QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

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

South Bank Employing Office

AND

Together Queensland, Industrial Union of Employees

United Workers' Union, Industrial Union of Employees, Queensland

(Matter No. CB/2026/94)

SOUTH BANK EMPLOYING OFFICE CERTIFIED AGREEMENT 2026

Certificate of Approval

On 22 October 2026, the Commission certified the attached written agreement in accordance with section 193 of the *Industrial Relations Act* 2016:

Name of Agreement:	**SOUTH BANK EMPLOYING OFFICE CERTIFIED AGREEMENT 2026**
Parties to the Agreement:	• Together Queensland, Industrial Union of Employees • United Workers' Union, Industrial Union of Employees, Queensland
Operative Date:	22 October 2026
Nominal Expiry Date:	28 February 2029
Previous Agreement:	*South Bank Employing Office Employees' Certified Agreement 2023*
Termination Date of Previous Agreement:	22 October 2026

By the Commission

P.B. O'NEILL
Industrial Commissioner
22 October 2026

Table of Contents

PART 1: APPLICATION AND OPERATION 3

1.1 Title 3

1.2 Application and Parties Bound 3

1.3 Date of Operation 3

1.4 Posting of Agreement 3

1.5 Relationship to Awards and Industrial Instruments 3

1.6 Objectives 4

1.7 Equity Considerations 4

1.8 Definitions 5

1.9 No Further Claims 6

PART 2: COMMUNICATION, CONSULTATION AND DISPUTE RESOLUTION 6

2.1 Consultative Mechanisms and Procedures in the Workplace 6

2.2 Consultative Committees 7

2.3 Organisational Change and Restructuring 7

2.4 Prevention and Settling of Disputes 8

PART 3: EMPLOYMENT RELATIONSHIP AND RELATED ARRANGEMENTS 9

3.1 Types of employment 9

3.1.4 Temporary or fixed-term 11

3.2 Employee Duties 11

3.3 Employer Duties 11

3.4 Probation 12

3.5 Termination 12

3.6 Multi-Hiring 14

3.7 Multiskilling and Job Rotation 14

PART 4: WAGES AND RELATED MATTERS 15

4.1 Wages 15

4.2 Classification 18

4.3 Salary Packaging 19

PART 5: HOURS OF WORK AND RELATED MATTERS 19

5.1 Hours 19

5.2 Breaks 21

5.3 Overtime 22

5.4 On call and recall 23

PART 6: LEAVE AND PUBLIC HOLIDAYS 25

6.1 Annual Leave 25
6.2 Sick Leave 26
6.4 Domestic and Family Violence Leave 27
6.5 Long Service Leave 28
6.6 Parental Leave 28
6.7 Public Holidays 28
6.8 Purchased Leave 29
PART 6: TRAINING AND RELATED MATTERS 29
7.1 Training 29
7.2 Performance Reviews 29
PART 8: HEALTH AND SAFETY RELATED MATTERS 29
8.1 Protective Clothing 29
PART 9: AGREEMENT COMPLIANCE AND UNION RELATED MATTERS 29
9.1 Collective Industrial Relations 29
9.2 International Labour Organisation Conventions 30
9.3 Union Encouragement 30
9.4 Industrial Relations Training Leave 30
9.5 Use of Contractors 31
Appendix 1: Salary Schedule 33
Appendix 2: Classification Level Definitions 34
Appendix 3: On Call Allowance 41

PART 1: APPLICATION AND OPERATION

1.1 Title

This Agreement shall be known as the South Bank Employing Office Certified Agreement 2026.

1.2 Application and Parties Bound

This Agreement shall apply to:

(a) Together Queensland, Industrial Union of Employees and United Workers' Union, Industrial Union of Employees, Queensland;

(b) South Bank Employing Office; and

(c) employees, for whom classifications and rates of pay are prescribed by this Agreement.

1.3 Date of Operation

(a) This Agreement operates from the date of certification by the Queensland Industrial Relations Commission ("the Commission") until the nominal expiry date of 28 February 2029.

(b) The parties agree to commence renegotiations for a new Agreement no later than 6 months prior to the nominal expiry date.

1.4 Posting of Agreement

This Agreement shall be available in the workplace electronically with convenient access for all employees.

1.5 Relationship to Awards and Industrial Instruments

(a) This Agreement is to be read in conjunction with the following Awards, to the extent they apply to a particular employee covered by this Agreement:

Miscellaneous Administrative Employees Award – State 2016;

General Employees (Queensland Government Departments) and Other Employees Award – State 2015; and

City Parkland Services Award – State 2016.

(b) To the extent permitted by the Act and subject to the Queensland Employment Standards, this Agreement prevails over any inconsistent provisions of an applicable award or industrial instruments.

1.6 Objectives

(a) South Bank Corporation is an independent statutory authority set up under the *South Bank Corporation Act 1989* to manage the development and operation of the South Bank precinct

(b) South Bank Corporation manages the day-to-day operation and maintenance of the South Bank precinct, its security, community events and the statutory assessment of new development.

(c) The South Bank precinct is an important public leisure and tourism facility providing world class services to the public generally and domestic and international tourists all year round

(d) South Bank Employing Office is responsible for the provision of corporate, planning. events and operational services. This necessitates Employing Office employees being available to attend to relevant duties at times scheduled to meet those needs in a competitive and efficient manner.

(e) To achieve these goals, the Employing Office and its employees acknowledge that an appropriate level of flexibility must be incorporated into work practice arrangements, sufficient to enable the Employing Office to ensure that:

(i) appropriate employee resources are available at times to meet relevant business needs;

(ii) employee resources are efficiently organised;

(iii) the demands placed on employees do not impact adversely on their personal lives (outside working hours); and

(iv) opportunities are provided for employees to improve their skills and experience through formal and "on the job" training programs.

(f) This Agreement has been negotiated by the parties as an endeavour to recognise the needs of the enterprise and employees and to facilitate achievement of the Employing Office's objectives.

1.7 Equity Considerations

(a) This Agreement will achieve the principal objects specified in sections 4(e), 4(g), 4(i), 4(j), 4(k), 4(l), 4(m) and 4(r) of the Act. We will respect and value the diversity of our employees through helping to prevent and eliminate discrimination.

(b) In addition, the effect of this Agreement is not to allow any conduct or treatment, either direct or indirect, that would contravene the *Anti-Discrimination Act 1991* (Qld).

(c) The Agreement provides for remuneration based on classification levels 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. The classification structure and associated wage rates are contained in Appendix 1 and 2 of the Agreement.

1.8 Definitions

For the purpose of this Agreement:

Act means the *Industrial Relations Act 2016* (Qld)

Consultative Committee means a committee established in accordance with clause 2.2.

casual employee means an employee engaged in accordance with clause 3.1.3.

Code of Conduct means the document of that title produced by the employer.

day worker means an employee who is not a shift worker, who works a single daily period of work (excluding a meal break).

Employer means South Bank Employing Office

full time employee means an employee engaged in accordance with clause 3.1.1 .

household means all people who occupy the same private dwelling (such as a house or apartment) as their usual place of residence.

immediate family means:

(a) spouse, former spouse, a de facto spouse and a former de facto spouse of an employee; and

(b) child, grandchild, adopted child, foster child, ex-foster child, stepchild or ex-nuptial child of an employee or an employee's spouse; and

(c) parent, grandparent or sibling of an employee or an employee spouse.

long-term casual means a casual employee engaged by the employer, on a regular and systematic basis, for one or several periods of employment during a period of at least 1 year.

night shift means any shift commencing at or after 1800 and before 0600 the following day.

part-time employee means an employee engaged in accordance with clause 3.1.3.

QIRC means the Queensland Industrial Relations Commission**.**

relevant award means the award specified at clause 1.5 that applies to the employee in accordance with the coverage provisions contained within the award.

shift worker means an employee performing work as part of a shift work arrangement in accordance with a relevant award.

temporary fixed-term employee means an employee engaged in accordance with clause 3.1.4.

TOIL means time off in lieu accrued in accordance with clause 5.3.1.

Unions means the Together Queensland, Industrial Union of Employees and United Workers' Union, Industrial Union of Employees, Queensland.

