

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

*Industrial Relations Act 1999* - s. 698 - reprint of award

**GOLDEN CASKET LOTTERY CORPORATION LIMITED EMPLOYEES' AWARD - STATE 2003**

Following the Declaration of the General Ruling in the 2010 State Wage Case (matter numbers B/2010/20 and B/2010/21), the Golden Casket Lottery Corporation Limited Employees' Award - State 2003 is hereby reprinted, pursuant to s. 698 of the *Industrial Relations Act 1999*.

I hereby certify that the Award contained herein is a true and correct copy of the Golden Casket Lottery Corporation Limited Employees' Award - State 2003 as at 1 September 2010.

Dated 1 November 2010.

[L.S.] G.D. Savill  
Industrial Registrar

**GOLDEN CASKET LOTTERY CORPORATION LIMITED EMPLOYEES' AWARD - STATE 2003**

**PART 1 - APPLICATION AND OPERATION**

**1.1 Title**

This Award is known as the Golden Casket Lottery Corporation Limited Employees' Award - State 2003.

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### 1.3 Date of operation

This Award takes effect from 28 April 2003.

### 1.4 Coverage

This Award applies to employees of Golden Casket Lottery Corporation Limited in the State of Queensland, whose salaries or rates of pay are fixed by this Award.

### 1.5 Definitions

- 1.5.1 The "Act" means the *Industrial Relations Act 1999* as amended or replaced from time to time.
- 1.5.2 "Chief Executive" means the Chief Executive of Golden Casket Lottery Corporation Limited as prescribed in the *Lotteries Act 1997* and amendments.
- 1.5.3 "Commission" means the Queensland Industrial Relations Commission.
- 1.5.4 "Classification Level" means the pay classification for positions.
- 1.5.5 "Golden Casket" means Golden Casket Lottery Corporation Limited.
- 1.5.6 "Increment" means an increase in salary from one Paypoint to the next highest Paypoint.
- 1.5.7 "Paypoint" means the specific rate of pay payable to an employee within a Classification Level.
- 1.5.8 "Union" means the Australian Municipal, Administrative, Clerical and Services Union, Central and Southern Queensland Clerical and Administrative Branch Union of Employees or the Federated Clerks' Union of Australia, North Queensland Branch, Union of Employees.

## **1.6 Parties bound**

This Award is legally binding upon the employees of Golden Casket Lottery Corporation and Golden Casket Lottery Corporation Limited, and the Australian Municipal, Administrative, Clerical and Services Union, Central and Southern Queensland Clerical and Administrative Branch Union of Employees and its members; the Federated Clerks' Union of Australia, North Queensland Branch, Union of Employees and its members.

## **1.7 Divisions and districts**

### *1.7.1 Divisions*

Northern Division - That portion of the State along or north of a line commencing at the junction of the sea coast with the 21st parallel of south latitude; then from that latitude due west to 147 degrees of east longitude; then from that longitude due south to 22 degrees 30 minutes of south latitude; then from that latitude due west to the western border of the State.

Mackay Division - That portion of the State within the following boundaries: Commencing at the junction of the sea-coast with the 21st parallel of south latitude; then from that latitude due west to 147 degrees of east longitude; then from that longitude due south to 22 degrees of south latitude; then from that latitude due east to the sea coast; then from the sea-coast northerly to the point of commencement.

Southern Division - That portion of the State not included in the Northern or Mackay Divisions.

### *1.7.2 Districts*

#### (a) Northern Division:

Eastern District - That portion of the Northern Division along or east of 144 degrees 30 minutes of east longitude.

Western District - The remainder of the Northern Division.

#### (b) Southern Division:

Eastern District - That portion of the Southern Division along or east of a line commencing at the junction of the southern border of the State with 150 degrees of east longitude; then from that longitude due north to 25 degrees of south latitude; then from that latitude due west to 147 degrees of east longitude; then from that longitude due north to the southern boundary of the Mackay Division.

Western District - The remainder of the Southern Division.

## **PART 2 - FLEXIBILITY**

### **2.1 Enterprise flexibility**

- 2.1.1 As part of a process of improvement in productivity and efficiency, discussion should take place at an enterprise to provide more flexible working arrangements, improvement in the quality of working life, enhancement of skills, training and job satisfaction and to encourage consultative mechanisms across the workplace.

- 2.1.2 The consultative processes established in an enterprise in accordance with clause 2.1 may provide an appropriate mechanism for consideration of matters relevant to clause 2.1.1. Union delegates at the place of work may be involved in such discussions.
- 2.1.3 Any proposed genuine agreement reached between Golden Casket and employee/s of Golden Casket is contingent upon the agreement being submitted to the Commission in accordance with Chapter 6 of the Act and is to have no force or effect until approval is given.

## **2.2 Majority clause**

- 2.2.1 Where facilitative provisions appear in this Award allowing determination of the conditions of employment by agreement between the Chief Executive and the Union/s or the Chief Executive and the majority of employees affected, the following procedures will apply:
- (a) Facilitative Award provisions can be negotiated between management and employees who are directly affected by such proposals or between management and the Union/s depending upon the particular Award provisions.
  - (b) Employees may be represented by their local Union delegate/s and have the right to be represented by their local Union official/s.
  - (c) Facilitative Award provisions can only be implemented by agreement.
  - (d) In determining the outcome from facilitative provisions, neither party should unreasonably withhold agreement.
  - (e) Agreement is defined as obtaining consent of greater than 50% of employees directly affected or of the Union/s depending upon the particular Award provisions.
  - (f) Where a provision refers to agreement by the majority of employees affected, all employees directly affected are to be consulted as a group.
  - (g) Any agreement reached must be documented, and will incorporate a review period.
  - (h) Where the agreement relates to either the introduction of ordinary hours on other than a Monday to Friday basis, the introduction of shift work or significant changes to a shift roster, the relevant Union is to be notified in writing at least one week in advance of the implementation date.

## **PART 3 - COMMUNICATION, CONSULTATION AND DISPUTE RESOLUTION**

### **3.1 Grievance and dispute settling procedure**

The objectives of the procedure are to promote the prompt resolution of grievances by consultation, co-operation and discussion; to reduce the level of disputation; and to promote efficiency, effectiveness and equity in the workplace.

The matters to be dealt with in this procedure will include all grievances or disputes between an employee and Golden Casket in respect to any industrial matter and all other matters that the parties agree on and are specified in this Award. Such procedures shall apply to a single a employee or to any number of employees.

- 3.1.1 In the event that an employee having a grievance or dispute the employee shall in the first instance attempt to resolve the matter with the immediate supervisor, who shall respond to such request as soon as reasonably practicable under the circumstances. Where the dispute concerns alleged actions of the immediate supervisor the employee/s may bypass this level in the procedure.
- 3.1.2 If the grievance or dispute is not resolved under clause 3.1.1, the employee or the employee's representative may refer the matter to the next higher level of management for discussion. Such discussion should, if possible, take place within 24 hours after the request by the employee or the employee's representative.
- 3.1.3 If the grievance involves allegations of unlawful discrimination by a supervisor the employee may commence the grievance resolution process by reporting the allegations to the next level of management beyond that of the supervisor concerned. If there is no level of management beyond that involved in the allegation the employee may proceed directly to the process outlined at clause 3.1.5.
- 3.1.4 If the grievance or dispute is still unresolved after discussions mentioned in clause 3.1.2, the matter shall, in the case of a member of a Union, be reported to the relevant officer of that Union and the senior management of Golden Casket or Golden Casket's nominated industrial representative. An employee who is not a member of the Union may report the grievance or dispute to senior management or the nominated industrial representative.

This should occur as soon as it is evident that discussions under clause 3.1.2 will not result in resolution of the dispute.

- 3.1.5 If, after discussion between the parties, or their nominees mentioned in clause 3.1.4, the dispute remains unresolved after the parties have genuinely attempted to achieve a settlement thereof, then notification of the existence of the dispute is to be given to the Commission in accordance with the provisions of the Act.
- 3.1.6 Whilst all of the above procedure is being followed, normal work shall continue except in the case of a genuine safety issue.
- 3.1.7 The *status quo* existing before the emergence of the grievance or dispute is to continue whilst the above procedure is being followed.
- 3.1.8 All parties to the dispute shall give due consideration to matters raised or any suggestion or recommendation made by the Commission with a view to the prompt settlement of the dispute.
- 3.1.9 Any Order or Decision of the Commission (subject to the parties' right of appeal under the Act) will be final and binding on all parties to the dispute.
- 3.1.10 Discussions at any stage of the procedure shall not be unreasonably delayed by any party, subject to acceptance that some matters may be of such complexity or importance that it may take a reasonable period of time for the appropriate response to be made. If genuine discussions are unreasonably delayed or hindered, it shall be open to any party to give notification of the dispute in accordance with the provisions of the Act.

## **PART 4 - EMPLOYER AND EMPLOYEES' DUTIES, EMPLOYMENT RELATIONSHIP AND RELATED ARRANGEMENTS**

### **4.1 Employment categories**

- 4.1.1 Employees covered by this Award will be advised in writing of their employment status upon appointment.

Employment categories are:

- (a) full-time;
- (b) part-time (as defined); or
- (c) casual (as defined).

### **4.2 Employer duties**

- 4.2.1 Golden Casket will appoint full-time, part-time, temporary and casual employees as it considers sufficient to properly perform the functions prescribed in the *Lotteries Act 1997*.
- 4.2.2 An employee will be appointed to a position within the appropriate Classification Level for such position and may be transferred to any other appropriate position within the same band.
- 4.2.3 Golden Casket will inform an employee in writing of their Classification Level and Paypoint pursuant to this Award upon the appointment of the employee and as required from time to time.

