

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

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

WorkCover Employing Office

AND

Together Queensland, Industrial Union of Employees

(Matter No. CB/2026/10)

WORKCOVER EMPLOYING OFFICE – CERTIFIED AGREEMENT 2025

Certificate of Approval

On 20 March 2026 the Commission certified the attached written agreement in accordance with section 193 of the *Industrial Relations Act 2016*:

Name of Agreement: **WORKCOVER EMPLOYING OFFICE – CERTIFIED AGREEMENT 2025**

Parties to the Agreement:

- WorkCover Employing Office; and
- Together Queensland, Industrial Union of Employees

Operative Date: 20 March 2026

Nominal Expiry Date: 30 September 2028

Previous Agreement: *WorkCover Employing Office – Certified Agreement 2022*

Termination Date of Previous Agreement: 20 March 2026

By the Commission

J.C. DWYER
Industrial Commissioner
20 March 2026

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

Industrial Relations Act 2016 Chapter 4 Part 5

WorkCover Employing Office
(ABN 31 496 806 812)
AND

Together Queensland, Industrial Union of Employees
(ABN 44 901 734 369)

WORKCOVER EMPLOYING OFFICE - CERTIFIED AGREEMENT 2025

THE AGREEMENT is made under the *Industrial Relations Act 2016*, on the day of between the Chief Executive Officer of the WorkCover Employing Office AND Together Queensland, Industrial Union of Employees:

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PART 1 - PRELIMINARY

1.1 Title

This agreement will be known as the *WorkCover Employing Office - Certified Agreement 2025 (Agreement)*.

1.2 Parties bound

This Agreement will be binding upon the WorkCover Employing Office (**WCEO**) and Together Queensland, Industrial Union of Employees (**Together**).

1.3 Agreement coverage

This Agreement applies to all Employees of the WCEO covered by the *WorkCover Queensland Employees Award - State 2015 (Award)* who are classified at Award Grades 1 to 4.

1.4 Date and period of operation

This Agreement will operate from the date of certification and has a nominal expiry date of 30 September 2028. sting of Agreement

A copy of this Agreement will be made available on the WCEO intranet to be accessed by all Employees.

1.5 Relationship to parent Award

This Agreement will be read and interpreted wholly in conjunction with the Award, provided that where there is any inconsistency between this Agreement and the Award, this Agreement will take precedence to the extent of the inconsistency.

1.6 Objectives of Agreement

The objectives of the Agreement are:

- 1.6.1 the development and maintenance of a safe, healthy and engaging workplace for all;
- 1.6.2 to provide a fair and equitable employment framework that recognises Employees;
- 1.6.3 to continue to enhance the skill and capability of Employees, ensuring people have productive and meaningful work; and
- 1.6.4 for Employees to contribute to the WCEO's strategic vision and goals.

1.7 No further claims

1.7.1 This Agreement is in full and final settlement of the WCEO and Together 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.

1.7.2 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 provides conditions that are not less favourable than current conditions;

- b) Any improvements in conditions that are determined on a whole-of-Government basis and apply to the WCEO; and
- c) Reclassifications.

1.8 Dispute avoidance and settlement procedure

- 1.8.1 The objectives of this procedure are the avoidance and resolution of any disputes over matters covered by this Agreement, by measures based on the provision of information and explanation, consultation, co-operation and negotiation.
- 1.8.2 Subject to legislation, while the dispute procedure is being followed, normal work is to continue except in the case of a genuine safety issue. The status quo existing before the emergence of a dispute is to continue whilst the procedure is being followed. No party is to be prejudiced as to the final settlement by the continuation of work.
- 1.8.3 There is a requirement for management to provide relevant information, explanation and consultation with Together.
- 1.8.4 In the event of any disagreement between the parties as to the interpretation of this Agreement, the following procedures will apply:
 - a) the matter will be discussed by the Employee's union representative and/or the Employee(s) concerned (where appropriate) and the immediate supervisor in the first instance. The discussion should take place within 24 hours and the procedure should not extend beyond 7 days;
 - b) if the matter is not resolved as per (a) above, it will be referred by the union representative and/or the Employee(s) to the appropriate management representative who will arrange a conference of the WCEO and Together to discuss the matter. This process should not extend beyond 7 days;
 - c) if the matter remains unresolved it will be referred to the Employee and/or their nominee and the Executive Officer and/or nominee for discussion and appropriate action. This process should not exceed 14 days:
 - i) if the matter is not resolved as per (c) then it may be referred, by either party, to the Queensland Industrial Relations Commission for conciliation, or if necessary, arbitration.
 - ii) In lieu of the above, the WCEO and Together may agree on a course of action to resolve the issue. If the WCEO and Together are unable to resolve the issue they may then seek the application of the above process.