1.9 No Further Claims

(a) This Agreement is in full and final settlement of all matters contained within it, and 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.

(b) This Agreement covers all matters or claims that could otherwise be subject to protected industrial action.

(c) It is agreed that the following changes may be made to employees' rights and entitlements during the life of this Agreement:

(i) General Rulings and Statements of Policy issued by the QIRC that provide conditions that are not less favourable than current conditions;

(ii) Any improvements in conditions that are determined on a whole-of-government basis;

(iii) Reclassifications.

(d) It is agreed that any increases in monetary amounts or other entitlements as a result of QIRC decisions or applicable government policy will be applied.

(e) It is a term of this Agreement that no person covered by this Agreement will receive a rate of pay which is less than the corresponding rate of pay in the relevant parent award.

PART 2: COMMUNICATION, CONSULTATION AND DISPUTE RESOLUTION

2.1 Consultative Mechanisms and Procedures in the Workplace

(a) The parties to this Agreement agree that employee participation and close consultation between the employer and its employees represents an opportunity to improve the quality of the working life of all employees, the quality of management and the quality of services provided, thereby improving job security for employees and profitability for the employer.

(b) The parties agree that achievement of these objectives requires commitment from the employer and its employees to the principles and practices of information sharing, employee participation and to participation in staff development.

(c) For effective communication between the parties, each recognises that an atmosphere of mutual trust must continually be developed, and there must be an ongoing commitment to an effective communication program throughout the enterprise.

(d) It is important that there is active participation by employees and the employer on issues which may affect job security, the quality of working life, social and welfare matters and employee services and facilities.

2.2 Consultative Committees

(a) The parties agree that employees should be consulted about decisions which may affect their employment or welfare, and that meaningful consultation with affected employees leads to improved organisational outcomes.

(b) The employer will establish a joint union, employer and employee consultative committee.

(c) The Consultative Committee will be used to facilitate consultation on a broad range of issues, including but not limited to discussion of matters arising from this agreement such as:

(i) Organisational Change and Restructuring (clause 2.3)

(ii) Training (PART 6:)

(iii) Union Encouragement (clause 9.3)

(iv) Organisational matters such as the review of, changes to, or introduction of new workforce management policies.

(d) The Consultative Committee may establish standing committees, sub-committees, or other additional consultative structures with agreed terms of reference/operating principles.

2.3 Organisational Change and Restructuring

2.3.1 Employment Security

(a) The employer is committed to providing employment security for its employees. It is the employer's intention that future organisational change and restructuring be limited in scale. All organisational change would need to demonstrate a clear benefit and enhanced service delivery with the objective to avoid unnecessary change that will not deliver demonstrable benefit to the employer or the community. The employer is also committed to providing stability to its employees by limiting organisational restructuring and contracting out of services as outlined in clause 9.5.

(b) These commitments are effected through the Government's Employment Security Policy and the Policy on the Contracting-Out of Government Services.

2.3.2 Notification of Intended Changes

(a) Where the employer is considering making changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, the employer shall as soon as practicable notify the employees who may be affected by the proposed changes and where relevant their union.

(b) "Significant effects" includes termination of employment, major changes in the composition, operation or size of the employer's workforce or in the skills required; the elimination or diminution of job opportunities or job tenure; the alteration of hours of

work; the need for retraining or transfer of employees to other work or locations and the restructuring of jobs.

(c) Where a relevant Award or this Agreement makes provision for alteration of any of the matters referred to herein an alteration shall be deemed not to have significant effect.

2.3.3 Consultation with employees

(a) Before making a final decision regarding the proposed changes, the employer shall consult with the employees affected and where relevant, their union/s about the introduction of the changes, the effects the changes are likely to have on employees and measures to avoid or mitigate the adverse effects of such changes. The employer shall provide affected employees and, where relevant, their union/s with a reasonable opportunity to express their views regarding the proposed changes and shall genuinely consider those views before making a final decision.

(b) Consultation shall commence as early as practicable and before any final decision has been made by the employer in relation to the changes referred to in clause 2.3.2.

(c) Discussions may occur through the Consultative Committee, where appropriate.

(d) For the purposes of such consultation, the employer shall provide in writing to the employees concerned and, where relevant, their union/s, all relevant information about the changes prior to the commencement of any planned changes. This shall include all information required to be provided in accordance with the "Introduction of changes" and "Redundancy" clauses of relevant awards.

(e) It is acknowledged that the employer has a right to implement changes in order to meet business requirements. The consultation process will not be used to frustrate or delay the changes but rather ensure that all viable options are considered.

2.4 Prevention and Settling of Disputes

(a) 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, cooperation and negotiation.

(b) Subject to legislation, while the dispute procedure is being followed, normal work is to continue except where the employee has a reasonable concern about an imminent risk to the employee's health or safety. The status quo existing before the emergence of a dispute is to continue whilst the procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.

(c) There is a requirement for the employer to provide relevant information and explanation and consult with the appropriate employee representatives.

(d) In the event of any disagreement between the parties as to the interpretation or implementation of this Agreement, the following procedures shall apply:

(i) Step 1

The matter is to be discussed by the employee's union representative and/or the employee(s) concerned (where appropriate) and the immediate supervisor in the first instance. The discussion should take place within 24 hours and the procedure should not extend beyond 7 days;

(ii) Step 2

If the matter is not resolved as per clause 0, it shall be referred by the union representative and/or the employee(s) to the appropriate employer representative who shall arrange a conference of the parties to discuss the matter. This process should not extend beyond 7 days;

(iii) Step 3

If the matter remains unresolved it may be referred by the employee and/or their union representative to the Consultative Committee for discussion and appropriate action. This process should not exceed 14 days;

(iv) Step 4

If the matter is not resolved then it may be referred by either party to the QIRC for conciliation, or if necessary, arbitration.

(e) Nothing contained in this procedure shall prevent unions, the employer or the Queensland Government from intervening in respect of matters in dispute should such action be considered conducive to achieving resolution.

(f) The parties acknowledge that, for matters not covered by this Agreement, there are other dispute resolution procedures available in the relevant Awards and in relevant policies and procedures.

PART 3: EMPLOYMENT RELATIONSHIP AND RELATED ARRANGEMENTS

3.1 Types of employment

(a) An employee may be engaged on a full time, part time or casual temporary or fixed term basis. A full-time or part-time employee may be engaged on a temporary or fixed-term basis in accordance with clause 3.1.4.

(b) An employee will be advised in writing of the basis of their employment upon engagement.

3.1.1 Full Time

A full-time employee is an employee who is engaged to work an average of 38 ordinary hours per week.

3.1.2 Part-time

(a) A part-time employee is an employee engaged to work a regular pattern of hours fewer than an average 38 ordinary hours per week.

(b) A part-time employee is entitled to receive, on a *pro rata* basis, the same pay and conditions, of a full-time employee of the same classification.

(c) The ordinary hours of work of a part time employee as agreed by the employer and employee, must be specified in writing. These hours are the employee's agreed ordinary hours of works and may only be varied by agreement between the employer and employee or otherwise in accordance with this Agreement.

(d) The ordinary hours of work of a part-time employee shall be worked on not more than 20 days in any 4 week cycle unless otherwise mutually agreed between the employer and employee.

(e) The minimum payment on any day where work is performed shall be paid in accordance with the relevant award.

(f) All ordinary hours in addition to hours agreed in accordance with clause 3.1.2(c) shall be paid in accordance with the relevant award.

3.1.3 Casual

(a) A casual employee is an employee who is:

(i) engaged on an hour by hour basis; and

(ii) does not have a guaranteed pattern of work or ongoing commitment to continuing employment.

(b) A casual employee is entitled to receive, on a *pro rata* basis, the same pay and conditions, other than leave or termination entitlements, of a full-time employee of the same classification.

(c) Payment of casual employee

(i) A casual employee shall be paid the appropriate hourly rates prescribed in Appendix 1 plus a 25% loading.

(ii) The loading of 25% is paid instead of annual leave, paid personal leave, notice of termination, redundancy benefits and the other attributes of full-time or part-time employment.

