted for a public holiday.
- (b) Where an employee is subsequently required to work on the substituted day they shall be paid at their ordinary rate of pay for the hours worked.

Signed for and on behalf of  
The Tourism and Events Queensland  
Employing Office

Craig Davidson

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Craig Davidson  
Chief Executive Officer

In the presence of

Alicia Dodds

---

Alicia Dodds  
People and Leadership Director

Date

3/12/2025

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Alex Scott

Signed for and on behalf of Together  
Queensland, Industrial Union of Employees

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Alex Scott  
Secretary  
Together Queensland Industrial Union of  
Employees

In the presence of

Daniel Goldman

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Daniel Goldman  
Industrial Director

Date

4/12/2025

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## Appendix A

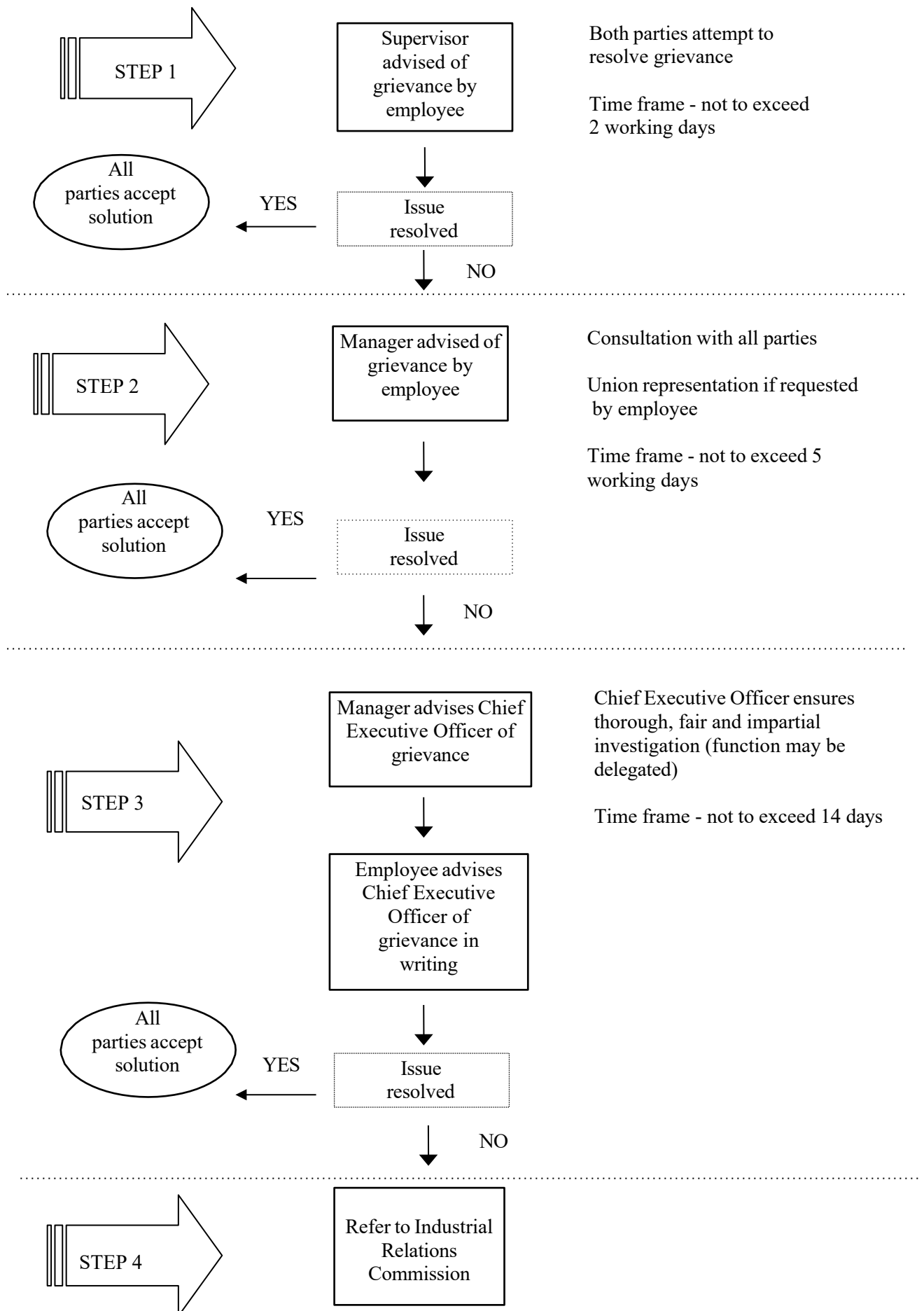
### Definitions

Casual Employee	is an employee, other than a full time, temporary or part-time employee, engaged and paid on an hourly basis. In the case of casual employees each engagement stands alone.
Organisation	shall mean Tourism and Events Queensland or Tourism and Events Queensland Employing Office constituted under the Tourism and Events Queensland Act 2012
FTE	Full time Equivalent (FTE) represents the number hours worked as a proportion of the fulltime hours available
Full Time Employee	shall mean an employee who is engaged and paid for one hundred and fifty two (152) ordinary hours in each four (4) weekly working cycle
Level	is the salary group name in which a position has been valued within the Tourism and Events Queensland Employing Office based on the Mercer Job Evaluation system.
Minimum Salaries	is the minimum annual salary payable to the applicable level. The minimum salaries are detailed in <a href="#">Appendix C</a> .
Part-time Employee	shall mean an employee, other than a full time, temporary or casual employee, engaged and paid for up to one hundred and fifty one (151) ordinary hours in each four (4) weekly working cycle
Retention	Is the measure of the number of employees who stay with the employer as a proportion of the staff FTE.
Rostered hours/Ordinary hours	shall mean an employee's ordinary working hours, not exceeding one hundred and fifty two (152) hours per twenty eight (28) day cycle
Temporary Employee	shall mean an employee, who is engaged as such for a specific period on either a full time or part-time basis..
Union	Together Queensland Industrial Union of Employees