### **4.3 Employee duties**

An employee is required to furnish information to Golden Casket as to their full name, full address and evidence of their date of birth.

### **4.4 Probationary employment**

- 4.4.1 The appointment of a full-time or part-time employee is subject to the completion of a 3 month probationary period.
- 4.4.2 Golden Casket will ensure that a regular system of appraisal is established which will provide an employee with information on the employee's performance during the period of probation and on appropriate remedial steps to improve performance where such performance is considered unsatisfactory.
- 4.4.3 On completion of the probationary period, Golden Casket may confirm the appointment or terminate the employment.
- 4.4.4 In such cases Golden Casket may, at any time during the probationary period where the employee's performance

or behaviour is considered unsatisfactory, terminate the employment of an employee who is on probation.

#### **4.5 Casual employment**

- 4.5.1 "Casual Employee" means an employee who is engaged by the hour and who may terminate employment or be discharged at any moment without notice.
- 4.5.2 Golden Casket will not use Casual Employees on an on-going basis in lieu of filling any permanent position.
- 4.5.3 A Casual Employee will be paid 23% in addition to the ordinary rate of pay for the role in which the employee is engaged. The 23% casual loading will form part of the Casual Employee's hourly rate that forms the basis of all calculations where the hourly rate is used, except in relation to Sundays where the penalty payment displaces the casual loading.
- 4.5.4 Each casual engagement stands alone, with a minimum payment of 2 hours.
- 4.5.5 Casual Employees are entitled to:
- (a) overtime provisions where they have worked more than the ordinary full-time hours as provided in clause 6.1.1 per week including all ordinary hours worked from Saturday to Friday;
  - (b) Saturday penalty rates as defined in clause 6.2.5 and Sunday penalty rates as defined in clause 6.2.6;
  - (c) be paid at the rate of double time and a-half for all time worked on public holidays.
- 4.5.6 Casual Employees, although not designated as shift workers, who are required to work afternoon shift and night shift will be entitled to be paid applicable shift penalties at the rates defined in clause 6.2.2 (a).
- 4.5.7 Casual Employees are also entitled to any other applicable allowances based *pro rata* on the number of hours worked relative to the ordinary full-time hours. The following allowances are paid in full and are not pro-rated:
- (i) Travelling allowance                      clause 5.8.1
  - (ii) On call allowance                        clause 6.3.6
  - (iii) Meal allowance                         clause 5.8.2
- 4.5.8 Except where specifically required by the Act or as defined in this Award, a casual employee will not be entitled to any other leave provision.

#### **4.6 Part-time employment**

- 4.6.1 "Part-time Employee" means an employee employed on a regular basis to work less than ordinary full-time hours and is entitled to wages and employment conditions specified in this Award for full-time employees, on a *pro rata* basis (proportionate to the number of hours worked).
- 4.6.2 At the time of engagement, Golden Casket and the employee will agree in writing on the pattern of work required, including specifying the number of ordinary hours per week, the days on which the work is to be performed and the usual daily starting and finishing times.
- 4.6.3 The agreed number of ordinary hours per week will not be amended without the consent of the employee.
- 4.6.4 The following conditions apply to part-time employees:
- (a) The spread of ordinary working hours is the same as for a full-time employee under this Award.
  - (b) A part-time employee will be employed for up to 0.8 of the ordinary full-time hours per week with a minimum payment of 4 hours on any one day when work is performed.
  - (c) The minimum hours to be worked are 10 hours per week and the maximum will be 30 hours per week. Where a part-time employee is rostered to work for less than 10 hours in a week then they will be entitled to receive a minimum payment as for 10 hours worked for the week.
  - (d) Where it is essential for a part-time employee to work beyond the daily approved part-time hours and where the total number of daily hours worked is less than the ordinary full-time daily hours or not more than 0.8 of the ordinary full-time hours per week, the additional hours worked are paid at ordinary rates. Additional time worked in this way is included when calculating *pro rata* leave entitlements.

- (e) Overtime provisions in accordance with clause 6.3.3 are payable to a part-time employee where they work more than the ordinary full-time hours on any given day or more than 0.8 of the ordinary full-time hours per week
- (f) A part-time employee is paid at the same hourly rate as a full-time employee for performing duties of the same classification.
- (g) Part-time employees are also entitled to any applicable allowances based *pro rata* on the number of hours worked relative to the ordinary full-time hours. The following allowances are paid in full and are not *pro-rated*:
  - (i) Travelling allowance                      clause 5.8.1
  - (ii) On call allowance                        clause 6.3.6
  - (iii) Meal allowance                            clause 5.8.2
- (h) Part-time employees are entitled to the public holiday provisions of clause 7.6.1 where the employee usually works on a day of the week on which a public holiday will fall. If the employee is not required to work on that day they will be paid for the hours that would otherwise have been worked on that day. A part-time employee is not entitled to the public holiday provisions of clause 7.6.1 when a public holiday falls on a day of the week the employee would not usually be required to work.
- (i) Part-time employees are entitled to all other provisions of this Award applicable to full-time employees on a *pro rata* basis.

#### **4.7 Temporary and fixed term employment**

- 4.7.1 "Temporary Employee" means an employee appointed for a specified period with a start and finish date.
- 4.7.2 A temporary employee should have no expectations regarding continuing employment or a permanent appointment at the end of their period of employment. However, a temporary employee may apply for vacant advertised positions. If their application is successful they will be appointed to a permanent position and retain continuity of service including any accrued entitlements.
- 4.7.3 Temporary employees will usually be employed for periods of less than 12 months.
- 4.7.4 Temporary employees may be employed on either a full-time or part-time basis.
- 4.7.5 Temporary employees will be paid at the standard Classification Level applicable to the position. An hourly rate will be applied.

#### **4.8 Anti-discrimination**

- 4.8.1 It is the intention of the parties to this Award to prevent and eliminate discrimination as defined by the *Anti-Discrimination Act 1991* and the Act which includes:
  - (a) discrimination on the basis of sex, marital status, family responsibilities, pregnancy, parental status, age, race, impairment, religion, political belief or activity, trade Union activity, lawful sexual activity and association with, or relation to, a person identified on the basis of the above attributes.
  - (b) sexual harassment; and
  - (c) racial and religious vilification.
- 4.8.2 Accordingly, in fulfilling their obligations under the grievance and dispute settling procedures in clause 3.1, the parties to the Award must take reasonable steps to ensure that neither the Award provisions nor their operation are directly or indirectly discriminatory in their effects.
- 4.8.3 Under the *Anti-Discrimination Act 1991* it is unlawful to victimise an employee because the employee has made or may make or has been involved in a complaint of unlawful discrimination or harassment.
- 4.8.4 Nothing in clause 4.8 is to be taken to affect:
  - (a) any different treatment (or treatment having different outcomes) which is specifically exempted under the *Anti-Discrimination Act 1991*; or
  - (b) an employee, Golden Casket or registered organisation, pursuing matters of discrimination, including by

application to the Human Rights and Equal Opportunity Commission/Anti-Discrimination Commission Queensland.

#### **4.9 Workplace bullying and harassment**

Workplace harassment or bullying is the repeated less favourable treatment of a person by another or others which may be considered unreasonable and inappropriate workplace practice. It intimidates, offends, degrades or humiliates a person, possibly in front of co-workers, clients or customers. Harassment or bullying can be face to face, over the telephone, through e-mail or by the exclusion of others. Workplace harassment and bullying will not be tolerated within Golden Casket. This applies to all Golden Casket employees including staff at supervisory and management levels.

#### **4.10 Termination of employment**

##### *4.10.1 Statement of employment*

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

##### *4.10.2 Termination by employer*

- (a) In order to terminate the employment of an employee Golden Casket will give the following notice:

Period of continuous service	Period of notice
1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

- (b) In addition to the notice in clause 4.10.2(a), employees over 45 years of age at the time of giving of notice and with not less than 2 years' continuous service, shall be entitled to an additional week's notice.

- (c) Payment in lieu of notice will be made if the appropriate notice is not given:

Provided that employment may be terminated by part of the period of notice specified and part payment in lieu thereof.

- (d) In calculating any payment in lieu of notice the ordinary time rate of pay for the employee concerned will be used.

- (e) The period of notice in clause 4.10.2(a) shall not apply in the case of dismissal for misconduct or other grounds that justify instant dismissal, or in the case of casual employees, or employees engaged for a specific period of time or for a specific task or tasks.

##### *4.10.3 Notice of termination by employee*

2 weeks' notice of termination of service is required to be given by an employee to Golden Casket, except in the case of a casual employee where no notice is required to be given to Golden Casket.

##### *4.10.4 Time off during notice period*

Notice of termination will not be offset by any period of annual leave or part thereof except where this is approved by Golden Casket.

#### **4.11 Introduction of changes**

##### *4.11.1 Employer's duty to notify*

- (a) Where Golden Casket has made a definite decision to introduce major changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, Golden Casket will notify the employees who may be affected by the proposed changes and their Union or Unions.

- (b) "Significant effects" include termination of employment, major changes in the composition, operation or size of Golden Casket'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:

Where the Award makes provision for alteration of any of the matters referred to herein an alteration will be deemed not to have significant effect.