(iii) The loading constitutes part of the casual employee's wage for the purpose of calculating overtime, weekend penalties, public holiday and shift payments, where relevant.

(d) Engagement:

(i) A casual employee shall be paid for all time worked with a minimum payment of four hours per engagement.

(ii) More than 1 engagement may be worked per day.

(iii) Where more than 1 engagement is worked on a single day, the minimum payment in (i) above does not apply when the total number of hours worked across all engagements is greater than 4 hours.

3.1.4 Temporary or fixed-term

(a) A full time or part time employee may be engaged on a temporary or fixed term basis for a specified period of time or for a specified task or tasks.

(b) A temporary or fixed term employee is entitled to receive on a *pro rata* basis, the same salary and conditions, other than termination entitlements, of a full-time or part time employee of the same classification.

3.2 Employee Duties

All employees shall be required, at the direction of the employer, to work in accordance with the employer policies as outlined in the Code of Conduct and any other policies and/or procedures as created and amended from time to time in line with business requirements.

3.3 Employer Duties

(a) The employer must provide an employee a written statement upon:

(i) commencement of employment;

(ii) successful completion of the probationary period;

(iii) transfer; or

(iv) promotion.

(b) The written notice will outline the employee's:

(i) classification and duties;

(ii) ordinary hours of employment and roster arrangements;

(iii) rate of pay; and

(iv) date of appointment, transfer or promotion.

3.4 Probation

(a) The engagement of an employee may be subject to a probationary period in accordance with:

(i) Queensland Employment Standards in the Act; and

(ii) the relevant award.

3.5 Termination

3.5.1 Notice of termination by the employer

(a) This clause does not apply to a casual or temporary or fixed term employee or employee during the probation period in accordance with the relevant award.

(b) Employee at classification level 5 or below:

(i) An employer may only dismiss an employee if the employee has been given the following notice:

Period of continuous service	Period of notice
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

(ii) In addition to the notice as detailed in the table above, an employee who is 45 years old or over and has completed a minimum of 2 years continuous service with the employer is entitled to an additional week's notice.

(iii) Any variation to this notice requirement may only be made with the written agreement of both parties.

(c) Employee at classification level 6 or above:

(i) An employer is required to provide a minimum 4 weeks' notice of termination or payment in lieu of notice.

(ii) In addition to the notice above, an employee who is 45 years old or over and has completed a minimum of 2 years continuous service with the employer is entitled to an additional week's notice.

(iii) Any variation to this notice requirement may only be made with the written agreement of both parties.

(d) The period of notice in this clause shall not apply in the case of dismissal for misconduct or other grounds that justify summary dismissal.

3.5.2 Payment in lieu of notice

(a) Payment in lieu of notice may be made for all or part of the required notice period in clause 3.5.1.

(b) In calculating any payment in lieu of notice the minimum amount payable to the employee will be at least the total of the amount that the employer would have been liable to pay the employee, if the employee's employment had continued until the end of the required notice period. This is inclusive of ordinary hours to be worked by the employee, amounts payable for the hours including allowances, loadings and penalties and any other amounts payable under the employee's contract.

3.5.3 Notice of termination by an employee

(a) This clause does not apply to a casual employee.

(b) Employee at classification level 5 or below:

(i) An employee shall provide the same notice of termination as required by the employer at clause 3.5.1(a)

(ii) The additional notice based on the age of the employee at clause 3.5.1(b)(ii) does not apply to an employee providing notice to the employer.

(c) Employee at classification level 6 or above:

(i) An employee shall provide a minimum of 4 weeks' notice of termination to the employer.

(ii) Any variation to this notice requirement may only be made with the written agreement of both parties.

(d) If an employee fails to give the required notice, the employer may withhold payment to the employee equal to the maximum amount of the notice period required to be given by the employee under this clause.

3.5.4 Notice cannot be offset

In the absence of mutual agreement between the employer and the employee, annual leave may not be off set against the required notice of termination.

3.5.5 Job search entitlement

During the period of notice given by the employer in accordance with clause 3.5.1, an employee is allowed up to 1 day off without loss of pay for the purpose of seeking alternative employment. This time off shall be taken at times that are convenient to the employee after consultation with the employer.

3.5.6 Statement of employment

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

3.5.7 Payment of termination pay

(a) ~~Subject to **Error! Reference source not found.** below, w~~When notice of termination h as been given by the employee or employer, payment of all wages and other moneys due shall be made on the bank trading day immediately following the termination or at such time as mutually agreed.

(b) If an employee terminates their employment, has their employment terminated or is dismissed for misconduct outside of normal bank trading hours, payment of all wages and other moneys due shall be made before the close of business on the immediately following bank trading day.

3.6 Multi-Hiring

(a) An employee, except for a casual employee, may be separately engaged as a casual employee for duties in a separate section of South Bank Employing Office from where they are substantially engaged.

(b) The employee will be paid in accordance with clause 3.1.3 for all hours worked as a casual employee.

(c) For the purposes of this clause a "separate section of South Bank Employing Office" means:

(i) a discrete work location other than the employee's usual work location, or

(ii) a discrete set of duties other than the employee's usual duties.

Provided such duties are not wholly or substantially performed in the employee's usual work location and is not work for which the employee could be paid overtime in their substantive position.

3.7 Multiskilling and Job Rotation

(a) In recognition of the operational and efficiency requirements of the employer and to create more varied, appropriately paid and interesting work for employees, it shall be a condition of employment, subject to appropriate training and competency, that each employee:

(i) shall be available to work as required on any work within his/her skill, competence and training consistent with the classification structure of this Agreement (subject to prevailing statutory requirements); and

(ii) shall acquire the skills and learn any other job as directed and shall provide instruction and/or training as appropriate to another employee as required.

(b) It is the intention of the parties that employees will receive appropriate training and skill acquisition in order to perform a wider range of tasks as and when required by the employer.

(c) Any directions issued by the employer pursuant to the provisions of this clause shall be consistent with the employer's responsibilities to provide a safe and healthy working environment.

(d) The employer may only direct an employee to carry out such duties as are reasonably within the limits of the employee's skills, competence and training.

(e) The employer may only direct an employee to carry out such duties and use such tools and equipment as may be required where the employee has been properly trained in the use of such tools and equipment (where relevant).

PART 4: WAGES AND RELATED MATTERS

4.1 Wages

4.1.1 Wage increases

(a) This Agreement provides for the following wage increases:

(i) For agreement year 1, increases as reflected in the pay rates contained in the salary schedule at Appendix 1 effective from 1 March 2026.

(ii) For agreement year 2, an increase of 2.5% effective from 1 March 2027 and paid on the preceding agreement rate.

(iii) For agreement year 3, an increase of 2.5% effective from 1 March 2028 and paid on the preceding agreement rate.

(b) In addition, where the Brisbane CPI figure exceeds the relevant wage increase provided at clause 4.1.1(a) during the corresponding CUA period, a CPI Uplift Adjustment ('CUA') will be triggered as outlined below.

(i) For *CUA period 1*:

A. a CUA is triggered where the March 2027 Brisbane CPI figure exceeds the 2.5% wage increase at clause 4.1.1(a)(ii);

B. 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%.

(ii) For CUA period 2:

A. a CUA is triggered where the March 2028 Brisbane CPI figure exceeds the 2.5% wage increase at clause 4.1.1(a)(iii);

B. 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%.

4.1.2 Eligibility

(a) To be eligible for the above wage increases, it is a requirement that:

(i) A person must be employed under this Agreement on or after certification to be entitled to any wage increase under clause 4.1.1; and

(ii) If a CUA is triggered in an agreement year, a current employee will be eligible for the CUA:

A. Where the CUA is triggered pursuant to 4.1.1(b)(i), provided the employee was employed under this agreement during CUA period 1.

B. Where the CUA is triggered pursuant to 4.1.1(b)(ii), provided the employee was employed under this agreement during CUA period 2.

(b) Despite clause 4.1.2(a)(ii), a person who is not a current employee will become eligible for the CUA only when they provide the relevant information as required by South Bank Employing Office to HR (hr@south-bank.net.au) confirming that:

(i) Where the CUA is triggered pursuant to 4.1.1(b)(i), the person was employed under this agreement during CUA period 1.