1.9 Flexibility

- 1.9.1 The provisions of this Agreement may be varied by mutual agreement between the WCEO, Together and Employees to accommodate operational requirements and to increase efficiency and flexibility in the workplace. Such variation is subject to the following conditions:
 - a) The Agreement must be genuinely and freely entered into by the WCEO and Employees directly affected by its terms;

- b) Where the proposed variation to the Agreement involves more than one Employee, there must be genuine agreement by the majority of Employees directly affected by its terms, with consensus wherever possible the basis for consent to the Agreement;
 - c) The terms of the Agreement must be in writing and must incorporate a review period;
 - d) Appropriate consideration must be given to the potential impact on Employees with family responsibilities, occupational health and safety and on specific Employee groups;
 - e) Employees directly affected by the variation to the Agreement must be given a copy of the proposed variation and further copies upon request;
 - f) Proposals are not to be unreasonably opposed;
 - g) Employees may be represented during negotiations by a representative including a union representative; and
- 1.9.2 Any variation to the Agreement will be undertaken in accordance with the requirements of section 225 of the Act.

1.10 Definitions

- 1.10.1 *Act* - "Act" means the *Industrial Relations Act 2016* (Qld) as varied or replaced from time to time.
- 1.10.2 *CPI* – "CPI" means the Consumer Price Index, as published by the Australian Bureau of Statistics, exceeds the applicable wage increase for that year.
- 1.10.3 *Employee* - "Employee" means a WCEO Employee who is covered by the Agreement.
- 1.10.4 *Executive Officer* - "Executive Officer" means the Executive Officer of the WCEO or delegate.
- 1.10.5 *OOP* - "OOP" means a one-off payment, payable as a lump sum and separate to the Employee's base salary.
- 1.10.6 *Together* -"Together" means Together Industrial Union of Employees.
- 1.10.7 *WCC* - "WCC" means the WorkCover Consultative Committee.
- 1.10.8 *WCEO* - "WCEO" means the WorkCover Employing Office

PART 2- HOURS OF WORK AND LEAVE

2.1 Spread of Ordinary ours

- 2.1.1 The WCEO and Together agree to continue of a wider spread of ordinary hours of 6.00am to 7.00pm, Monday to Friday inclusive.
- 2.1.2 The WCEO and Together affirm that the capacity for an employee to have a spread of ordinary hours of 6.00am to 7.00pm, Monday to Friday inclusive, will be by mutual agreement, subject to the genuine customer service delivery requirements of the WCEO.

2.1.3 The Award provides that employees must attend work during core hours unless they have prior approval.

2.1.4 An Employee may request an individual flexible work arrangement, to vary their core hours.

2.2 Banked Time

2.2.1 This clause is to be read in conjunction with clause 15.4 of the Award.

2.2.2 An Employee is entitled to accrue sufficient normal or part-time banked time hours to enable up to 2 banked days to be taken during each 4-week cycle. The taking of banked time leave is to be approved by the Leaders subject to business needs.

2.2.3 Leaders may also approve banked time leave (if accrued) for short periods on any day notwithstanding those 2 full banked days may have already been taken during the current cycle.

2.2.4 An Employee may carry over up to 36.25 hours of accrued banked time from one cycle to another, as approved on an as needs basis and in consultation with leaders.

2.2.5 The parties will develop a guideline, to be agreed through the WCC, to clarify and supplement the existing hours of work and banked time arrangements in the Award and the Certified Agreement.

2.3 Leave

These clauses are to be read in conjunction with the Queensland Employment Standards and Part 6 of the Award.

2.3.1 Half Pay Annual Leave

- a) An Employee may request to take a portion of their accrued annual leave on a half-pay basis.
- b) Such a request will not be unreasonably refused.
- c) If a request for half-pay leave is refused, the WCEO or delegate will provide the Employee with the reasons in writing.
- d) When half-pay leave is approved, the Employee's leave entitlements and continuity of service remain unaffected. The entire absence counts as normal service, and leave accrues as if taken at full pay. Public holidays falling during a period of half-pay leave are paid at the Employee's normal full rate of pay.

2.3.2 Purchased Leave

Employees may make an application to 'purchase' additional leave for a proportionate salary subject to the discretion of the WCEO or delegate. Such application will not be refused unreasonably.

2.3.3 Long Service Leave

- a) Employees are entitled to make an application to take pro rata long service leave after 7 years continuous service. Such application must not be refused unreasonably.

- b) Employees may request to take long service leave on a half pay basis. Such application must not be refused unreasonably.

2.3.4 Critical Emergency Service Leave

- a) This sub-clause should be read in conjunction with section 118 of the Act.
- b) Eligible Employees are entitled to up to 5 paid days of non-cumulative emergency service leave each calendar year to engage in a voluntary emergency management activity.
- c) Additional special leave for voluntary emergency service management activity may be approved by the WCEO Executive Officer in accordance with the WCEO leave policy.