#### 4.11.2 *Employer's duty to discuss change*

- (a) Golden Casket will discuss with the employees affected and their Union or Unions, *inter alia*, the introduction of the changes referred to, the effects the changes are likely to have on employees and measures to avert or mitigate the adverse effects of such changes on employees.
- (b) The discussions will commence as early as practicable after a definite decision has been made by Golden Casket to make the changes referred to in clause 4.11.1.
- (c) For the purpose of such discussion, Golden Casket will provide in writing to the employees concerned and their Union or Unions, all relevant information about the changes including the nature of the changes proposed, the expected effects of the changes on employees, and any other matters likely to affect employees. Golden Casket will not be required to disclose confidential information, the disclosure of which would be inimical to Golden Casket's interests.

### 4.12 **Redundancy**

#### 4.12.1 *Discussions before terminations*

- (a) Where Golden Casket has made a definite decision that Golden Casket no longer wishes the job the employee has been doing to be done by anyone, and this is not due to the ordinary and customary turnover of labour, and that decision may lead to termination of employment, Golden Casket will hold discussions with the employees directly affected and where relevant, their Union or Unions.
- (b) The discussions will take place as soon as it is practicable after Golden Casket has made a definite decision which will invoke clause 4.12.1, and will cover *inter alia*, the reasons for the proposed terminations, measures to avoid or minimise the terminations and measures to mitigate the adverse effects of any terminations of the employees concerned.
- (c) For the purpose of the discussion Golden Casket will, as soon as practicable, provide in writing to the employees concerned and their Union or Unions, all relevant information about the proposed terminations including the reasons for the proposed terminations, the number and categories of employees likely to be affected, the number of workers normally employed and the period over which the terminations are likely to be carried out. Golden Casket will not be required to disclose confidential information, the disclosure of which would be inimical to Golden Casket's interests.

#### 4.12.2 *Transfer to lower paid duties*

Where an employee is transferred to other duties for reasons set out in clause 4.12.1, the employee will be entitled to the same period of notice of transfer the employee would have been entitled to if their employment had been terminated, and Golden Casket may, at Golden Casket's option, make payment in lieu thereof of an amount equal to the difference between the former ordinary time rate of pay and the new lower ordinary time rates for the number of weeks of notice still owing.

#### 4.12.3 *Time off during notice period*

- (a) Where a decision has been made to terminate an employee in the circumstances outlined in clause 4.12.1, the employee will be allowed up to one day's time off without loss of pay during each week of notice for the purpose of seeking other employment.
- (b) If the employee has been allowed paid leave for more than one day during the notice period for the purpose of seeking other employment, the employee will, at the request of Golden Casket, be required to produce proof of attendance at an interview or the employee will not receive payment for the time absent. For this purpose a statutory declaration will be sufficient.

#### 4.12.4 *Notice to Centrelink*

Where a decision has been made to terminate 15 or more employees in the circumstances outlined in clause 4.12.1 Golden Casket will notify Centrelink thereof as soon as possible giving relevant information including a written statement of the reasons for the terminations, the number and categories of the employees likely to be affected and the period over which the terminations are intended to be carried out.

#### 4.12.5 *Severance pay*

In addition to the period of notice prescribed for ordinary termination in clause 4.10.2, and subject to further order of

the Commission, an employee whose employment is terminated for reasons set out in clause 4.12.1 will be entitled to the following amounts of severance pay:

Period of Continuous Service	Severance pay
1 year or less	nil
1 year and up to the completion of 2 years	4 weeks' pay
2 years and up to the completion of 3 years	6 weeks' pay
3 years and up to the completion of 4 years	7 weeks' pay
4 years and over	8 weeks' pay

"Weeks' pay" means the ordinary time rate of pay for the employee concerned:

#### 4.12.6 *Superannuation benefits*

Subject to further order of the Commission where an employee who is terminated receives a benefit from a superannuation scheme, such employee will only receive under clause 4.12.5 the difference between the severance pay specified in that clause and the amount of the superannuation benefit such employee receives which is attributable to Golden Casket's contributions only. If this superannuation benefit is greater than the amount due under clause 4.12.5 then the employee will receive no payment under that clause.

#### 4.12.7 *Employee leaving during notice*

An employee whose employment is terminated for reasons set out in clause 4.12.1 may terminate such employment during the period of notice, and, if so, will be entitled to the same benefits and payments under this clause had such employee remained with Golden Casket until the expiry of such notice:

In such circumstances the employee will not be entitled to payment in lieu of notice.

#### 4.12.8 *Alternative employment*

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

#### 4.12.9 *Employees with less than one year's service*

Clause 4.12 will not apply to employees with less than one year's continuous service and the general obligation on Golden Casket should be no more than to give relevant employees an indication of the impending redundancy at the first reasonable opportunity, and to take such steps as may be reasonable to facilitate the obtaining by the employees of suitable alternative employment.

#### 4.12.10 *Employees exempted*

Clause 4.12 will not apply:

- (a) where employment is terminated as a consequence of misconduct on the part of the employee;
- (b) to employees engaged for a specific period of time or for a specified task or tasks; or
- (c) to casual employees.

#### 4.12.11 *Employers exempted*

Subject to an order of the Commission, in a particular redundancy case, clause 4.12.11 will not apply to employers who employ less than 15 people.

#### 4.12.12 *Incapacity to pay*

An employer in a particular redundancy case may make application to the Commission to have the general severance pay prescription amended on the basis of the employer's incapacity to pay.

### **4.13 Continuity of service - transfer of calling**

In cases where a transfer of calling occurs, continuity of service should be determined in accordance with sections 67-71 of the Act as amended from time to time.

## **PART 5 - WAGES AND WAGE RELATED MATTERS**

## 5.1 Definition of classifications

### 5.1.1 Administrative stream

The Administrative stream comprises those employees, the duties of which apply to the functional areas identified herein, the incumbents of which are required to possess a range of skills appropriate to the stream.

Such functional areas include agency administration, human resource management, finance, customer service, development and implementation of policy, information and advisory services.

### 5.1.2 Professional stream

The Professional stream comprises a number of offices to which are attached a mandatory degree qualification or agreed equivalent as determined by the Joint Training Council. The duties of these jobs reflect a combination of practitioner and/or specialist responsibilities or an identifiable specialisation/management in a profession.

### 5.1.3 Technical stream

The Technical stream comprises a number of offices to which are attached a mandatory Diploma, Associate Diploma or agreed equivalent as determined by the Joint Training Council. The duties of these jobs reflect a combination of practitioner and/or specialist responsibilities providing direct assistance to, but on occasion acting in isolation from, other offices and/or supervision of offices in other streams.

### 5.1.4 Operational services stream

The Operational services stream comprises those offices, the duties of which apply to various functional areas, the incumbents of which are required to possess a range of skills appropriate to this stream.

## 5.2 Stream allocation

Allocations to the Administrative, Professional, Technical and Operational Services streams will include the Occupational Groupings as prescribed in Schedule A.

## 5.3 Generic level statements

Generic level statements for all Classification Levels are prescribed in Schedule B of this Award. These statements reflect the degree of complexity and responsibility of duties, skills and knowledge proceeding from the lowest to the highest Classification Levels. Their purpose is to provide an indication as to the Classification Level appropriate to any packaging of duties.

## 5.4 Work allocation

An employee having either been appointed to or relieving in an office within a Classification Level may be allocated and subsequently reallocated to any office within that particular Classification Level.

## 5.5 Qualifications

An employee appointed to the Administrative Stream who has satisfied examination requirements for a degree or other post-secondary qualification acceptable to the Chief Executive will not be paid less than Classification Level 2, Paypoint 7.

## 5.6 Wage rates

5.6.1 The minimum wage rates payable under this award are as follows:

### ADMINISTRATIVE STREAM

Level	Paypoint	Salary payable	
		Per fortnight	Per Annum
	\$	\$	\$
AO1	1	792.50	20,655
	2	849.50	22,142
	3	906.40	23,626
AO2	1*	1,274.50	33,208
	2	1,304.20	33,982

	3	1,333.90	34,757
	4	1,367.60	35,636
	5	1,397.40	36,414
	6	1,427.10	37,188
	7	1,452.80	37,859
	8	1,482.70	38,639
AO3	1	1,552.60	40,463
	2	1,593.80	41,538
	3	1,635.10	42,615
	4	1,676.30	43,690
AO4	1	1,748.20	45,566
	2	1,786.30	46,560
	3	1,828.50	47,661
	4	1,866.70	48,658
AO5	1	1,941.90	50,620
	2	1,984.50	51,732
	3	2,027.00	52,840
	4	2,069.50	53,949
AO6	1	2,158.50	56,271
	2	2,197.90	57,299
	3	2,237.20	58,324
	4	2,276.50	59,350
AO7	1	2,359.30	61,510
	2	2,404.80	62,697
	3	2,450.30	63,884
	4	2,495.70	65,069
AO8	1	2,563.00	66,824
	2	2,603.20	67,873
	3	2,643.30	68,919
	4	2,683.40	69,965

#### PROFESSIONAL STREAM

PO1	1	814.80	21,236
	2	904.70	23,582
	3	994.60	25,927
	4*	1,323.20	34,478
	5	1,375.90	35,853
	6	1,424.60	37,123
	7	1,469.30	38,290
PO2	1	1,551.40	40,432
	2	1,611.50	42,000
	3	1,671.50	43,565
	4	1,731.60	45,133
	5	1,787.70	46,597
	6	1,847.40	48,154
PO3	1	1,912.70	49,858
	2	1,956.90	51,012
	3	2,001.10	52,165
	4	2,045.30	53,318
PO4	1	2,147.00	55,971
	2	2,190.20	57,098
	3	2,233.30	58,223
	4	2,276.50	59,350
PO5	1	2,359.30	61,510
	2	2,404.80	62,697