(ii) Where the CUA is triggered pursuant to 4.1.1(b)(ii), the person was employed under this agreement during CUA period 2.

4.1.3 Payment of the CUA

(a) The CUA entitlement crystallises, and therefore is payable where:

(i) The CUA is triggered for a CUA period; and

A. The employee eligibility requirements at clause 4.1.2(a) are met; or

B. The relevant information set out in clause 4.1.2(b) is provided.

(b) Where the CUA entitlement crystallises:

(i) For CUA period 1 payment will apply as if it had formed part of the increase at clause 4.1.1(a)(ii).

(ii) For CUA period 2 payment will apply as if it had formed part of the increase at clause 4.1.1(a)(iii).

(c) Payment will be made no later than the pay period that is 4 months after the CUA entitlement crystallises.

(d) 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.

4.1.4 Salary Schedules and Other Financial Elements

(a) The salary schedules at Appendix 1 reflect the new classification and remuneration structure in Year 1, and the wage increases provided for at clause 4.1.1(a).

(b) 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 clause 4.1.1(a) and (if applicable) clause 4.1.3(b).

(c) Any allowances and/or other financial elements that increase pursuant to clause 4.1.1(a), will also increase and compound in accordance with the CUA if the CUA entitlement crystallises.

(d) Where the CUA entitlement crystallises in any agreement year, the employer will publish updated rates reflecting this on a public facing website.

4.1.5 Definitions

(a) **Brisbane CPI figure** means the relevant through the year March CPI outcome (All Groups Brisbane) as published by the Australian Bureau of Statistics.

(b) **CUA is triggered** means:

(i) When, for CUA period 1, the March 2027 Brisbane CPI figure published by the ABS exceeds the wage increase of 2.5%

(ii) When, for CUA period 2, the March 2028 Brisbane CPI figure published by the ABS exceeds the wage increase of 2.5%.

(c) **CUA entitlement crystallises** means:

(i) the CUA is triggered for a particular CUA period in accordance with clause 4.1.1(b); and

A. the employee eligibility requirements outlined in clause 4.1.2(a) are met; or

B. the information provided in the exceptions at clause 4.1.2(b) is provided.

(d) **CUA period** means:

(i) For CUA period 1 – on or after certification of this agreement and between 1 March 2027 to 29 February 2028; or

(ii) For CUA period 2 – on or after certification of this agreement and between 1 March 2028 to 28 February 2029.

(e) **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.

(f) **Preceding agreement rate** means:

(i) For Agreement Year 2, the relevant agreement rate of pay for Agreement Year 1 reflecting the increase at clause 4.1.1(a)(i).

(ii) For Agreement Year 3, the relevant agreement rate of pay for Agreement Year 2 reflecting the increase at clause 4.1.1(a)(ii) and any increase at clause 4.1.3(b)(ii) where the CUA entitlement crystallises.

4.2 Classification

(a) Employees covered by this Agreement are to be classified into the appropriate classification level utilising the classification level descriptors in Appendix 2.

(b) The classification descriptors reflect the degree of complexity and responsibility of duties, skills and knowledge proceeding from the lowest to the highest classification level.

(c) The employer is committed to promotion on the basis of merit that is consistent with equal employment opportunity.

4.2.1 Movement between classification levels

Movement to a higher level is based on:

(a) An employee's appointment on merit to an advertised vacancy for a position at a higher level; or

(b) The reclassification of an employee's position through an independent internal or external evaluation.

4.2.2 Movement between pay points

(a) An employee may move between pay points within a classification level by:

(i) virtue of a change in duties and responsibilities of a position; or

(ii) skill development which is applicable and relevant to the position held and which has been supported or required by the employer; or

(iii) taking on additional responsibility in the same position at the request of the employer; or

(iv) achievement of agreed performance objectives following the performance review of an employee.

(b) In considering progression between pay points, the employer will have regard to the factors set out above, the requirements of the position and the employee's demonstrated skills, performance and contribution.

4.3 Salary Packaging

(a) Salary packaging is available for all employees under this Agreement except short-term casual employees, in accordance with Queensland Government policy found in the Circulars issued from time to time.

(b) The following principles apply to salary packaging:

(i) costs for administering the package, including fringe benefits tax, are met by the participating employee;

(ii) there will be no additional increase in superannuation costs or to fringe benefits payments made by the employer;

(iii) increases or variations in taxation are to be passed to employees as part of their salary package;

(iv) where mandated by relevant government policies, employees must obtain independent financial advice prior to taking up a salary package. Where no mandatory requirement exists, it is strongly recommended to all employees to seek independent financial advice when entering into a salary packaging arrangement for the first time, or adding new item/items to an already agreed packaging arrangement;

(v) The employer will pass on to the employee any Input Tax Credits (ITCs) it receives as part of salary packaging;

(vi) there will be no significant additional administrative workload or other ongoing costs to the employer;

(vii) any additional administrative and fringe benefit tax costs are to be met by the employee;

(viii) any increases or variations to taxation, excluding payroll tax that result in additional costs are to be passed on to the employee.

(c) 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 remuneration packaging.

(d) Subject to legislation, employees may elect to adjust their current salary sacrifice arrangements to sacrifice up to 100% of salary to superannuation.

PART 5: HOURS OF WORK AND RELATED MATTERS

5.1 Hours

5.1.1 Ordinary hours

(a) An employee's ordinary hours of work are an average 38 hours per week over a maximum of 5 days per week.

(b) An employee may work up to:

(i) a maximum 10 ordinary hours per day; or

(ii) a maximum of 12 hours per day with written agreement between the employer and employee concerned.

(c) The method of rostering an employee's ordinary hours of work shall be by agreement between the employer and employee or the majority of employees concerned subject to the particular needs of the work unit in accordance with the relevant award. Where agreement cannot be reached following consultation with the affected employee(s), the employer may determine the rostering arrangement provided that the roster is consistent with this Agreement and the relevant award, and the employer gives affected employees reasonable notice of the roster.

(d) The Employer with the agreement of a majority of employees or of an employee concerned may substitute the day employees or an employee is to take off during a work cycle for another day in the case of a breakdown in machinery or failure or shortage of electric power or for some other contingency over which the Employer has no control.

5.1.2 Rostering

(a) A copy of the roster with employee's days of work and start and finish times shall be available in the workplace electronically.

(b) Roster changes should be in accordance with the relevant award.

(c) Subject to operational requirements rostered shifts may be mutually exchanged between employees temporarily.

5.1.3 Spread of ordinary hours – day workers

(a) This clause does not apply to a shift worker engaged in accordance with the relevant award.

(b) The spread of ordinary hours for employees is 6.00 a.m. to 8.00 p.m., Monday to Sunday.

5.1.4 Payment for working ordinary hours

(a) Day workers

All ordinary hours worked by a day worker shall be paid as follows:

(i) Monday to Friday - ordinary time (100%)

(ii) between 0000 and 2400 on a Saturday - time and one-half (150%)

(iii) between 0000 and 2400 on a Sunday – double time (200%)

(iv) on a public holiday - at the rate prescribed in the relevant award.

(b) Shift workers

All ordinary hours worked by a shift worker engaged in accordance with the relevant award, shall be paid at the rate prescribed in the relevant award.

5.2 Breaks

5.2.1 Meal Breaks

(a) Day workers

(i) An employee working more than 6 hours in a day is entitled to an unpaid meal break of a minimum of 30 minutes and a maximum of 60 minutes.

(ii) The meal break shall be taken at a time convenient to and agreed between the employer and employees.

(iii) Employees shall not work for more than 6 hours without a meal break.

(b) Shift workers

An employee will be provided meal breaks as prescribed in the relevant award.

5.2.2 Rest Pauses

(a) An employee is entitled to:

(i) a paid rest pause of 10 minutes in the first 4 hours of work; and

(ii) a further paid rest pause of 10 minutes in the second 4 hours of work.

(b) In lieu of taking 2 rest pauses in accordance with (a) above, the employee may take a single paid rest pause of 20 minute at any time during the work shift:

(i) At the direction of the employer; or

(ii) At the instigation of the employee, with the agreement of the employer.