2.3.5 Annual Calendar for Leave Requests

- a) The WCEO will commit to publishing an annual calendar representing the peak customer demand periods for claims management roles.
- b) This calendar will outline leave availability during peak customer demand periods. This calendar will be shared in a central location for all employees to view.

PART 3- SALARY, WAGES AND RELATED MATTERS

3.1 Wage increases

3.1.1 This Agreement provides for the following wage increases:

- a) For agreement year 1, an increase of 3% effective from 1 October 2025 and paid on the *applicable rate* at 30 September 2025.
- b) For agreement year 2, an increase of 2.5% effective from 1 October 2026 and paid on the *preceding agreement rate*.
- c) For agreement year 3, an increase of 2.5% effective from 1 October 2027 and paid on the *preceding agreement rate*.

3.2 CPI Uplift Adjustment

3.2.1 In addition, where the *Brisbane CPI figure* exceeds the relevant wage increase provided at clause 3.1 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 in clause 3.1.1 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 3.1.1 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 3.1.1 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%.

3.3 Eligibility

3.3.1 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 3.1 and 3.2 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 3.2.1 a), provided the employee was employed under this agreement during *CUA period 1*.
 - ii) Where the CUA is triggered pursuant to 3.2.1 b), provided the employee was employed under this agreement during *CUA period 2*.
 - iii) Where the CUA is triggered pursuant to 3.2.1 c), provided the employee was employed under this agreement during *CUA period 3*.
- c) Despite clause 3.3.1 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 Payroll department to Payroll.Helpdesk@workcoverqld.com.au confirming that:
 - i) Where the *CUA is triggered* pursuant to 3.2.1 a), the person was employed under this Agreement during *CUA period 1*.
 - ii) Where the *CUA is triggered* pursuant to 3.2.1 b), the person was employed under this Agreement during *CUA period 2*.
 - iii) Where the *CUA is triggered* pursuant to 3.2.1 c), the person was employed under this Agreement during *CUA period 3*.

3.4 Payment of the CUA

3.4.1 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 3.3.1 a) – c) are met; or
 - ii) The relevant information set out in clause 3.3.1 c) is provided.

- 3.4.2 Where the *CUA entitlement crystallises*:
- a) For *CUA period 1* payment will apply as if it had formed part of the increase at clause 3.1.1 a).
 - b) For *CUA period 2* payment will apply as if it had formed part of the increase at clause 3.1.1 b).
 - c) For *CUA period 3* payment will apply as if it had formed part of the increase at clause 3.1.1 c).
- 3.4.3 Payment will be made no later than the pay period that is 2 months after the *CUA entitlement crystallises*.
- 3.4.4 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*.

3.5 Salary Schedule and Other Financial Elements

- 3.5.1 The salary rates table at clause 3.7 reflects the wage increases provided for at clause 3.1.1.
- 3.5.2 The salary rates will be increased where the *CUA entitlement crystallises* and will have a compounding effect for the purposes of subsequent increases pursuant to clause 3.1 and (if applicable) clause 3.4.2.
- 3.5.3 Any allowances and/or other financial elements that increase pursuant to clause 3.1, will also increase and compound in accordance with the *CUA* if the *CUA entitlement crystallises*.
- 3.5.4 Where the *CUA* entitlement crystallises in any agreement year, the WCEO will publish updated rates reflecting this on a public facing website.

3.6 Definitions

- 3.6.1 *Applicable rate*
- Means the higher of the final rate under the *WorkCover Employing Office Certified Agreement 2022* or the relevant parent award rate at the nominal expiry date of the *WorkCover Employing Office Certified Agreement 2022*.
- 3.6.2 *Brisbane CPI figure*
- Means the relevant through the year March CPI outcome (All Groups Brisbane) as published by the Australian Bureau of Statistics (ABS).
- 3.6.3 *CUA is triggered*
- Means
- a) When, for *CUA period 1*, the March 2026 *Brisbane CPI figure* published by the ABS exceeds the wage increase of 3%.

- b) When, for *CUA period 2*, the March 2027 *Brisbane CPI figure* published by the ABS exceeds the wage increase of 2.5%.
- c) When, for *CUA period 3*, the March 2028 *Brisbane CPI figure* published by the ABS exceeds the wage increase of 2.5%.

3.6.4 *CUA entitlement crystallises*

Means that

- a) the *CUA is triggered* for a particular *CUA period* in accordance with clause 3.2; and
 - i) the employee eligibility requirements outlined in clause 3.3.1 a) - b) are met; or
 - ii) the information provided in the exceptions at clause 3.3.1 c) is provided.