	3	2,450.30	63,884
	4	2,495.70	65,069
PO6	1	2,563.00	66,824
	2	2,603.20	67,873
	3	2,643.30	68,919
	4	2,683.40	69,965

#### TECHNICAL STREAM

TO1	1	814.80	21,236
	2	904.70	23,582
	3	994.60	25,927
	4*	1,323.20	34,478
	5	1,375.90	35,853
	6	1,424.60	37,123
	7	1,469.30	38,290
TO2	1	1,487.20	38,757
	2	1,525.10	39,746
	3	1,558.90	40,732
	4	1,600.70	41,718
	5	1,638.50	42,704
	6	1,676.30	43,690
TO3	1	1,748.20	45,566
	2	1,778.70	46,362
	3	1,813.10	47,260
	4	1,847.40	48,154
TO4	1	1,913.50	49,858
	2	1,959.20	51,072
	3	2,005.50	52,280
TO5	1	2,069.50	53,949
	2	2,116.90	55,186
	3	2,164.30	56,423
	4	2,211.70	57,659
TO6	1	2,268.30	59,136
	2	2,313.80	60,323
	3	2,359.30	61,510

#### OPERATIONAL STREAM

OO1	1	683.00	17,798
	2	749.80	19,541
	3	816.60	21,283
	4	883.40	23,026
	5	950.30	24,772
	6	1,017.30	26,520
OO2	1*	1,274.50	33,208
	2	1,305.70	34,022
	3	1,337.00	34,838
	4	1,372.10	35,754
OO3	1	1,390.40	36,231
	2	1,414.40	36,857
	3	1,438.40	37,483
	4	1,458.30	38,003
OO4	1	1,502.80	39,166
	2	1,536.30	40,038
	3	1,569.80	40,912
	4	1,603.10	41,780

OO5	1	1,632.70	42,553
	2	1,671.20	43,557
	3	1,709.80	44,564
	4	1,748.20	45,566
OO6	1	1,800.20	46,923
	2	1,835.40	47,841
	3	1,866.70	48,658
OO7	1	1,933.70	50,406
	2	1,969.60	51,343
	3	2,005.50	52,280

\* DENOTES 21 YEAR OLD RATE.

*Note:* The rates of pay in this Award are intended to include the arbitrated wage adjustment payable under the 1 September 2010 Declaration of General Ruling and earlier Safety Net Adjustments and arbitrated wage adjustments. This arbitrated wage adjustment may be offset against any equivalent amount in rates of pay received by employees whose wages and conditions of employment are regulated by this Award which are above the wage rates prescribed in the Award. Such payments include wages payable pursuant to certified agreements, currently operating enterprise flexibility agreements, Queensland workplace agreements, award amendments to give effect to enterprise agreements and overaward arrangements. Absorption which is contrary to the terms of an agreement is not required.

Increases made under previous State Wage Cases or under the current Statement of Principles, excepting those resulting from enterprise agreements, are not to be used to offset arbitrated wage adjustments

#### 5.6.2 *Movement between classification levels*

- (a) Movement between Classification Levels will be based on appointment on merit to advertised vacancies. However this provision does not apply to movement between levels 1 and 2 of the administrative stream where annual Increments will continue to apply in accordance with the relevant provisions of clause 5.6.3.
- (i) Every employee upon attaining the age of 21 years will be paid, except on promotion or as otherwise prescribed the specific age 21 salary as indicated within the various Streams.
- (ii) Employees appointed to level 1 of the Technical stream, having obtained the prerequisite qualifications, are appointed to the minimum rate prescribed in level 2 of such stream.
- (iii) Employees appointed to level 1 of the Professional stream, having obtained the prerequisite qualifications, are appointed to level 2 of such stream and commence at the Paypoints as set out below:
- 3 year qualification      Paypoint 1
  - 4 year qualification      Paypoint 2
  - 5 year qualification      Paypoint 3
- (iv) Employees appointed to level 2 of the Professional stream, who possess qualifications higher than the minimum prerequisite qualifications for example Honours, Masters and Doctorates and who do not possess any relevant work experience, will commence at the Paypoints as set out below:
- 4 year qualification      Paypoint 2
  - 5 year qualification      Paypoint 3
  - 6 year qualification      Paypoint 4
  - 7 year qualification      Paypoint 5
- (v) Positions at level 3 within the Professional and Technical streams will be created by the Chief Executive as necessary upon the value of the work undertaken.
- (vi) Movement of employees from level 2 to level 3 within the Professional and Technical streams are subject to the employee concerned having served at least 12 months on the maximum salary prescribed for a level 2 employee and a recommendation from a selection panel established in accordance with the principles of merit, that the applicant is worthy of promotion. The merit of the applicant is to be evaluated in relation to the prescribed criteria through:
- an assessment of a written application from the applicant; and
  - an interview of the applicant; and
  - a certificate from the Director of Division or Branch in which the employee is working or a senior employee knowledgeable in the employee's capabilities that the employee is worthy of promotion
  - based on assessment of the employee addressing the prescribed criteria.

- (vii) An employee promoted to a position at a higher Classification Level within the same stream shall be appointed to Paypoint one of that higher Classification Level.
- (b) Applicants for movement within the Professional stream from level 2 to level 3 will be assessed by the selection panel on the following criteria:
- (i) Demonstrated professional expertise in one or more areas of a discipline as shown by detailed knowledge of standard professional tasks, examples of modifications to standard procedures and practices and contributions to the development of new techniques and methodologies, and/or professional contribution relevant to the discipline at a local level.
  - (ii) Possession of postgraduate qualifications or postgraduate developmental experience through attendance at specialist seminars or in-service presentations relevant to the discipline.
  - (iii) Evidence of recognition by peers, industry or other client groups as shown by one or more of the following (the activities used as evidence will vary with the discipline of the applicant):
    - original in-service presentations;
    - published papers;
    - active involvement in conferences and seminars;
    - consultancies;
    - recognition as a resource person who collects, collates and imparts knowledge in a particular area;
    - preparation of significant internal reports.
  - (iv) Demonstrated levels of performance and innovation through a history of satisfactory performance, demonstrated high levels of efficiency and effectiveness, demonstrated high level of responsibility and initiative.
- (c) Applicants for movement within the Technical stream from level 2 to level 3 will be assessed by the selection panel on the following criteria:
- (i) Demonstrated technical expertise in one or more areas of a discipline as shown by detailed technical knowledge and experience, high levels of accuracy and precision in undertaking procedures and technical contribution at a local level.
  - (ii) Possession of higher technical qualifications or developments experience through attendance at specialist seminars or in-service presentations relevant to the discipline.
  - (iii) Evidence of recognition by peers, industry or other client groups as shown by one or more of the following (the activities used as evidence will vary with the discipline of the applicant):
    - original in-service presentations;
    - published papers;
    - active involvement in conferences and seminars;
    - consultancies;
    - recognition as a resource person who collects, collates and impart technical knowledge in a particular area;
    - preparation of significant internal reports.
  - (iv) Demonstrated levels of performance and innovation through a history of satisfactory performance, demonstrated high levels of efficiency and effectiveness and demonstrated high level of responsibility and initiative.

### 5.6.3 *Movement within classification levels*

- (a) Except in the case of an employee who is paid the prescribed basic salary on attaining the age of 21 years or in the case of a promotion, or transfer and promotion from one Classification Level to another, an increase will not be made to the salary of any employee until:
- (i) in the case of a full-time employee such employee has received such salary for a period of 12 months;
  - (ii) in the case of a part-time employee such employee has received such salary for the equivalent of 12 months' full-time service.
- (b) No employee is entitled to receive annual salary Increments by virtue of this Award unless:

- (i) in the case of employees in levels 1 and 2 of the Administrative, Professional and Technical streams and levels 1, 2 and 3 of the Operational stream, the conduct, diligence and general efficiency of such employee is certified by the Chief Executive to have been and to be satisfactory;
  - (ii) in the case of employees in all other Classification Levels, performance objectives have been achieved as certified by the Chief Executive.
- (c) If any Increment prescribed by this Award is withheld from or refused to be granted to any employee, an appeal by such employee may be pursued in accordance with the grievance procedures contained in this Award.

#### 5.6.4 *Performance of higher duties*

Extra remuneration on the conditions prescribed under *Directive 2/01 Higher Duties Allowance*, as issued by the Minister for Industrial Relations under section 34 of the *Public Service Act 1996*, as amended or replaced from time to time, will apply to employees or classes of employees whose salaries are determined under this Award.

Where an employee temporarily fills a position at a higher Classification Level within the same stream, the employee will be paid extra remuneration at the lowest Paypoint of the higher Classification Level. Where the lowest Paypoint is equal to or lower than the employee's rate of pay the next Paypoint above their existing Paypoint, within the Classification Level of other position being filled will be applied.

Where an employee temporarily fills a position at a Classification Level within a different stream they will be paid extra remuneration. The payment will be either the first Paypoint of the Classification Level of the position being temporarily filled or at the next highest Paypoint above their existing Paypoint, within the Classification Level of the position being temporarily filled, whichever payment is the highest.

Where the requirement arises for an employee to temporarily fill a position at a higher Classification Level on a long term basis, a transparent and equitable recruitment and selection process will be used.