(c) An employee who works 12 ordinary hours in a day is entitled to a third rest pause of 10 minutes, in addition to rest pauses in (a) above, to be taken in the third 4 hours of work.

(d) Rest pauses shall be taken at a mutually agreed time that does not disrupt the continuity of work.

5.3 Overtime

(a) All time worked by an employee outside of ordinary working hours or in excess of the rostered working hours as provided on any 1 day as prescribed at clause 5.1.1or in excess of 152 hours per 4 week roster shall be deemed to be overtime.

(b) No employee shall work overtime unless requested to do so by the employer. Overtime should be authorised in advance by the employer.

5.3.1 Payment of overtime

(a) Day Workers - Employee at classification level 5 or below:

(i) All authorised overtime worked in excess of ordinary hours of work as provided in clause 5.1 will be paid as follows:

A. Monday to Saturday: time and a half (150%) for the first 3 hours and double time (200%) thereafter.

B. Sunday: double time (200%).

C. Public holiday – as prescribed in the relevant award.

(ii) Minimum payments for the payment of overtime may apply as prescribed in the relevant award.

(iii) An employee entitled to the payment of overtime under this clause may elect to accrue TOIL on a time for time basis, in lieu of payments in (i) above.

(b) Shift workers - Employee at classification level 5 or below:

All authorised overtime by a shift worker shall be paid at the rate prescribed in the relevant award.

(c) Employee at classification level 6 or above:

(i) The employer may allow the employee to accrue TOIL on a time for time basis, in lieu of authorised overtime worked in excess of ordinary hours of work as provided in clauses 5.1.

(ii) The employer shall not unreasonably refuse an employee's request for the accrual of TOIL on a time for time basis, for authorised overtime worked.

5.3.2 Taking TOIL

(a) TOIL will be taken by mutual agreement between the employer and employee. In all cases it will be subject to operational requirements.

(b) If an agreement cannot be reached on the taking of TOIL, the employer may direct the employee when it is to be taken.

5.3.3 Fatigue leave/rest period after overtime

(a) No overtime shall be worked in a manner contrary to the employer's responsibilities to provide a safe and healthy work environment.

(b) An employee who works so much overtime between the termination of ordinary work on 1 day and the commencement of ordinary work on the next day, so that 10 consecutive hours off duty has not occurred, shall be released after completion of such overtime or recall until 10 consecutive hours off duty occur without loss of pay for ordinary working time occurring during such absence.

(c) If the employee is required to resume or continue work without having had 10 consecutive hours off duty, the employee shall be paid double rates (i.e. one single time extra) until released from duty for such period and shall then be entitled to be absent until 10 consecutive hours off duty has occurred, without loss of pay for ordinary working time occurring during such absence.

5.4 On call and recall

5.4.1 Payment of recall

~~(c)~~ (a) All authorised recall worked in accordance with clauses 5.4.2 and 5.4.4 will be paid as follows:

(i) Monday to Saturday: time and a half (150%) for the first 3 hours and double time (200%) thereafter.

(ii) Sunday shall be paid for at the rate of double time (200%).

(iii) Public holiday

A. An employee who is ordinarily required to work on the day a public holiday falls is entitled to:

I. 150% for all hours worked with 4 hours minimum payment, in addition to ordinary pay in accordance with clause 5.1.4;

II. If required to work authorised overtime – payment for all hours in excess of ordinary hours - double the relevant overtime rates.

B. An employee who is not ordinarily required to work on the day a public holiday falls is entitled to 250% for all hours worked with 4 hours minimum payment.

5.4.2 Recall to duty – other than from on call

(a) An employee (other than an employee on call) having been recalled to perform duty shall be paid for the time worked with a minimum payment as for 4 hours for each call out at the applicable recall rate in clause 5.4.1.

(b) Except in the case of unforeseen circumstances the employee will not be required to work the 4 hour minimum payment period if the work for which the employee has been recalled is completed within a shorter period.

(c) Should the employee be called out again within the 4 hour minimum payment period no further minimum payment shall apply to that work which shall be separately paid for at the applicable recall rate until the work is completed.

(d) The minimum payments prescribed in this clause will not apply where the recall worked is continuous (subject to prescribed meal breaks) with the completion or commencement of ordinary working hours.

5.4.3 On call allowance

(a) Where an employee is instructed to be available on call outside ordinary or rostered working hours the employee will be paid as follows for each on call period:

(i) Monday to Friday: $38.06

(ii) Saturday: $57.09

(iii) Sunday and Public holiday: $76.12.

(b) All monetary allowances at (a) above shall be automatically adjusted pursuant to clauses 4.1.1 and 4.1.4(c) as outlined in Appendix 3.

5.4.4 Recall to duty - from on call

(a) Subject to (b) below, an employee on call who is recalled to perform duty shall be paid for the time worked at the recall rate prescribed in clause 5.4.1, with a minimum payment of 4 hours inclusive of travelling time from home and return.

(b) An employee on call who undertakes duties for which they are recalled without the need to leave the employee's place of residence shall be entitled to the following:

(i) where providing advice, referring callers to other staff or organisations, taking details of complaints/incidents for resolution during ordinary hours or directing other staff to attend an incident - payment at the recall rate prescribed in clause 5.4.1 for time worked with a minimum payment of 15 minutes for each time the employee performs such duties;

(ii) where undertaking normal duties (e.g. correcting/resolving faults via internet, making and receiving phone calls in order to manage an incident other than provided for in (i) above- payment at the recall rate prescribed in clause 5.4.1, for the time worked with a minimum payment of 1 hour for each time the employee performs such duties.

(c) Should an employee be recalled again to perform duties separately within the minimum payment period in (a) and (b) above, the employee will be paid for time work without a further minimum payment being paid.

(d) The employee will be responsible for the recording of the nature and the times of contact in respect of the types of matters mentioned in (b) above.

(e) Any recall payable in accordance with this clause shall be in addition to the on call allowances prescribed in clause 5.4.3.

PART 6: LEAVE AND PUBLIC HOLIDAYS

6.1 Annual Leave

(a) This clause does not apply to a casual employee.

(b) An employee is entitled to:

(i) 4 weeks annual leave on full pay for each completed year of employment; or

(ii) Not less than five weeks if employed on shift work where three shifts per day are worked across seven days per week.

(c) Annual leave accumulates from year to year. The total amount of accrued leave should not exceed 40 days unless otherwise agreed by the employer.

(d) Annual leave is exclusive of any public holidays that fall during the period of leave.

6.1.1 Payment for annual leave

(a) **Day workers**

An employee on annual leave must be paid:

(i) the wage rate being paid to the employee immediately before the leave is taken; and

(ii) a further 17.5% of the wage rate in subclause (i) above.

(b) **Shift workers**

A shift worker on annual leave must be paid the higher of:

(i) the wage rate being paid to the employee immediately before the leave is taken calculated according to the employee's roster or projected roster including shift, weekend or public holiday penalties; or

(ii) the wage rate being paid to the employee immediately before the leave is taken plus a further 17.5% of the wage rate.

(c) An employee on annual leave is paid weekly in arrears.

(d) Accrued annual leave is payable on termination.

6.1.2 Taking annual leave

(a) Annual leave is taken at a time mutually agreed between an employee and employer.

(b) The employer may determine peak business periods when no annual leave shall be given or taken.

(c) **Excess annual leave**

(i) Annual leave should be taken in the year it falls due. In accordance with clause 5.1.1(c) any leave not taken in the year it falls due shall be cumulative from year to year for a period not exceeding 40 days.

(ii) The employer may direct an employee to take annual leave accrued in excess of 40 days.

(iii) Where an employer makes a direction to take annual leave in accordance with (ii) above the employer must provide the employee at least 2 weeks' notice of the commencement of annual leave. A shorter notice period may be given by mutual agreement between the employer and the employee.

(d) **Annual leave at half pay**

An employees may request to take annual leave at half pay.

6.2 Sick Leave

(a) This clause does not apply to a casual employee.

(b) An employee is entitled to 10 days (76 hours) sick leave on full pay for each completed year of employment for the purpose of personal illness or injury.

6.2.1 Payment for sick leave

An employee taking personal leave must be paid the wage rate being paid to the employee immediately before the leave is taken (excluding penalties and allowances).