3.6.5 *CUA period*

Means:

- a) For *CUA period 1* – on or after certification of this agreement and between 1 October 2025 to 30 September 2026; or
- b) For *CUA period 2* – on or after certification of this agreement and between 1 October 2026 to 30 September 2027; or
- c) For *CUA period 3* – on or after certification of this agreement and between 1 October 2027 to 30 September 2028.

3.6.6 *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*.

3.6.7 *Preceding agreement rate*

Means:

- a) For Agreement Year 2, the relevant agreement rate of pay for Agreement Year 1 reflecting the increase at clause 3.1.1 a) and any increase at sub-clause 3.4.2 a) where the *CUA entitlement crystallises*.
- b) For Agreement Year 3, the relevant agreement rate of pay for Agreement Year 2 reflecting the increase at clause 3.1.1 b) and any increase at sub-clause 3.5.2 b) where the *CUA entitlement crystallises*.

3.7 Salary rates table

Grade	Pay points	Salary from 1/10/2025 3% increase		Salary from 1/10/2026 2.5% increase		Salary 1/10/2027 2.5% increase	
		Annual	Per Fortnight	Annualised	Per Fortnight	Annualised	Per Fortnight
Grade 1	1	\$57,971	\$2,222.02	\$59,420	\$2,277.56	\$60,906	\$2,334.52
	2	\$59,638	\$2,285.92	\$61,129	\$2,343.07	\$62,657	\$2,401.64
	3	\$61,349	\$2,351.50	\$62,883	\$2,410.30	\$64,455	\$2,470.55
	4	\$63,060	\$2,417.08	\$64,637	\$2,477.53	\$66,253	\$2,539.47
	5	\$64,772	\$2,482.70	\$66,391	\$2,544.76	\$68,051	\$2,608.39
	6	\$67,144	\$2,573.62	\$68,823	\$2,637.98	\$70,544	\$2,703.94
	7	\$69,858	\$2,677.65	\$71,604	\$2,744.57	\$73,394	\$2,813.18
	8	\$72,573	\$2,781.72	\$74,387	\$2,851.25	\$76,247	\$2,922.54
	9	\$75,287	\$2,885.74	\$77,169	\$2,957.88	\$79,098	\$3,031.82
	10	\$78,001	\$2,989.77	\$79,951	\$3,064.51	\$81,950	\$3,141.13
	11	\$80,716	\$3,093.84	\$82,734	\$3,171.19	\$84,802	\$3,250.45
Grade 2	1	\$78,760	\$3,018.86	\$80,729	\$3,094.33	\$82,747	\$3,171.68
	2	\$80,379	\$3,080.92	\$82,388	\$3,157.92	\$84,448	\$3,236.88
	3	\$81,998	\$3,142.97	\$84,048	\$3,221.55	\$86,149	\$3,302.08
	4	\$83,616	\$3,204.99	\$85,706	\$3,285.10	\$87,849	\$3,367.24
	5	\$85,236	\$3,267.09	\$87,367	\$3,348.77	\$89,551	\$3,432.48
	6	\$86,855	\$3,329.14	\$89,026	\$3,412.36	\$91,252	\$3,497.68
	7	\$88,473	\$3,391.16	\$90,685	\$3,475.95	\$92,952	\$3,562.84
	8	\$90,092	\$3,453.22	\$92,344	\$3,539.54	\$94,653	\$3,628.04
	9	\$91,710	\$3,515.23	\$94,003	\$3,603.12	\$96,353	\$3,693.20
	10	\$93,329	\$3,577.29	\$95,662	\$3,666.71	\$98,054	\$3,758.40
	11	\$94,947	\$3,639.31	\$97,321	\$3,730.30	\$99,754	\$3,823.56
Grade 3	1	\$93,397	\$3,579.90	\$95,732	\$3,669.40	\$98,125	\$3,761.12
	2	\$95,042	\$3,642.95	\$97,418	\$3,734.02	\$99,853	\$3,827.35
	3	\$96,688	\$3,706.04	\$99,105	\$3,798.68	\$101,583	\$3,893.67
	4	\$98,333	\$3,769.09	\$100,791	\$3,863.31	\$103,311	\$3,959.90
	5	\$99,979	\$3,832.18	\$102,478	\$3,927.97	\$105,040	\$4,026.17
	6	\$101,624	\$3,895.24	\$104,165	\$3,992.63	\$106,769	\$4,092.44
	7	\$103,270	\$3,958.33	\$105,852	\$4,057.30	\$108,498	\$4,158.72
	8	\$104,915	\$4,021.38	\$107,538	\$4,121.92	\$110,226	\$4,224.95
	9	\$106,561	\$4,084.47	\$109,225	\$4,186.58	\$111,956	\$4,291.26
	10	\$108,206	\$4,147.52	\$110,911	\$4,251.21	\$113,684	\$4,357.50
	11	\$109,852	\$4,210.62	\$112,598	\$4,315.87	\$115,413	\$4,423.77
Grade 4	1	\$109,852	\$4,210.62	\$112,598	\$4,315.87	\$115,413	\$4,423.77
	2	\$111,496	\$4,273.63	\$114,283	\$4,380.45	\$117,140	\$4,489.96
	3	\$113,140	\$4,336.64	\$115,969	\$4,445.08	\$118,868	\$4,556.20
	4	\$114,785	\$4,399.70	\$117,655	\$4,509.70	\$120,596	\$4,622.43
	5	\$116,430	\$4,462.75	\$119,341	\$4,574.33	\$122,325	\$4,688.70
	6	\$118,074	\$4,525.76	\$121,026	\$4,638.91	\$124,052	\$4,754.90
	7	\$119,719	\$4,588.82	\$122,712	\$4,703.54	\$125,780	\$4,821.13
	8	\$121,363	\$4,651.83	\$124,397	\$4,768.12	\$127,507	\$4,887.33
	9	\$123,008	\$4,714.88	\$126,083	\$4,832.75	\$129,235	\$4,953.56
	10	\$124,653	\$4,777.94	\$127,769	\$4,897.37	\$130,963	\$5,019.80
	11	\$126,297	\$4,840.95	\$129,454	\$4,961.96	\$132,690	\$5,085.99