### 5.7 **Payment of wages**

Salaries will be paid fortnightly and the standard method of payment will be by electronic funds transfer.

### 5.8 **Allowances**

#### 5.8.1 *Daily travelling allowances*

Daily travelling allowances will be paid at the rates and on the conditions set out under *Directive 3/00 Travelling and Relieving Expenses*, as issued by the Minister for Industrial Relations under section 34 of the *Public Service Act 1996* as existing at the date of this Award and as amended or replaced from time to time.

#### 5.8.2 *Overtime meal allowance*

- (a) Where an employee is required to work more than one hour of overtime, as defined, before the ordinary commencing time or more than one hour after the ordinary ceasing time the employee will be supplied with a meal of reasonable quality and quantity by the Golden Casket or will be paid \$10.00 in lieu thereof and will be allowed 30 minutes at the ordinary meal time for such meal. The employee will be entitled to a further 30 minutes break and a meal of reasonable quality and quantity or a further meal allowance after the completion of every additional 4 hours' overtime worked.
- (b) Where an employee is required to work overtime on a rostered day off, the employee will be entitled to be paid a meal allowance of \$10.00 after each period of 4 hours continuous overtime in addition to any payment for overtime to which the employee is entitled unless a meal of reasonable quality and quantity is provided by Golden Casket.
- (c) Where a part-time or casual employee is entitled to an overtime meal allowance the meal allowance will be paid in full rather than being paid on a *pro rata* basis.

#### 5.8.3 *Provision of uniforms*

Where uniforms are required by the Chief Executive to be worn by an employee, the employee will be supplied sufficient and suitable uniforms of good quality as approved by the Chief Executive. Uniforms will be replaced on a fair wear and tear basis.

Where an employee is required to wear a uniform they are entitled to have the uniform laundered without charge to the employee or receive an allowance at the rate of \$5.62 per fortnight.

#### 5.8.4 *First aid allowance*

An employee holding a current certificate in first aid issued by the St. John's Ambulance Brigade, or equivalent qualifications, who is appointed by the Chief Executive in writing as a first aid attendant, will be paid an allowance at the rate of \$26.30 per fortnight in addition to the ordinary rate of pay.

#### 5.8.5 *Divisional and district allowances*

- (a) Employees 21 years of age and over in the Mackay Division will be paid \$0.90 per week and employees 21 years of age and over in the Eastern District of the Northern Division shall will be paid \$1.05 per week in addition to the wage rage prescribed.
- (b) In addition to the allowances set out above for the Eastern Districts, the following Western allowances will be paid to all employees to whom this Award applies employed in the Western Districts of the Southern and Northern Divisions:
  - \$1.05 per week for employees aged 21 years and over in the Western District of the Southern Division and;
  - \$2.20 per week for employees aged 21 years and over in the Western District of the Northern Division.
- (c) In all cases the divisional and district allowances for employees under 21 years of age will be 50% of those prescribed for employees 21 years of age and over.

### **5.9 Superannuation**

Superannuation contributions are made on behalf of Golden Casket employees to the *QSuper Superannuation Fund*. All contributions paid are to be in accordance with Superannuation legislation as it currently exists and may change from time to time.

## **PART 6 - HOURS OF WORK, BREAKS, OVERTIME, SHIFT WORK, WEEK-END WORK**

### **6.1 Hours of work**

#### 6.1.1 *Ordinary hours of work*

The ordinary hours of work for employees (other than those listed in Schedule C) are an average of 36¼ hours per week over a 4 week cycle.

The ordinary hours of work for employees listed in Schedule C are an average of 38 hours per week to be worked on one of the following bases:

- (a) 38 hours within a work cycle not exceeding 7 consecutive days; or
- (b) 76 hours within a work cycle not exceeding 14 consecutive days; or
- (c) 114 hours within a work cycle not exceeding 21 consecutive days; or
- (d) 152 hours within a work cycle not exceeding 28 consecutive days.

Except in the case of shift workers and subject to employees listed in Schedule C the hours of duty of employees are worked on a Monday to Friday basis.

Whereas at the date of operation of this Award provision exists for hours other than on a Monday to Friday basis to apply, such provision will continue to apply. Any extension of such arrangements may be worked as agreed upon between Golden Casket and the majority of employees affected.

By agreement between Golden Casket and the majority of employees concerned, such ordinary hours, may be worked over any 10 days in any 14 day work cycle.

#### 6.1.2 *Spread of hours*

The ordinary hours of work inclusive or exclusive of meal times as the case may be worked as follows:

- (a) Day work - between the hours of 6.00 a.m. and 6.00 p.m:

The provisions prescribed in Schedule D relating to the working of variable working hours will apply to employees

subject to this Award and the spread of hours for cleaners will be from 4.00 p.m. to 12.00 midnight daily.

- (b) Shift work - worked between Monday and Sunday inclusive in accordance with a roster agreed upon between Golden Casket, and the majority of employees concerned. Golden Casket recognises the right of the Union to discuss any problems that may arise as a result of the implementation of locally agreed rosters.
- (c) Notwithstanding the provisions of clause 6.1.2(b) above, a shift worker will not perform more than 2 consecutive shifts.

Employees will be notified one calendar week in advance of the roster cycle. Notification by 1.00 p.m. on Monday will be sufficient notification for the week commencing the following Monday.

### 6.1.3 *Changing ordinary hours of work*

Within the agreement of the majority of employees concerned starting and/or finishing times may be altered by Golden Casket outside of the ordinary spread of hours without invoking a penalty payment. Reasons for this type of arrangement will only include geographic, safety, climatic and traffic conditions or to suit operational requirements.

### 6.1.4 *Rostered days off*

- (a) "Rostered day off" means those days in each work cycle where an employee is not rostered for ordinary working hours.

For example, where an employee works days rostered between Monday and Friday, Saturday and Sunday are their rostered days off. Where an employee works an alternative roster their rostered days off are in accordance with the roster and may fall on any day of the week. Rostered days off may be consecutive or may be non-consecutive.

- (b) Employees will be rostered for 2 whole consecutive days off in each week or the following in each fortnight:
  - (i) one day off in one week and 3 consecutive days off in the other week; or
  - (ii) 4 consecutive days off; or
  - (iii) 2 groups of 2 consecutive days off.
- (c) In addition, 2 consecutive days off, one at the end of one week and one at the beginning of the following week may be counted as meeting these requirements. This arrangement applies to all employees including those whose rostered hours are more than 8 hours per day and whose rest days are in accordance with a shift roster.
- (d) By agreement between Golden Casket and the majority of employee concerned ordinary hours may be worked over any 10 days in any 14 day work cycle.

## **6.2 Shift work**

6.2.1 The definitions related to shift work within this Award are as follows:

- (a) "Shift work" (other than continuous shift work) means work regularly rotated in accordance with a roster which prescribes 2 or more shifts (day, afternoon or night) per day, but does not cover a 24 hour per day operation over a 7 day week.
- (b) "Continuous shift work" means work done by separate relays of employees where the hours of work are regularly rotated in accordance with a shift roster covering a 24 hour per day operation over a 7 day week and where each employee is required to work each shift on the roster during the full period of the roster.
- (c) "Day shift" means any shift other than an afternoon or night shift.
- (d) "Night shift" means any shift worked by a designated shift worker commencing on or after 6.00 p.m. or before 6.00 a.m. the following day.
- (e) "Afternoon shift" means any shift worked by a designated shift worker commencing on or after 12 noon and finishing after 6.00pm.
- (f) "Majority of shift" means the major portion of ordinary hours worked in any shift where the starting and finishing times occur on different days.

6.2.2 Where an employee or group of employees is required to work shift work the following provisions apply:

- (a) Employees working afternoon and/or night shifts will be paid an allowance of 15% for each shift of ordinary hours. Where a shift is performed over days which include week-end or public holiday days, the applicable penalty will be paid on a majority of shift basis and the standard 15% allowance will not apply.
- (b) Specific allowances for shift work performed on week-end and public holiday days are shown at clause 6.2.5 and clause 6.2.6 of this Award.

### 6.2.3 *Introduction of shift work*

Activities surrounding introduction of shift work will be in accordance with the requirements for introducing major change as per Part 2 of this Award.

### 6.2.4 *Shift work rosters*

- (a) The ordinary hours of shift workers are worked in accordance with a roster following consultation with the majority of employees concerned. Golden Casket recognises the right of the employees and their Union to discuss any problems that may arise as a result of the implementation of locally agreed rosters.
- (b) Employees will be notified one calendar week in advance of the roster cycle. Notification by 1.00 p.m. one week prior to the commence of the roster will be sufficient notification
- (c) Changes within a roster will be by agreement between Golden Casket and the employee concerned, but failing agreement, 24 hours notice of a change of roster will be given or double time will be paid for the next shift.

### 6.2.5 *Shift work on Saturdays*

- (a) All ordinary time worked by a shift worker between midnight Friday and midnight Saturday will accrue a penalty payment at the rate of 50%.
- (b) Where a shift starts on Friday and the majority of the shift is before midnight on Friday no penalty payment will be paid. Where the shift starts on Friday and the majority of the shift is after midnight on Friday the Saturday penalty rate applies for the whole shift.
- (c) Where a shift starts on Saturday and the majority of the shift is before midnight on Saturday the Saturday penalty payment will be paid for the whole shift. Where the shift starts on Saturday and the majority of the shift is after midnight on Saturday the Sunday penalty rate applies for the whole shift.