6.2.2 Taking sick leave

(a) When taking leave an employee will promptly notify the employer of:

(i) any illness that is causing the employee to be absent from work; and

(ii) the approximate period of the absence.

(b) Sick leave may be taken for part of a day.

(c) Where an employee is absent for more than 3 days continuously, the employee will provide evidence of the illness sufficient to satisfy a reasonable person.

(d) Subject to (e) below, the employer may require an employee to provide evidence of the illness sufficient to satisfy a reasonable person for each absence where:

(i) the employer has a reasonable belief that the employee has a pattern of recurring or regular absences on sick leave and has advised the employee in writing that evidence will be required for future absences; or

(ii) an employee takes a period of sick leave during a period of notice prior to termination; or

(iii) an employee takes a period of sick leave either before or after another leave period and the employee is made aware of this requirement at the time of taking leave.

(e) The requirement to provide evidence of illness in (d) above may apply for a period of up to 6 months.

(f) A requirement by the employer for evidence under this clause must be reasonable.

6.3 Bereavement Leave

(a) Except as provided at (c) below this clause does not apply to a casual employee.

(b) An employee is entitled to:

(i) up to 2 days bereavement leave on full pay on each occasion when a member of the employee's immediate family or household dies; and

(ii) an additional day of bereavement leave on full pay if required to travel more than 300 kilometres from the employee's residence to and from the funeral or other ceremony for the death.

(c) A long term casual employee is entitled to up to 2 days unpaid bereavement leave on the death of a member of the person's immediate family or household.

6.3.1 Taking bereavement leave

(a) An employee must provide evidence of the death of a member of the employee's immediate family or household sufficient to satisfy a reasonable person.

(b) An employee may request unpaid leave or paid annual leave where the period of paid bereavement leave or compassionate leave is insufficient.

6.4 Domestic and Family Violence Leave

(a) The South Bank Employing Office is strongly committed to providing a healthy and safe working environment for all employees including those experiencing domestic and family violence.

(b) Domestic and family violence occurs when one person in a relevant relationship uses violence and abuse to maintain power and control over the other person. This can include behaviour that is physically, sexually, emotionally, psychologically or economically abusive, threatening, coercive or aimed at controlling or dominating the other person through fear.

(c) An employee is entitled to domestic and family violence leave in accordance with the Queensland Employment Standards in the Act.

6.5 Long Service Leave

(a) An employee who has completed 10 years of continuous service is 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.

6.5.1 Payment for long service leave

(a) An employee taking long service leave must be paid the wage rate being paid to the employee immediately before the leave is taken (excluding penalties and allowances).

(b) Pro-rata payment on termination:

(i) Subject to (ii) below, an employee who has completed at least 7 years' service is entitled to pro-rata payment of long service leave on termination, except where the employer terminates the employee for their conduct, capacity or performance

(ii) Where an employee's service is terminated by the employee prior to completion of 10 years of service the employee is only entitled to a proportionate payment in circumstances as provided within the Act.

6.5.2 Taking long service leave

(a) An employee may take a minimum 1 week and the maximum 26 weeks of leave at any time.

(b) Leave is exclusive of any public holidays that fall during the period of leave.

6.6 Parental Leave

(a) An employee is entitled to parental leave in accordance with:

(i) Queensland Employment Standards in the Act; and

(ii) the Paid Parental Leave Directive as issued and amended by the Minister for Industrial Relations.

6.7 Public Holidays

(a) An employee is entitled to public holidays in accordance with:

(i) Queensland Employment Standards in the Act; and

(ii) the relevant award.

(b) No employee shall be rostered to work ordinary hours on any more than 7 public holidays in any single calendar year.

6.8 Purchased Leave

Employees may enter into a purchased leave arrangement with the approval of the employer in accordance with the provisions of the Special Leave Directive as issued and amended by the Minister for Industrial Relations.

PART 6: TRAINING AND RELATED MATTERS

7.1 Training

(a) The parties to this Agreement recognise that in order to increase the efficiency and productivity of the employer a significant commitment to training and skill development is required. Accordingly, the employer commits itself to developing a more highly skilled and flexible workforce and providing employees with career opportunities through appropriate training.

(b) Appropriate accredited training and assessment of competencies shall be made available to all employees and shall be provided at no cost to the employees.

7.2 Performance Reviews

(a) The employer is committed to planning, measuring and reviewing organisational, business and individual performance, to ensure that the employer can meet its organisational and business objectives.

(b) All employees will have regular performance reviews with their manager which will be an opportunity to discuss current performance and any development needs or opportunities. Performance reviews will be conducted annually as a minimum.

PART 8: HEALTH AND SAFETY RELATED MATTERS

8.1 Protective Clothing

(a) The employer shall supply suitable safety clothing and footwear free of charge to employees where required for the safe performance of work by the employee.

(b) When boots and other footwear are supplied by the employer they shall be replaced as required by fair wear and tear. Employer supplied footwear and clothing shall not be worn outside the employer's premises other than going to and from work. Any breach of this clause shall not be regarded as fair wear and tear and shall be replaced at the employee's expense.

(c) Suitable personal protective equipment including but not limited to gloves, aprons, goggles, masks, sunscreen and hand protection cream shall be supplied by the employer where required for the safe performance of work by the employee.

(d) The employer shall supply hats for the safe performance of work, to employees required to work in areas of exposed sunlight.

PART 9: AGREEMENT COMPLIANCE AND UNION RELATED MATTERS

9.1 Collective Industrial Relations

(a) The employer acknowledges that structured, collective industrial relations will continue as a fundamental principle of the management of agencies and public sector units. The principle recognises the important role of unions and the traditionally high levels of union membership in the public sector. It supports constructive relations between management and unions and recognises the need to work collaboratively with relevant unions and employees in an open and accountable way.

(b) The employer recognises that union membership and coverage issues are determined by the provisions of the Act and any determinations of the QIRC.

(c) The employer is committed to collective agreements and will not support non-union agreements.

9.2 International Labour Organisation Conventions

The employer recognises its obligations to give effect to international labour standards including freedom of association, workers' representatives, collective bargaining and equality of opportunity for all public sector workers.

9.3 Union Encouragement

(a) The employer 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) An application for union membership and information on the relevant union(s) will be provided to all employees at the point of engagement.

(c) Information on the relevant union(s) will be included in induction materials.

(d) Union representative(s) will be provided with the opportunity to discuss union membership with new employees.

(e) The employer is to provide relevant unions with complete lists of new starters (comprising of name, job title and work location) to the workplace on a quarterly basis, unless agreed between the employer and relevant union to be on a more regular basis. This information is to be provided electronically

(f) The employer is also required where requested to provide relevant unions with a listing of current staff comprising of name, job title and work location. This information shall be supplied on a 6 monthly basis, unless agreed between the employer and the relevant union to be on a more regular basis. The provision of all staff information to relevant unions shall be consistent with the principles outlined in section 350 of the Act.

9.4 Industrial Relations Training Leave

(a) Upon application to the employer by the accredited employee representative which is endorsed by the union and on giving at least one month's notice, such employee shall be granted up to 5 working days leave (noncumulative) on ordinary pay each calendar year to attend courses and seminars conducted by the union.

(b) Provided that an employee who has so applied for such leave has at least 12 months service with the employer prior to trade union training leave being granted.

(c) The granting of such leave shall be subject to the convenience of the employer and will not unduly affect the operations of the employer.

(d) The scope, content and level of the course shall be such as to contribute to a better understanding of industrial relations within the employer's operations.

(e) The employer may request the employee provide evidence sufficient to satisfy the reasonable person of attendance at the course and seminar conducted by the union.

(f) Such paid leave will not affect other leave granted to employees.

9.5 Use of Contractors

(a) The employer seeks to ensure a best practice work environment for its employees and those of its service providers.

(b) Services such as cleaning, maintenance, and security are essential to the good management of the South Bank area. The employer and South Bank Corporation expect contractors to recognise and commit to principles of corporate responsibility.

(c) Contractors are expected to demonstrate that they understand the values and high standards of corporate responsibility adopted by their client and commit to ensure safe, fair and equitable working conditions for their own staff.