Working day	shall mean any day upon which an employee is rostered to work any ordinary hours.



## Appendix B

### Dispute Settlement Procedure



## Appendix C

### Salaries

		1/09/2025		1/09/2026		1/09/2027	
Classification		Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
		per annum	per annum	per annum	per annum	per annum	per annum
Level 1	LVL1	59,533	73,026	61,021	74,852	62,547	76,723
Level 2	LVL2	66,196	79,440	67,851	81,426	69,547	83,461
Level 3	LVL3	74,792	91,126	76,662	93,404	78,579	95,739
Level 4	LVL4	85,575	104,510	87,715	107,123	89,908	109,801
Level 5	LVL5	95,759	116,366	98,153	119,275	100,607	122,257
Level 6	LVL6	109,167	130,992	111,896	134,267	114,693	137,624
Level 7	LVL7	122,699	138,908	125,766	142,381	128,910	145,940

**Appendix D****TERMINATION OF EMPLOYMENT****1. DISMISSAL DUE TO PERFORMANCE**

An employee who is not achieving the performance standard of their role and has been through the performance management process stipulated by Tourism and Events Queensland policy may have their employment terminated should their performance not reach the agreed standard within the agreed timeframes.

Further details on the Tourism and Events Queensland Employing Office performance framework can be found on the intranet.

**2. DISMISSAL DUE TO SERIOUS MISCONDUCT**

The employer may terminate the employee's employment under this Agreement immediately if the employee is guilty of serious misconduct, which includes, but is not limited to, the following:

- a) wilful or gross neglect or gross negligence in the performance of the employee's responsibilities;
- b) serious incompetence or inefficiency in the performance of the employee's duties;
- c) serious or repeated breaches of the Code of Conduct Policy or repudiation of any term in the employment contract;
- d) disobedience or neglect of any lawful order or direction given by or on behalf of the employer;
- e) habitual use of alcohol or narcotics while engaged in the performance of duties;
- f) misappropriation of any property of the employer;
- g) engaging in physical violence, abuse or bad language towards any other employee, client, member of the public or other person having business dealings with the employer;
- h) any act of dishonesty or fraud in the course of or in connection with the performance of the employee's duties; or
- i) any act or omission which brings or is likely to bring the Employer into disrepute.

In the event of termination, the employee shall not be entitled to any period of notice or payments in lieu of notice.

A decision that the employment of the employee is no longer to continue can only be authorised by the Chief Executive Officer or their nominated delegate.