### 6.2.6 *Shift work on public holidays and Sundays*

- (a) All ordinary time worked by a shift worker between midnight Saturday and midnight Sunday will accrue a penalty payment at the rate of 100%.
- (b) Where a shift starts on Saturday and the majority of the shift is before midnight on Saturday the Saturday penalty payment will be paid for the whole shift. Where the shift starts on Saturday and the majority of the shift is after midnight on Saturday the Sunday penalty rate applies for the whole shift.
- (c) Where a shift starts on Sunday and the majority of the shift is before midnight on Sunday the Sunday penalty rate applies for the whole shift. Where the shift starts on Sunday and the majority of the shift is after midnight on Sunday no penalty payment will be paid.
- (d) All ordinary time worked by a shift worker on a public holiday will accrue a penalty payment of 150%. This penalty payment satisfies the requirement for employees working on a public holiday to be paid double time and a-half for work performed.
- (e) Subject to agreement between the employee and Golden Casket, the employee may elect or be given the option to be paid 50% penalty rate and take time off equivalent to the number of hours worked in accordance with clause 6.3.3(e) (iii).
- (f) A shift worker whose rostered day off falls on a public holiday will be paid a penalty rate of 100% or be granted a day off in lieu at a time to be mutually arranged between Golden Casket and the employee.
- (g) Where part of a shift falls on a public holiday and the other part falls on a week-end day the penalty payment applicable will be paid on a majority of shift basis.

## **6.3 Overtime**

6.3.1 Overtime provisions apply to authorised time worked as follows:

- (a) Outside the ordinary spread of hours;
- (b) Within the ordinary spread of hours where an employee who is rostered to work set hours or in accordance with a roster is required to work additional hours.
- (c) Where an employee is designated as working in accordance with a variable working hours arrangement, in accordance with Schedule D, overtime within the ordinary spread of hours will only apply where the employee is required by the supervisor to work overtime rather than in accordance with variable working hours.

### 6.3.2 *Call back*

An employee not on-call, who is recalled to perform work after completing ordinary duty, or is recalled at least 2 hours prior to commencing ordinary duty will be paid at overtime rates with a minimum payment of 2 hours.

### 6.3.3 *Payment for working overtime*

- (a) "Time and a-half" means time worked as overtime and paid at 150% of the employee's standard hourly rate.
- (b) "Double time" means time worked as overtime and paid at 200% of the employee's standard hourly rate.
- (c) Each time overtime is worked it will be paid for at the rate of time and a-half for the first 3 hours and then at the rate of double time.
- (d) Shift workers, whose hours of work are regularly rotated in accordance with a shift roster covering 2 or more shifts per day will be paid for overtime at the rate of double time.
- (e) All employees are entitled to overtime as follows:
  - (i) Employees are compensated for overtime worked at the employee's present salary level.
  - (ii) An employee other than a shift worker, may be given the option by their supervisor to elect to take time off in lieu of overtime worked on a time-for-time basis. Time off in lieu of overtime must be taken within 12 months of the day on which the overtime was worked. Overtime taken on a time in lieu basis is to be taken in periods mutually agreed between the supervisor and the employee. Subject to agreement with the Chief Executive, the overtime worked as time in lieu may be added to the employee's annual leave account. Accrued overtime time in lieu must not exceed 10 working days in any one year. Any time off in lieu of overtime not taken within 12 months of the day on which the overtime was worked will lapse.
  - (iii) An employee who works overtime on a public holiday and who is granted equivalent time off will be paid at half the ordinary rate for the time so worked with a minimum payment of 4 hours.
  - (iv) Any time off in lieu of overtime owing to an employee upon separation of their employment will be paid for at single time rates.
  - (v) An employee, other than a shift worker, directed to work overtime on the first and/or third day of such employee's rostered days off during a work cycle will be paid at the rate of time and a-half for the first 3 hours and double time thereafter with a minimum of 2 hours' work or payment thereof.
  - (vi) An employee, other than a shift worker, directed to work overtime on the second and/or 4th day of such employee's rostered days off during a work cycle will be paid at the rate of double time, with a minimum of 2 hours' work or payment thereof.
  - (vii) Overtime will be calculated to the nearest quarter of an hour in the total amount of time in respect to which overtime is claimed by an employee.
  - (viii) Where an employee is temporarily filling a position at a higher Classification Level and is receiving a higher duties allowance or is being paid at the salary rate for the higher classification any authorised overtime worked will be paid for at the higher Classification Level.

### 6.3.4 *Rest period after overtime*

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

- (b) If on the instructions of Golden Casket, the employee resumes or continues work without having had 10 consecutive hours off duty, the employee will be paid double time until released from duty for the period, and will then be entitled to be absent until 10 consecutive hours off duty has occurred without loss of pay for ordinary working time occurring during the absence.
- (c) For shift workers who rotate from one shift to another a requirement for 8 hours break between shifts, rather than 10 hours, is applicable where overtime is worked for the purpose of changing shift rosters; or in any other case where this is agreed between the supervisor and the employee/s concerned.

#### 6.3.5 *Saturday and/or Sunday work*

- (a) All overtime worked on a Sunday will be paid for at the rate of double time except where Sunday is the first or third rostered day off.
- (b) A minimum payment of 2 hours work applies to all overtime worked on a Saturday or a Sunday except where the employee works overtime immediately before or after an ordinary rostered shift.

#### 6.3.6 *On-call*

- (a) Where an employee is required by Golden Casket to be available on call outside ordinary or rostered working hours, such employee will be paid, in addition to their ordinary rate of pay an allowance based upon the hourly rate of the classification of professional officer level 2, Paypoint one in accordance with the following scale:
  - (i) Where the employee is on call throughout the whole of a rostered day off, an accumulated day off or a public holiday - 95% of the hourly rate in respect of such instances;
  - (ii) Where an employee is on call during the night only of a rostered day off, an accumulated day off or public holiday - 60% of the hourly rate per night; and
  - (iii) Where an employee is on call on any other night - 47% of the hourly rate per night.

For the purpose of calculating the hourly rate, the divisor will be based upon a 36.25 hour week. For the purposes of clause 6.3.6(a), a "night" is deemed to consist of those hours falling between 5.00 p.m. and 8.00 a.m. or mainly between such hours.

- (b) Monday to Friday - In the event of an employee on call being recalled to perform duty, such employee will be paid for the time worked at the prescribed overtime rate, such time to be calculated as from home and back to home with a minimum payment of 2 hours.
- (c) Saturday, Sunday and public holidays - An employee performing overtime work on recall on Saturday, Sunday or a public holiday may be paid for such overtime at the appropriate overtime rate with a minimum of 2 hours inclusive of travelling time, in respect of overtime worked on a Saturday or Sunday and 4 hours in respect of overtime worked on a public holiday, or at the employee's option be granted time off at a mutually convenient time, equivalent to the number of hours worked. Such time to be calculated as from home and back to home.

An employee who works overtime on a public holiday and who is granted equivalent time off will be paid at half the ordinary rate for the time so worked with a minimum of 4 hours. The accrued time off in lieu will be taken in periods mutually agreed between the Chief Executive and the employee.

- (d) In the event of an employee on call being requested by the Chief Executive, or a nominee of the Chief Executive, to provide advice (without the need to return to the facility), the employee will be paid at the prescribed overtime rate for the actual time worked up to a maximum of 2 hours on any one day. The employee will be responsible for the recording of such requests which will require subsequent verification by the Chief Executive or a nominee of the Chief Executive.
- (e) Any overtime payable will be in addition to the on call allowance.
- (f) Where an employee is recalled to perform work during an off duty period such employee will be provided with transport to and from the employee's home, or be refunded the cost of such transport.
- (g) Where practicable the Chief Executive will not require an employee to be continuously available on call for a period in excess of 6 weeks.
- (h) The provisions of clause 6.3.3 will apply when an employee has actually worked in excess of 2 hours inclusive of travelling time on one or more of such recalls.

## **6.4 Meal breaks**

- 6.4.1 All employees are entitled to not less than 30 minutes for an unpaid meal break between the 3<sup>rd</sup> and the 6<sup>th</sup> hours of work.
- 6.4.2 Meal breaks taken by shift workers, where the shift worker is required to remain on Golden Casket's premises and may be required to return to duty during the meal break period will be paid at the employee's ordinary hourly rate.
- 6.4.3 Where an employee is required to work more than one hour of overtime, as defined, the employee will be entitled to take a 30 minute unpaid meal break.
- 6.4.4 Where an employee is required to work overtime on a rostered day off, the employee will be entitled take a 30 minute unpaid meal break where they are required to work between 4 and 7.25 hours continuous overtime excluding the time for the meal break. Where an employee is required to continue to work overtime for one hour or more in addition to 7.25 hours, they will then be entitled to a further 30 minute unpaid meal break.
- 6.4.5 *Payment for work done during meal breaks*

Where an employee is directed to work during an unpaid meal break, and where the meal break is unable to be rescheduled within the 3<sup>rd</sup> and 6<sup>th</sup> hours of duty, the employee concerned will be paid one-half hour at overtime rates in lieu of the meal break and will still be entitled to an unpaid meal break prior to the conclusion of duty.

### *6.4.6 Crib time*

A shift worker who is required to continue working for more than 2 hours after their ordinary ceasing time will be allowed 30 minutes for crib after the first 2 hours worked.