(d) The following principles shall apply:

(i) The employer:

A. supports good employment practices in striving to achieve "best value" delivery of services, where “best value” is defined in terms of the quality, cost of purchase and maintenance of any capital equipment required to perform the work. The employer’s focus will be on pursuing performance improvement strategies for its employees;

B. will provide opportunity for a service to be delivered by in-house staff where it can be demonstrated that work is competitive on an overall “best value” basis;

C. supports the fair and equitable treatment of employees;

D. supports safe work places and practices;

E. encourages contractors to deliver appropriate quality services in a productive and innovative manner;

F. supports a fair labour market, pay and conditions for employees;

G. supports the concept of freedom of association, where employees have the right to join an organisation of their choice, or not to do so;

H. recognises that employers and employees are best placed to determine matters affecting their employment relationship;

I. supports the existence of practical mechanisms for the voluntary settlement of disputes; and

J. expects its contractors to comply with all their legal responsibilities and contracted obligations as employers and corporate citizens.

(ii) Contractors providing services to the South Bank Corporation are expected to:

A. treat their clients, employees, and subcontractors fairly and ethically;

B. ensure that employee conditions and pay are fair for the work they are carrying out, in fulfilment of their responsibilities under federal, state, or territory law;

C. outline in their tenders the key parameters that will define relevant performance levels and standards and provide adequate staffing levels to achieve these performance levels and standards;

D. observe relevant occupational health and safety standards set down by law;

E. provide their employees with the appropriate training, supervision, equipment and materials to enable them to perform their job safely and efficiently; demonstrate that they are backed with sufficient financial resources to cover employee entitlements; and

F. only engage subcontractors with the consent of the Corporation and ensure that such subcontractors also meet the principles set down in this Agreement.

Appendix 1: Salary Schedule

Classification Level	Pay point	Wage rate 1 March 2026		Wage rate 1 March 2027		Wage rate 1 March 2028	
		Hourly[1]	Annual[2]	Hourly[1]	Annual[2]	Hourly[1]	Annual[2]
2	a	$ 28.95	$57,200	$29.65	$58,630	$30.40	$60,096
	b	$ 29.80	$58,900	$30.55	$60,373	$31.30	$61,882
	c	$ 30.70	$60,700	$31.50	$62,218	$32.25	$63,773
	d	$ 31.65	$62,500	$32.40	$64,063	$33.25	$65,664
3	a	$ 32.90	$65,000	$33.70	$66,625	$34.55	$68,291
	b	$ 33.90	$67,000	$34.75	$68,675	$35.60	$70,392
	c	$ 34.90	$69,000	$35.80	$70,725	$36.70	$72,493
	d	$ 36.00	$71,100	$36.90	$72,878	$37.80	$74,699
4	a	$ 38.50	$76,100	$39.45	$78,003	$40.45	$79,953
	b	$ 39.70	$78,400	$40.65	$80,360	$41.70	$82,369
	c	$ 40.90	$80,800	$41.90	$82,820	$42.95	$84,891
	d	$ 42.10	$83,200	$43.15	$85,280	$44.25	$87,412
5	a	$ 45.05	$89,000	$46.15	$91,225	$47.30	$93,506
	b	$ 46.40	$91,700	$47.55	$93,993	$48.75	$96,342
	c	$ 47.80	$94,500	$49.00	$96,863	$50.25	$99,284
	d	$ 49.25	$97,300	$50.45	$99,733	$51.75	$102,226
6	a	$ 52.70	$104,100	$54.00	$106,703	$55.35	$109,370
	b	$ 54.25	$107,200	$55.60	$109,880	$57.00	$112,627
	c	$ 55.85	$110,400	$57.25	$113,160	$58.70	$115,989
	d	$ 57.55	$113,700	$59.00	$116,543	$60.45	$119,456
7	a	$ 63.30	$125,100	$64.90	$128,228	$66.50	$131,433
	b	$ 65.25	$128,900	$66.85	$132,123	$68.55	$135,426
	c	$ 67.45	$133,326	$69.15	$136,660	$70.90	$140,076
	d	$ 69.25	$136,800	$70.95	$140,220	$72.75	$143,726
8	a	$ 76.15	$150,500	$78.05	$154,263	$80.00	$158,119
	b	$ 78.45	$155,000	$80.40	$158,875	$82.40	$162,847
	c	$ 80.80	$159,700	$82.85	$163,693	$84.90	$167,785
	d	$ 83.25	$164,500	$85.35	$168,613	$87.45	$172,828

Notes:

1. Rounded to the nearest 5 cents.
2. Rounded to the nearest dollar

Appendix 2: Classification Level Definitions

Level	Definition
Level 2:	Work at this level is foundational and primarily performed by a trainee undergoing structured training and developing basic knowledge and skills to meet the skills requirements for Level Three positions. Roles at this level usually require on the job training, and/or the completion of secondary education and/or vocational training to achieve Certificate I/II standard. **Characteristics of the work** Work is routine requiring an understanding of clear, straight forward rules or procedures. Problems can usually be solved by reference to established practices, procedures and instructions. Work is performed under direct or close supervision using established practices, procedures and instructions with limited scope for deviation Employees at this level are responsible and accountable for their own work within established routines, methods and procedures with quality checks and feedback from managers At this level, as an employee gains experience, the employee will be required to exercise greater judgement and make decisions in their allocated duties, although these will be confined by instructions, established practices and procedures of written guidelines. **Duties and skills** Tasks performed by roles at this level are restricted to a work area with a low level of variety. Employees at this level: • learn through training and experience; • undertake structured training and complete routine tasks; • exercise judgement within established guidelines and documented instructions; • support team members to meet basic service delivery objectives; and • require basic communication skills to convey factual information, clarify issues, and identify customer needs.
Level 3	Work at this level usually encompasses a moderate to diverse range of tasks related to a discipline / subdiscipline or a work area which require the application of skills and experience and a general knowledge of the work to be performed. Roles at this level usually require on the job training, and/or the completion of secondary education and/or vocational training to achieve Certificate III/IV standard. **Characteristics of the work**

	Work is performed with limited supervision either individually or in a team environment by employees who have sufficient experience and/or training to enable them to carry out their assigned duties. Employees at this level are responsible and accountable for their own work, with checking related to overall progress. Employees at this level are required to exercise basic judgement and initiative within a broad range of their skills and knowledge, with the knowledge required to complete work using precedents, guidelines, procedures, regulations and instructions and from higher level staff. In some situations, detailed instructions may be necessary. Work may include supervisory functions for smaller administrative teams. **Duties and skills** Employees at this level: • may need to obtain the cooperation of others to comply with technical, commercial and administrative requirements and / or interact with external customers; • possess knowledge required to perform work is usually related to guidelines, instructions and procedures relevant to the function of the level; • may require familiarity with the functions of related work areas and of relationships between organisational elements; • may be required to engage in basic resolution of problems by reference to established procedures thus resolving typical issues independently and referring complex matters to higher level staff; and • assist team members by sharing knowledge of work practices and contributing to consistent delivery of services within the operational area.
Level 4:	Work at this level requires a broad knowledge of the organisation's functions and activities and a sound knowledge of major activities performed within the work area. A broad range of skills, initiative, discretion and judgement are required in carrying out assigned duties. An employee may hold a Trade or Professional qualification and is able to exercise the skills and knowledge of that qualification. **Characteristics of the work** Initiative and judgement in the application of established work practices and procedures may be required in addition to the expertise to resolve issues within a day-to-day environment for which there may not be clearly established procedures. Employees at this level are responsible for assuring the quality of their own work. Work is usually performed under general direction on progress and outcomes sought with employees required to perform specialise and non-routine tasks.