3.7.1 Fortnightly salaries are calculated as follows: (annual rate ÷ 26.0893).

3.8 Salary Packaging

3.8.1 Salary packaging is available for all Employees (excluding short-term casuals) covered by this Agreement in accordance with Queensland Government policy.

3.8.2 The following principles apply to salary packaging arrangements:

- a) Administration
 - i) The costs for administering the package, including fringe benefits tax, are met by the participating Employee. There must be no significant additional administrative workload or other ongoing costs to the WCEO;
 - ii) Any increases or variations to taxation, excluding payroll tax, that result in additional costs are to be passed on to the Employee as part of the salary package;
 - iii) There will be no additional increase in superannuation costs to the WCEO;
 - iv) The WCEO will pass on to the Employee any Input Tax Credits (ITCs) it receives as part of salary packaging;
 - v) The Employee's salary for superannuation purposes and severance and termination payments will be the gross salary which the Employee would receive if not taking part in flexible salary packaging.
- b) Independent financial advice
 - i) Where mandated by relevant government policy, Employees must provide to the WCEO evidence of independent financial advice prior to taking up a salary package; and
 - ii) Where no mandatory requirement exists, it is strongly recommended that all Employees seek independent financial advice when entering/altering a salary packaging arrangement.

PART 4 - PERFORMANCE

4.1 Annual Performance Reviews and Links to Salary

4.1.1 Performance ratings

Employees who achieve a rating of effective or superior for their Annual Performance Review (as per the relevant the WCEO performance review process in accordance with clause 12.6 of the Award) will be entitled to progress by the following number of pay points subject to clause **Error! Reference source not found.**7:

- Effective - 2 pay points.
- Superior - 3 pay points.

4.2 Application of Performance-based Salary Increases

- 4.2.1 Employees who commenced employment or were promoted between 1 April and 31 July (inclusive) in a year will be entitled to a pay point progression of one pay point for that year.
- 4.2.2 Employees who commence or are promoted after 31 July in a year are not entitled to any pay point progression until 1 October in the following year.
- 4.2.3 Employees who have reached the highest pay point for their grade will be eligible to receive an OOP if they achieve a superior performance rating. The amount of the OOP will be equivalent to half a pay point increment for the Employee's grade.

Grade	Pay Point	3%	OOP	2.50%	OOP	2.50%	OOP
		Increment	Payment	Increment	Payment	Increment	Payment
		1/10/2025	1/10/2025	1/10/2026	1/10/2026	1/10/2027	1/10/2027
Grade 1	11	2714	1357	2782	1391	2852	1426
Grade 2	11	1619	809.5	1659	829.50	1700	850
Grade 3	11	1646	823	1687	843.50	1729	864.50
Grade 4	11	1645	822.50	1686	843	1728	864

- 4.2.4 Employees on salary maintenance arrangements are not eligible for an OOP; as they are subject to additional individual payment arrangements.
- 4.2.5 Salary increases due to pay point progression and lump sum OOPs will be paid from 1 October, in recognition of performance during the preceding financial year, that is:
- 1 July 2025 - 30 June 2026 performance: paid 1 October 2026;
 - 1 July 2026 - 30 June 2027 performance: paid 1 October 2027;
 - 1 July 2027 - 30 June 2028 performance: paid 1 October 2028; and
 - 1 July 2028 - 30 June 2029 performance: paid 1 October 2029.