## **6.5 Rest pauses**

- 6.5.1 Every employee is entitled to a rest pause of 10 minutes' duration in Golden Casket's time in the first and second half of the working day. Rest pauses will be taken at times that will not interfere with continuity of work.
- 6.5.2 Golden Casket may combine the rest pauses into one 20 minute rest pause in the first part of the ordinary working day where this is more suitable to operational requirements.
- 6.5.3 Employees engaged for 6 hours or less are only entitled to one rest pause of 10 minutes.

## **6.6 Implementation of the 38 hour week**

- 6.6.1 The 38 hour week will be implemented on one of the following bases, most suitable to each location, after consultation with, and giving reasonable consideration to the wishes of the employees concerned:
- (a) By employees working less than 8 ordinary hours each day; or
  - (b) By employees working less than 8 ordinary hours on one or more days each work cycle; or
  - (c) By fixing one or more work days on which all employees will be off during a particular work cycle; or
  - (d) By rostering employees off on various days of the week during a particular work cycle, so that each employee has one work day off during that cycle.
- 6.6.2 The objective of such consultation is to reach agreement on the method of implementing and working the 38 hour week in accordance with clause 6.1.1.
- 6.6.3 Subject to the provisions of clause 6.2.4, employees may agree that the ordinary hours of work are to exceed 8 on any day, thus enabling more than one work day to be taken off during a particular work cycle.
- 6.6.4 The outcome of such consultation shall be recorded in writing.
- 6.6.5 Notwithstanding the consultative procedures outlined above, and notwithstanding any lack of agreement by employees, Golden Casket has the right to make the final determination as to the method by which the 38 hour week is implemented or worked from time to time.
- 6.6.6 After implementation of the 38 hour week, upon giving 7 days' notice or such shorter period as may be mutually agreed upon, the method of working the 38 hour week may be altered, from time to time, following negotiations between Golden Casket and employees concerned, in accordance with clause 6.6.4.

- 6.6.7 Different methods of implementation of the 38 hour week may apply to individual employees, groups or sections of employees in each location concerned.
- 6.6.8 The ordinary hours of work, excluding the meal breaks will not exceed 10 hours per day. Except where the ordinary working hours are to exceed 8 on any day, the arrangement of hours will be subject to the agreement of Golden Casket and the majority of employees concerned.
- 6.6.9 The ordinary starting and finishing times of various groups of employees or individual employees may be staggered, where there is agreement between Golden Casket and the majority of employees concerned.
- 6.6.10 Employees are required to observe the nominated starting and finishing times for the work day, including designated breaks, to maximise available working time. Preparation for work and cleaning up of the employee's person will be in the employee's time.
- 6.6.11 Notwithstanding any other provision in clause 6.6, where the arrangement of ordinary hours of work provides for an accrued day off, Golden Casket and the majority of employees concerned, may agree to bank up to a maximum of 5 accrued days off. Where agreement has been reached, such accrued days off will be taken within 12 calendar months of the date on which the first rostered day off was accrued. Consent to bank accrued days off will not be unreasonably withheld by either party.
- 6.6.12 Where, as at the date of termination of service, an employee has accumulated time towards an accrued day or days off in accordance with clause 6.6, such employee will be paid for the time so accrued at the employee's ordinary rate of pay.
- 6.6.13 The provisions of clause 6.6 will only apply to those employees who, as at 13 May 1996, were working a 38 hour week as a result of prior applications to reduce standard hours to 38 hours per week, and to those employees who, as a result of the introduction of the predecessor of this Award, had their hours of duty reduced to 38 hours per week.

## **PART 7 - LEAVE OF ABSENCE AND PUBLIC HOLIDAYS**

### **7.1 Annual leave**

#### *7.1.1 Annual leave entitlement*

- (a) Every employee (other than a casual employee) will accrue annual leave on full pay on an ongoing basis throughout each year so as to accumulate an entitlement of 4 weeks at the end of each year.
- (b) Should an employee not take leave in any year, the leave will be granted to the employee in the following year in addition to leave for that year but the total accumulated leave will not exceed 2 years' accrued entitlement unless directed/approved by the Chief Executive.

#### *7.1.2 Annual leave entitlement 7 day shift workers*

Where an employee is required to work continuous shift work they will be entitled to accrue additional annual leave of one week per year or a proportionate amount for the period of the time during which they are engaged in continuous shift work.

#### *7.1.3 Payment for annual leave*

- (a) Annual leave will be paid for by Golden Casket in advance at the employee's ordinary rate of pay immediately prior to taking annual leave.
- (b) Where an employee is in receipt of a higher rate of pay due to performing duties of a higher classification immediately prior to taking annual leave and except for taking the leave would have continued to work at this Classification Level, the period of annual leave will be paid for at the higher pay rate.
- (c) When calculating annual leave pay, the following will apply:
  - (i) the number of days annual leave taken will be according to the days and hours the employee is rostered, or projected to be rostered to work during the period in which annual leave is to be taken.
  - (ii) In addition to the employee's ordinary pay rate (excluding shift and week-end penalty rates) the employee will be paid the applicable annual leave loading.
- (d) Where employees are in receipt of an annual leave bonus, loading or other annual leave payment where the benefit exceeds those prescribed in clause 7.1.3(c) then calculations in accordance with clause 7.1.3(c) will

not apply.

#### 7.1.4 *Annual leave loading*

Annual leave loading will be paid for all annual leave taken at the rate of 17.5% of the amount paid for the annual leave taken.

#### 7.1.5 *Annual leave exclusive of public holidays*

Annual leave taken is exclusive of public holidays occurring during the period of leave. For example, where an employee takes 5 days annual leave and a public holiday falls on one of those days then their annual leave account is reduced by 4 days rather than 5 days.

#### 7.1.6 *Compulsory closure*

All employees will have their annual leave entitlement debited by the number of ordinary hours that would have been worked between Christmas Day and New Year's Day inclusive when there is a compulsory closure of Golden Casket's offices over the Christmas/New Year period.

#### 7.1.7 *Proportionate annual leave on termination*

Where an employee ceases employment before the expiration of a full year of employment, the employee will be entitled to the monetary *pro rata* equivalent to the outstanding leave accrued to the date of cessation in accordance with clause 7.1.2 and clause 7.1.3.

### **7.2 Sick leave**

7.2.1 Sick leave (leave of absence on account of illness) on full salary will accumulate at the rate of 10 working days for each completed year of service and a proportionate amount of an incomplete year of service.

7.2.2 Sick leave may be taken for part of a day.

7.2.3 Entitlement to sick leave is conditional on the employee promptly notifying Golden Casket of their absence and of its expected duration.

7.2.4 An application for sick leave of more than 3 days is to be supported by a medical certificate that is acceptable to Golden Casket.

7.2.5 The entitlements for sick leave are prescribed under *Directive 8/01 Sick Leave*, as issued by the Minister for Industrial Relations under section 34 of the *Public Service Act 1996* and as existing at the commencement of this Award and as amended or replaced from time to time.

### **7.3 Bereavement leave**

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

Full-time and part-time employees shall, on the death of a member of their immediate family or household in Australia, be entitled to paid bereavement leave up to and including the day of the funeral of such person. Such leave shall be without deduction of pay for a period not exceeding the number of hours worked by the employee in 2 ordinary days of work. Proof of such death is to be furnished by the employee to the satisfaction of Golden Casket.

#### 7.3.2 *Long-term casual employees*

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

(b) A "long-term casual employee" is a casual employee engaged by a particular employer, on a regular and systematic basis, for several periods of employment during a period of at least one year immediately before the employee seeks to access an entitlement under clause 7.3.2.

#### 7.3.3 "Immediate family" includes:

(a) A spouse (including a former spouse, a *de facto* spouse and a former *de facto* spouse, spouse of the same sex) of the employee; and

(b) A child or an adult child (including an adopted child, a foster child, an ex-foster child, a stepchild or an ex-nuptial child), parent, grandparent, grandchild or sibling of the employee or spouse of the employee.

#### 7.3.4 Unpaid leave

An employee with the consent of Golden Casket, may apply for unpaid leave when a member of the employee's immediate family or household in Australia dies and the period of bereavement leave entitlement provided above is insufficient.

### 7.4 Long service leave

#### 7.4.1 Long service leave entitlement

- (a) Employees who complete 10 years' continuous service are entitled to long service leave at the rate of 1.3 weeks on full pay for each year of continuous service and a proportionate amount for an incomplete year of service.
- (b) After 7 years' continuous service employees are entitled to a proportionate payment (calculated on a *pro rata* basis for 7 years' continuous service) in specified circumstances relating to the termination of employment and parental leave.
- (c) Except where specified in clause 7.4.3, all employees covered by this Award are entitled to long service leave as prescribed by *Directive 1/01 Long Service Leave*, as issued by the Minister for Industrial Relations under section 34 of the *Public Service Act 1996* as existing at the date of commencement of this Award and as amended or replaced from time to time.

#### 7.4.2 Service with related companies and long service leave

All employees covered by this Award are entitled to recognition of their previous service and employment as prescribed by *Directive No. 14/01 Recognition of Previous Service and Employment*, excluding Parts 1A and 2A, as issued by the Minister for Industrial Relations under section 34 of the *Public Service Act 1996* as existing at the date of commencement of this Award and as amended or replaced from time to time.

#### 7.4.3 Time of taking long service leave

- (a) The minimum period of long service leave that may be taken at any one time is one day.
- (b) An employee may request to take a period of long service leave at half pay for family, study or travel purposes. The minimum period of absence on half pay is 2 weeks and the maximum period 6 months. Where an employee takes leave on half pay, leave accruals for long service leave, annual leave and sick leave will accrue proportionately.