	Decisions made or delegations exercised at this level may have an impact on the relevant agency's operations but are normally of limited procedural or administrative importance. Supervisory responsibilities may involve some complex operational work and may involve assisting with, or reviewing the day to day work undertaken by, subordinates or team members. **Duties and skills** Employees at this level: • require an ability to interpret more complex instructions and procedures and to identify process improvement and contribute to workflow efficiency; • may include responsibility for on the job training, planning and co-ordinating tasks and work flow to ensure quality outcomes; and • need the ability discuss technical and procedural issues, resolve technical problems and coordinate work and / or resources and reach agreement on work plans.
Level 5:	Work at this level is usually performed in relation to established priorities, task methodology and work practices to achieve results generally defined in accordance with the operational plan of a functional area rather than organisation wide strategic objectives. Employees at this level usually require post-secondary or tertiary qualifications with relevant experience. **Characteristics of the work** Work is performed under limited direction, with autonomy to set priorities and monitor work flow in their area of responsibility. Work may be of a technical or professional, project, procedural or processing nature, or a combination of these. Work at this level may require the ability to investigate, interpret or evaluate information where legislation, regulations, instructions or procedural guidelines do not give adequate or specific answers. Work requires the application of knowledge usually gained through previous experience in the discipline or from post secondary or tertiary study. Any decisions taken or delegations exercised be an employee is limited by the application of rules, regulations, guidelines or procedures. An employee at this level may recommend and implement changes to work processes, techniques, and guidelines whilst the development of local procedures, management strategies and guidelines are the responsibility of their supervisors. **Duties and skills** Employees at this level:

	• require general knowledge of the organisation's functions and activities and a specialist knowledge of major activities performed within the work area including working from more complex instructions and procedures; • require knowledge to interpret and apply standard policies, specific procedures and regulations or other guideline material to specific situations; • the ability to disseminate information about the organisation's operations particularly in relation to policy aspects or program, activity or service delivery to external stakeholders; and • may require the capacity to convince, persuade and influence internal and external stakeholders whilst negotiations on issues and conflicts are usually escalated to a higher level.
Level 6:	Work at this level may include a variety of functions such as: • managing the operations of a discrete organisational element, program or activity; • under limited direction in relation to priorities and work practices, providing support to a particular program, activity or administrative function and consultancy service to external organisations; or • providing subject matter expertise or policy advice across a range of programs or activities. Employees at this level are required to hold professional qualifications and organisation / industry specific knowledge. **Characteristics of the work** An employee at this level typically possess proficiency in applying established technical, professional, administrative or commercial disciplines, instead of subject matter expertise. Any decision taken or delegation exercised at this level tends to be governed by the application of rules, regulations or office operating instructions or procedures. While such decisions may impact on organisational operations and resources, they are usually limited to the specific work area involved. Work is usually performed with a higher level of independence, with limited direction on work priorities and the detailed conduct of the task. Direction exercised over work performed at this level includes the provision of advice, guidance and/or direction in relation to a project, detailed processing, and other work practices. Managerial ability may be required including the ability to supervise staff, set priorities, monitor work flow, develop local strategies, procedures and work practices, resolve problems and allocate resources. This may also include the identification of training needs and the development of appropriate training programmes. **Duties and skills** Employees at this level:

	• require knowledge of organisational operations and the ability to interpret legislation, regulations and other guideline material relating to the operations and functions of their work area; • will be required to conduct complex analysis and resolve difficult problems, within existing organisational or professional standards and parameters, in addition to exercising initiatives, discretion and judgement; • will have achieved a level of organisation or industry specific knowledge sufficient for them to give independent advice and/or information to the organisation and clients in relation to specific areas of their responsibility; and • require well developed liaison and communication skills to convince, persuade, and influence internal and external stakeholders, and /or apply diplomacy and tact, whilst negotiation on issues and conflicts are usually escalated to higher level levels.
Level 7:	Work at this level may involve: • providing high level matter expertise or policy for a specific subject areas; • management and administration of a program or activity; or • internal and external stakeholder engagement on behalf of the organisation. Employees at this level are required to hold professional qualifications and organisation / industry specific knowledge. **Characteristics of the work** Employees at this level are subject to broad guidance or direction and would report to higher level staff as required. Roles at this level typically provide sound advice and recommendations, resolve problems, and develop courses of action or practices pertaining to their areas of specialty, in accordance with established management systems and professional standards and practices, whilst the development, implementation and evaluation of the organisation's activities are usually the accountability of their supervisors. Tasks performed by the role typically involve integration of tasks within own function or discipline, rather than spanning a major area of organisational operation. Employees at this level are responsible and accountable for their own work including accountability for managing a program /team and may have delegated responsibility for the work under their control or supervision. Managerial responsibilities may be an important function of the work. Work may include the development of guidelines, rules, instructions or procedures for use by internal or external stakeholders and impact on the day to day operations of the work area. Employees at this level will often exercise initiative, discretion and judgement in the performance of their duties.

	Duties and skills Employees at this level: • require management skills and abilities necessary to undertake the allocation and monitoring of resources, the review of operations to determine their effectiveness and contribute to the development of policy initiatives or corporate strategies are usually required; • require well developed liaison and communication skills and the ability to negotiate or communicate, under limited direction, on behalf of the organisation with external stakeholders; and • the ability to apply or interpret legislation, regulations, instructions or other guideline material relating to the operations, policies or functions of the work area; and the capacity to undertake high level research, reviews or investigations including the preparation of reports and associated papers.
Level 8:	Work at this level may involve: • control of an organisational element or organisation wide function to achieve a result in line with the corporate goals of the organisation; • responsibility for a major program or programs a of critical importance to the organisation, operating within broad policy guidelines; or • developing policy and/or providing policy, financial, specific subject matter or administrative advice with long term impact. An employee at this level requires a tertiary qualification, or equivalent specialist experience **Characteristics of the work** Work at this leave requires high levels of discipline, expertise and experience combining elements of planning, organising, directing and evaluating to determine goals and priorities within the framework of the organisation's objectives. Work may include dealing with a complex and diverse operating environment. Work at this level will require a capacity for original thinking, creativity, the exercise of significant levels of independent judgement, and the exercise of delegated authority as required. Work is undertaken at this level with broad direction usually from higher level management with activities undertaken being of a complex or specific nature encompassing a significant element of total organisation's operations. Work at this level will have significant amount of independent judgement in keeping with the complex nature of work undertaken and the allocation of resources within the guidelines laid down by higher level management. Advice provided by roles tend to be strategic and critical to the design and implementation of major programs or policies and may have organisation wide implications beyond impact on the day-to-day operations. This may include having final authority in the process of approving the expenditure of funds, undertaking

	specific action in line with the policy of the office, or reviewing any previous action or decisions in the work area. Management responsibilities are usually a significant function at this level, with management of a number of projects of significance within and outside the organisation being involved. Work at this level includes the development of guidelines, rules, regulations, procedures or instructions for either staff or other interested parties may be co-ordinated or instigated at this level. Work may include analysis of organisational design and the formulation of strategic plans for staff and organisational development. **Duties and skills** Employees at this level: • require management skills and the abilities necessary to monitor or determine resource allocations, evaluate program effectiveness, manage staff and resources, formulate policy initiatives and develop corporate strategy proposals; • require liaison and communication skills of a high order, including the capacity to negotiate and communicate on behalf of the organisation pertaining to matters within their discipline / programs; • require the application of a high level of discipline, knowledge, a detailed knowledge of both government policies and procedures and an appreciation of their application in relation to the organisation's operations; and • may be required to undertake or oversee the implementation of people management functions.

Appendix 3: On Call Allowance

Payment	Certification	1 March 2027[1]	1 March 2028[1]
Monday to Friday	$38.06	39.01	39.99
Saturday	$57.09	58.52	59.98
Sunday and Public holiday	$76.12	78.02	79.98

1. Increases pursuant to clauses 4.1.1 and 4.1.4(c).

SIGNATORIES

Signed for and behalf of South Bank Employing Office

_____ **Julia Scodellaro**
Signature **Chief Executive Officer**

Date: _____/_____/_____

In the presence of:

_____ **Kristie Brennan**
Signature Name

Date: _____/_____/_____

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

_____ **Alex Scott**
Signature **Secretary**

In the presence of:

_____ **James Douglas**
Signature Name

Date: _____/_____/_____

Signed for and behalf of United Workers' Union Industrial Union of Employees, Queensland

_____ **Gary Bullock**
Signature **National Secretary**

In the presence of:

_____ **Cara Anderson**
Signature Name

Date: _____/_____/_____