PART 5 - CONSULTATION

5.1 Consultation

Employees will be consulted about decisions that affect their employment and the WCEO commits to involving Employees and Together in the decision-making processes. Employees will be encouraged to participate in the consultation processes by being provided adequate time to understand, analyse and seek appropriate advice from Together and respond to such information allowing parties an opportunity to contribute to outcomes.

5.2 WorkCover Consultative Committee

- 5.2.1 The WCC is a joint union/employer forum to oversee the implementation of the Agreement, and to facilitate the provision of information and explanation, consultation, co-operation, and negotiation between the WCEO and Together.
- 5.2.2 The WCC may be also used to consult on a broad range of issues and is not confined to the discussion of matters arising from this Agreement. Matters for consultation through the WCC may include but are not limited to:

- a) Workload management;
- b) Significant organisational change and restructuring;
- c) Learning and development;
- d) Work/life balance;
- e) Career progression;
- f) Contracting out services;
- g) Improving gender equity; and
- h) On Call.

- 5.2.3 The WCC should meet a minimum of 10 times each year, one meeting per calendar month excluding December and January of each year.
- 5.2.4 Either party may request that an additional ad hoc meeting be scheduled within one week of the date of request. Such requests may not be unreasonably refused.
- 5.2.5 The WCC will be comprised of the WCEO and Together representatives.
- 5.2.6 This clause does not preclude Together from making representations to the WCEO on specific issues outside the WCC.

5.3 Organisational Change and Restructuring

- 5.3.1 During the life of this Agreement organisational change will be limited in scale and will only occur if there are demonstrated benefits to the WCEO or its customers, and in accordance with the Award and this Agreement. The WCEO will inform Together as soon as practical of proposed significant organisational changes.
- 5.3.2 The WCEO is committed to providing stability by limiting organisational restructuring and contracting out of services.
- 5.3.3 These commitments are affected through the adherence to the Government's Employment Security Policy and the Policy on the Contracting-Out of Government Services.
- 5.3.4 The WCEO will provide reasonable notice to the WCC of their intention to initiate and/or implement significant organisational change, prior to the commencement of any planned changes for the purpose of consultation in accordance with the introduction of change provisions of the Award and clause 5.1 of this Agreement.

It is acknowledged that management has a right to implement changes to ensure the effective delivery of service by the WCEO. The consultation process will not be used to frustrate or delay the changes but rather ensure that all viable options are considered.
- 5.3.5 The WCEO are also required where requested to provide relevant unions with a listing of the affected Employees during significant organisational change comprising name, job title and work location including floor level, work email, work phone number, Award and employment status (permanent/temporary/casual). This obligation extends to any further decentralisation initiatives by the WCEO.
- 5.3.6 Permanent WCEO Employees will not be forced into unemployment as a result of organisational change or changes in the WCEO or WCEO priorities. Where changes to

employment arrangements are necessary, there will be active pursuit of retraining, transfer and/or redeployment opportunities. There is a responsibility on the Employee to meaningfully participate in the opportunities made available.

5.4 Employment Security

5.4.1 No forced redundancies of permanent Employees will occur during the life of the Agreement. Where changes to employment arrangements of permanent Employees are necessary, the WCEO will actively pursue retraining, transfer and/or redeployment opportunities for affected Employees. In the event of redundancies, the WCEO Employees will be paid the redundancy entitlements contained in Directive 04/18 Early retirement, redundancy and retrenchment, as amended or replaced from time to time. However, the entitlement at the date this Agreement was made, will not be reduced for the life of this Agreement.

The WCEO and Together are to encourage regular and open consultation that is structured and meaningful in accordance with this clauses 5.1 and 5.2 of this Agreement.

5.4.2 The WCEO does not intend to increase the level of contracting-out of services during the life of this Agreement. The WCEO reserves the right to contract-out work, where the available skills do not exist within the WCEO, or there is no ongoing requirement for Employees with these skills, or where efficiencies will result in achieving better outcomes for customers and Employees.

5.5 Reporting

The WCEO will report to Together on the status of employment practices and provide lists of Employees quarterly unless otherwise agreed. The reports should detail the following:

5.5.1 A snapshot of current workforce including the total number and variance from the previous report:

- a) Employees by appointment type (e.g., permanent/casual);
- b) Employees by employment status (e.g., permanent/temporary/casual); and
- c) people engaged through labour hire.

5.5.2 A list of new Employees since the last report including name, job title, work email, work location (including floor level), and employment status (e.g., permanent/temporary/casual).

5.5.3 A list of employment separations since the last report including name, job title, and employment status (e.g., permanent/temporary/casual).

5.5.4 A list of current Employees comprising of name, job title and work location (including floor level), and employment status (e.g., permanent/temporary/casual). This information should be supplied on a six- monthly basis, unless agreed between the WCEO and Together to be on a more regular basis.