## Appendix E

# REDEPLOYMENT AND REDUNDANCY

### 1. POLICY

- (a) The redundancy provisions apply only when an employee's position has become redundant, and where all redeployment options have been exhausted.
- (b) A position becomes redundant where a function in Tourism and Events Queensland is no longer required and the position is no longer needed as a result of some organisational change.
- (c) Retrenchment will only occur in exceptional circumstances where deployment/redeployment are no longer viable options, and then only with the approval of the Chief Executive Officer.
- (d) Where changes to employment arrangements are necessary, the Tourism and Events Queensland Employing Office and the employee will actively pursue retraining and deployment/redeployment opportunities.

### 2. REDEPLOYMENT

- (a) Prior to a redundancy payment being available, it must first be ascertained if there is a position that is the same or similar and at level to the position being made redundant, to which the employee could be redeployed. If this is available, then this redeployment automatically occurs.
- (b) If this is not possible, the following options are investigated and made available where applicable:
  - (i) Transfer to lower level position that the employee has the skills and ability to fulfil. The employee's permanent salary immediately prior to accepting the lower level role is held for twelve (12) months.
  - (ii) Transfer to a different position at same level (where there is known to be a skill set match)
  - (iii) The employee may apply for a substantially different position at the same or higher level. The full recruitment process will be followed, including internal and external advertising if appropriate.

### 3. REDUNDANCY

- (a) Where an employee is unable to be deployed/redeployed as outlined in section 2, the manager should forward to People and Leadership a report outlining specific details in regard to the position no longer being available and the actions taken to place the employee in suitable employment within Tourism and Events Queensland.
- (b) The People and Leadership Director together with the relevant group executive will prepare a submission to the Chief Executive Officer recommending that the employee be retrenched.

- (c) Following approval, the Chief Executive Officer, or the delegated authority, will formally advise the employee that as the Tourism and Events Queensland Employing Office is unable to place them in suitable employment, they will be retrenched from a specified date.
- (d) The specified date should be calculated on a case by case basis, dependant on the situation of each retrenchment and the role involved.
- (e) People and Leadership will arrange the calculation of the employee's retrenchment entitlements and make the necessary arrangements for the payment of all entitlements on the termination date.
- (f) Once the date the employee will cease duty is known, the employee's supervisor should commence the normal exit procedures as soon as is operationally convenient.

#### **4. ENTITLEMENTS**

The retrenchment package shall consist of the following entitlements:

##### **4.1 Notice period**

The notice period to be worked or paid in lieu of notice will be in line with the applicable terms of employment as outlined in the Certified Agreement or Contract of Employment.

##### **4.2 Leave**

- (a) Accrued annual leave;
- (b) Accrued long service leave for employees who have at least one (1) year's service which has been recognised for long service leave purposes;
- (c) Where an employee is performing higher duties or on secondment to a higher level position as at the specified date of retrenchment for their substantive position as referred to in 3(c) the payment of accrued annual leave and long service leave shall be calculated at the higher rate.

##### **4.3 Severance Benefit**

- (a) Full Time Employees

Two (2) weeks pay per year of recognised service and a proportionate amount for an incomplete year and paid at the employee's permanent level, with a minimum of four (4) weeks up to a maximum of fifty two (52) weeks.

- (b) Part-time Employees

A part-time employee shall be entitled to a severance benefit, on a pro rata basis, of two (2) weeks full time pay per year of recognised service and a proportionate amount for an incomplete year. A year of service is calculated on the total full-time equivalent years of service.

*(Example: If an employee worked as a full-time employee for 10 years and then converted to part-time employment at 0.5 FTE for a further 5 years and 6 months, the total full time equivalent years of service would be 12.75.)*

#### **4.4 Recognition of Service**

In addition to the severance package an additional payment of \$6,500 or eight (8) weeks pay pro rata whichever is the greater will be made.

#### **4.5 Superannuation**

An employee's superannuation benefit is calculated according to the prescribed conditions of the superannuation scheme of which the employee is a member.

### **5. REFUNDING OF SEVERANCE BENEFIT UPON RE-EMPLOYMENT**

- (a) An employee who has received a retrenchment package under this policy and who is subsequently re-employed in a Queensland Government entity as a consultant or on a casual, part-time or full-time basis for a total cumulative period of more than twenty (20) working days during the period of time covered by the severance benefit, is not entitled to retain that portion of the benefit applicable to the period of re-employment.
- (b) As a condition of re-employment, the employee will be required to refund to the Crown that portion of the severance benefit to which they are not entitled.
- (c) People and Leadership will implement procedures to ensure repayment of the un-entitled portion of the severance benefit from an employee who has received such a benefit and is subsequently employed by the Tourism and Events Queensland Employing Office.