5.5.5 The provision of all Employee information to Together must be consistent with the principles outlined in section 350 of the Act and is to be provided electronically.

5.6 Implementation of the Agreement

- 5.6.1 The WCEO and Together agree that the initiatives contained within this Agreement need to be implemented through a consultative process between the WCEO and Together.
- 5.6.2 Where the Agreement provides for, or requires, the WCEO and Together (including through the joint WCC) to agree; or to act, undertake or implement initiatives, or the parties agree to review or address matters jointly to ensure organisational objectives are met, then the WCEO and Together will:
- a) provide progress updates and information in a timely manner via the WCC and/or outside the WCC where necessary;
 - b) share relevant information, subject to relevant privacy considerations; and
 - c) work cooperatively and genuinely negotiate in good faith.
- 5.6.3 The WCEO and Together are not to unreasonably withhold agreement, however, where agreement cannot be reached the WCEO and Together may access the dispute resolution procedures including referring the matter to the Queensland Industrial Relations Commission for conciliation, or if necessary, arbitration.

PART 6 - ORGANISATION COMMITMENTS

6.1 Workload Management

The WCEO is committed to providing a safe working environment where Employees are in the best position to complete work and deliver on customer and business needs without unreasonable workloads. The WCEO and Together are committed to working to understand and address workload management issues and have a shared interest in the ongoing development of proactive practices in an ongoing and consultative way.

The WCEO will implement the following actions to understand and respond to workload management issues:

- 6.1.1 Develop caseload ranges and thresholds to assist leaders and individual Employees to understand and inform workload discussions and appropriate action:
- a) Initial caseload thresholds or ranges are to be set within 6 months of certification to inform the one-one discussions in accordance with clause 6.1.1 below; and
 - b) Triggers, thresholds and a methodology for caseload considerations may be developed, reviewed and adapted over the life of the agreement to respond to changing circumstances such as organisational change, psychosocial risk assessments, staff feedback and changes to internal processes and work practices.
- 6.1.2 Develop reports on workload and caseloads to be provided to the WCC.
- 6.1.3 Deliver within six (6) months of certification, an approach to managing workloads through regular one-on-one discussions for leaders and team members to proactively discuss and address workload issues in real time.

- 6.1.4 To effect this, the WCEO will provide Together with the template to be used for these discussions and is committed to commencing this process by 31 December 2025.
- 6.1.5 Undertake a formal review of workload concerns at the two-year point of the Agreement, to identify trends with a view to considering further strategies to resolve residual or new issues.
- 6.1.6 Design and deliver strategies for new employees, employees returning from long-term leave and part-time employees to support workload management.
- 6.1.7 Update the Workload Management Tool to include the proactive approach to managing workloads through regular one-on-ones with leaders where workloads are discussed on a regular and scheduled basis.
- 6.1.8 Design and deliver strategies to address workload impacts associated with backfilling and absence of employees.
- 6.1.9 Deliver training and support material to support the implementation of the updated Workload Management Tool to ensure its full implementation.
- 6.1.10 Continue to develop and implement strategies related to workload management including related tools, associated communication, training and support to ensure workload management issues are continually considered and addressed, including a shared understanding of the multiple factors that influence workload experiences.

This will include activities with leaders to renew the cultural understanding and context-based approach, and which legacy references no longer apply.

6.2 Equity

- 6.2.1 The WCEO respects, values, and embraces the diversity of Employees by working towards prevention and elimination of discrimination in the workplace, and actively encouraging an environment where all Employees feel included and valued for who they are, and able to bring their authentic selves to work.
- 6.2.2 The WCEO is committed to the inclusion of a diversity of thought, experience and perspective, contributing to creating a place of belonging for Employees.
- 6.2.3 The WCEO will promote a culture of respect and inclusion in which:
 - a) all Employees feel safe in the workplace;
 - b) the experiences and perspectives of Employees are invited and respected;
 - c) a culture of belonging is fostered in the workforce;
 - d) Employees are supported to work together to improve performance and wellbeing; and
 - e) Employees possess the skills and knowledge, and have access to the systems, necessary to engage in employment matters in an appropriate, safe and respectful way.
- 6.2.4 The WCEO is committed to equal remuneration for Employees of all genders, backgrounds and abilities performing the same work.

6.2.5 This Agreement supports the achievement of the principal objects set out in section 4 of the Act, including the promotion of equity, diversity and fair employment practices. Nothing in this Agreement permits any conduct or treatment, whether direct or indirect, that would contravene the *Anti-Discrimination Act 1991* (Qld).

6.3 Equal Remuneration

- 6.3.1 The Agreement provides for remuneration based on classification level related to skills required to perform the role so that a female employee doing the same work as a male employee will receive equal remuneration.
- 6.3.2 The classification structure and associated wage rates are contained in clause 12 of the Award and clause 3.7 of this Agreement (salary rates).

6.4 Workplace Bullying and Harassment

- 6.4.1 The WCEO and Together recognise that workplace bullying, harassment and sexual violence is a serious issue which is not acceptable and must be eliminated.
- 6.4.2 The WCEO is committed to providing a safe, inclusive, and respectful workplace, which is free from all forms of bullying, harassment, and sexual violence. The WCEO and Together expect that all Employees can participate and feel welcome, safe, and supported at work. All Employees are expected to conduct themselves in a manner which is consistent with the WCEO Code of Conduct and behave professionally and respectfully.
- 6.4.3 Through the WCC, the WCEO and Together will develop strategies to eliminate the occurrences of bullying in the workplace including but not limited to:
- a) development of education and training programs;
 - b) ensuring any complaints are appropriately investigated;
 - c) ensure support for Employees is available for Employees who instigate complaints of bullying, harassment, or sexual violence.

6.5 Customer Aggression

- 6.5.1 The WCEO and Together recognise that customer aggression can be a workplace health and safety issue and agree that any form of aggression by customers towards Employees is not acceptable.
- 6.5.2 It is agreed that WCEO and Together through the WCC will review strategies and where appropriate make recommendations to amend strategies to manage the potential risks of customer aggression.

6.6 Career Progression

- 6.6.1 The WCEO is committed to:
- a) Provide regular updates at the WCC on the work underway to establish clear career pathways for Employees.
 - b) Improve communication of career opportunities to Employees to ensure Employees have all reasonable opportunity to be aware of job opportunities as they arise.

- c) Implement internal talent identification and talent care process so Employees can be more active in their career aspirations, and the WCEO can better support our internal candidates in the end-end process.

6.7 Work / life balance and flexible work arrangements

- 6.7.1 The WCEO is committed to providing work life balance to Employees through working arrangements, while ensuring customer and business needs are met. The WCEO recognises the increasingly complex interplay between people's work and personal lives and the challenges involved in managing work, family, and lifestyle responsibilities.
- 6.7.2 Workplace arrangements supported by the WCEO to assist Employees in balancing work, family and lifestyle responsibilities may include as appropriate to business and individual needs but are not limited to:
 - a) flexible working arrangements, including telecommuting/working from home and co-working spaces/distributed work centres;
 - b) secondments and interchanges;
 - c) career breaks; and
 - d) transition to retirement.
- 6.7.3 The WCEO acknowledges each Employee's entitlements to request flexible work arrangements in accordance with the Act and its obligations in deciding those requests. The WCEO remains committed to consideration of flexible work requests in accordance with the Act, the Public Sector Commission Directives and flexibility framework and relevant WCEO policies and procedures. Such requests will not be refused unreasonably.
- 6.7.4** The WCEO will facilitate and allow Employees access to information sessions to improve financial literacy and security for Employees.

6.8 Relocation

- 6.8.1 The WCEO commits to minimisation of disruption of employees' working lives by changing the location of employees' work.
- 6.8.2 Any proposed change will be discussed at the WCC.
- 6.8.3 The WCEO will utilise a range of initiatives to ensure employees are not disadvantaged by a relocation, including but not limited to:
 - a) relocation allowances;
 - b) compressed working week to reduce the number of trips employee undertakes for each week of work;
 - c) alteration of working hours to enable employees to travel to and from work in off peak periods and hence take advantage of concessional fares;
 - d) alteration of working hours to enable employees to travel to and from work at times to reduce childcare costs; and
 - e) telecommuting.

- 6.8.4 Arrangements entered by the WCEO and Employees because of the relocation from the regional offices to Brisbane centralised office will be maintained for the life of this Agreement.

Signatory page

Signed for and on behalf of the **WorkCover Employing Office** by an authorised officer in the presence of

<hr/> <p>Signature of witness</p>	<hr/> <p>Signature of officer</p>
<hr/> <p>Olga Sashko</p> <p>Name of witness</p>	<hr/> <p>Michael Pennisi</p> <p>Name of officer</p>
	<hr/> <p>Chief Executive Officer</p> <p>Office held</p>
	<hr/> <p>16 February 2026</p> <p>Date</p>

Signed for and on behalf of **Together Queensland, Industrial Union of Employees,** by an authorised officer in the presence of

<hr/> <p>Signature of witness</p>	<hr/> <p>Signature of officer</p>
<hr/> <p>Michael Thomas</p> <p>Name of witness (print)</p>	<hr/> <p>Alexander Scott</p> <p>Name of officer</p>
	<hr/> <p>Branch Secretary</p> <p>Office held</p>
	<hr/> <p>16 February 2026</p> <p>Date</p>