### 7.5 Family leave

The provisions of the Family Leave Award apply to and are deemed to form part of this Award.

#### 7.5.1 It is to be noted that:

- (a) part-time work can be performed by agreement in the circumstances specified in the Family Leave Award;
- (b) a copy of the Family Leave Award is required to be displayed in accordance with section 697 of the Act.

#### 7.5.2 The Family Leave Award also provides for the terms and conditions of leave associated with:

- (a) Maternity leave
- (b) Parental leave
- (c) Adoption leave
- (d) Special responsibility leave for the care and support of the employee's immediate family or household.

### 7.6 Public holidays

#### 7.6.1 All work done by any employee on:

- the 1st January;
- the 26th January;
- Good Friday;
- Easter Saturday (the day after Good Friday);
- Easter Monday;

- the 25th April (Anzac Day);
- The Birthday of the Sovereign;
- Christmas Day;
- Boxing Day; or
- any day appointed under the *Holidays Act 1983*, to be kept in place of any such holiday

will be paid for at the rate of double time and a-half with a minimum of 4 hours.

#### 7.6.2 *Labour day*

All employees covered by this Award are entitled to be paid a full day's wage for Labour day (the first Monday in May or other day appointed under the *Holidays Act 1983*, to be kept in place of that holiday) irrespective of the fact that no work may be performed on such day, and if any employee concerned actually works on Labour day, such employee will be paid a full day's wage for that day and in addition a payment for the time actually worked by the employee at one and a-half times the ordinary time rate of pay prescribed for such work with a minimum of 4 hours.

#### 7.6.3 *Annual show*

All work done by employees in a district specified from time to time by the Minister by notification published in the Industrial Gazette on the day appointed under the *Holidays Act 1983*, to be kept as a holiday in relation to the annual agricultural, horticultural or industrial show held at the principal city or town, as specified in such notification of such district will be paid for at the rate of double time and a-half with a minimum of 4 hours.

7.6.4 Employees will be entitled to payment for public holidays (but not for Easter Saturday except where that day forms part of the ordinary working week) irrespective of the fact that no work may be required to be performed on any such day.

7.6.5 Subject to agreement with the Chief Executive, an employee, other than a shift worker, who performs work on any public holiday or any day appointed under the *Holidays Act 1983*, to be kept in place of any such holiday may elect to take time off equivalent to the number of hours worked, with a minimum of half a working day in lieu of monetary compensation. In this case the employee will also be paid at half the ordinary rate for the time worked, with a minimum of 4 hours in the next appropriate pay period. Treatment of time in lieu of public holidays worked will be as per clause 6.3.3(e)(iii).

#### 7.6.6 *Public holidays - penalty rates*

- (a) All time worked on a public holiday outside an employee's ordinary starting or ceasing time will be paid at double the rate prescribed by the Award for time worked in this way on an ordinary day. This means that where an employee would normally be paid for overtime at time and a-half, triple time will apply. Where an employee would normally be paid for overtime at double time, quadruple time will apply.
- (b) For the purposes of clause 7.6 "double time and a-half" means one and a-half day's wages in addition to the employee's ordinary time rate of pay or *pro rata* if there is more or less than a day.
- (c) Where a public holiday falls upon a Saturday or Sunday and an employee is required to work as part of their ordinary rostered hours penalty payment calculations will be based on a majority of shift basis where the starting and finishing times occur on different days.

#### 7.6.7 *Rostered day off falling on a public holiday*

Where an employee (other than a casual employee) is rostered off on a public holiday the employee will be paid an additional day's wage, or granted a day's holiday in lieu at a time to be mutually arranged between Golden Casket and the employee concerned, or an extra day will be added to annual leave. Clause 7.6.7 only applies to Easter Saturday for an employee who would ordinarily be required to work on Saturdays.

#### 7.6.8 *Employees who do not work Monday to Friday of each week*

Employees who do not ordinarily work Monday to Friday of each week are entitled to public holidays as follows:

- (a) A full-time employee is entitled to either payment for each public holidays or a substituted day's leave.
- (b) A part-time employee is entitled to either payment for each public holidays or a substituted day's leave where the part-time employee would have been ordinarily rostered to work on that day had it not been a public holiday.
- (c) Where a public holiday would have fallen on a Saturday or a Sunday but is substituted for another day all employees who would ordinarily have worked on such Saturday or Sunday but who are not rostered to work on such day are entitled to payment for the public holiday or a substituted day's leave.

- (d) Where Christmas day falls on a Saturday or a Sunday and the public holiday is observed on another day an employee required to work on Christmas day (i.e. 25 December) is to be paid at the rate of double time.
- (e) Nothing in clause 7.6.8 confers a right to any employee to payment for a public holiday as well as a substituted day in lieu.

## **7.7 Jury service**

- (a) An employee, other than a casual employee, required to attend for jury service during their ordinary working hours shall be reimbursed by the employer an amount equal to the difference between the amount paid in respect of their attendance for such jury service and the ordinary pay the employee would have been paid if the employee was not absent on jury service.
- (b) Alternatively, by agreement, fees (other than meal allowance) received by the employee to attend jury service will be paid to the employer and the employer will continue to pay the employee their ordinary pay for the time the employee was absent on jury service.
- (c) Employees shall notify their employer as soon as practicable of the date upon which they are required to attend for jury service and shall provide their employer with proof of such attendance, the duration of such attendance and the amount received in respect thereof.
- (d) If the employee is not required to serve on a jury for a day or part of a day after attending for jury service and the employee would ordinarily be working for all or part of the remaining day, the employee must, if practicable, present for work at the earliest reasonable opportunity.
- (e) "Ordinary pay" means the rate of pay that an employee would normally expect to receive for working ordinary hours on an ordinary day of the week, including any over-award payment. "Ordinary pay" excludes overtime, penalty rates of all types - including those attaching to working ordinary hours (for example) on a Saturday, disability allowances, shift allowances, special rates, fares and travelling time allowances, bonuses and other ancillary payments of a like nature.

## **PART 8 - TRANSFERS, TRAVELLING AND WORKING AWAY FROM USUAL PLACE OF WORK**

No provisions inserted in this Award relevant to this Part.

## **PART 9 - TRAINING AND RELATED MATTERS**

### **9.1 Training**

9.11 The parties to this Award recognise that in order to increase the efficiency and productivity of the enterprise and also the national and international competitiveness of the industries covered by this award, a greater commitment to training and skill development is required. Accordingly, the parties commit themselves to:

- (a) developing a more highly skilled and flexible workforce;
- (b) providing employees with career opportunities through appropriate training to acquire additional skills; and
- (c) removing barriers to the use of skills acquired.

## **PART 10 - OCCUPATIONAL HEALTH AND SAFETY MATTERS, EQUIPMENT, TOOLS AND AMENITIES**

No provisions inserted in this Award relevant to this Part.

## **PART 11 - AWARD COMPLIANCE AND UNION RELATED MATTERS**

### **Preamble**

Clauses 11.1 and 11.2 replicate legislative provisions contained within the Act. In order to ensure the currency of existing legal requirements parties are advised to refer to sections 366, 372 and 373 of the Act as amended from time to time.

### **11.1 Right of entry**

#### **11.1.1 *Authorised industrial officer***

- (a) An authorised industrial officer is any Union official holding a current authority issued by the Industrial

Registrar.

- (b) Right of entry is limited to workplaces where the work performed falls within the registered coverage of that particular organisation.

#### 11.1.2 *Entry procedure*

- (a) The authorised industrial officer is entitled to enter the workplace during normal business hours as long as:
  - (i) the authorised industrial officer alerts Golden Casket or other person in charge of the workplace to their presence; and
  - (ii) shows their authorisation upon request.
- (b) Clause 11.1.2(a)(i) does not apply if the authorised industrial officer establishes that Golden Casket or other person in charge is absent.
- (c) A person must not obstruct or hinder any authorised industrial officer exercising their right of entry.
- (d) If the authorised industrial officer intentionally disregards a condition of clause 11.1.2 the authorised industrial officer may be treated as a trespasser.

#### 11.1.3 *Inspection of records*

- (a) An authorised industrial officer is entitled to inspect the time and wages record required to be kept under section 366 of the Act.
- (b) An authorised industrial officer is entitled to inspect such time and wages records of any former or current employee except if the employee:
  - (i) is ineligible to become a member of the Union; or
  - (ii) is a party to a QWA or ancillary document, unless the employee has given written consent for the records to be inspected; or
  - (iii) has made a written request to Golden Casket that they do not want their record inspected.
- (c) The authorised industrial officer may make a copy of the record, but cannot require any help from the Golden Casket.
- (d) A person must not coerce an employee or prospective employee into consenting, or refusing to consent, to the inspection of their records by an authorised industrial officer.

#### 11.1.4 *Discussions with employees*

An authorised industrial officer is entitled to discuss with the Golden Casket, or a member or employee eligible to become a member of the Union:

- (a) matters under the Act during working or non-working time; and
- (b) any other matter with a member or employee eligible to become a member of the Union, during non-working time.

#### 11.1.5 *Conduct*

An authorised industrial officer must not unreasonably interfere with the performance of work in exercising a right of entry.

### **11.2 Time and wages record**

11.2.1 Golden Casket must keep, at the place of work in Queensland, a time and wages record that contains the following particulars for each pay period for each employee, including apprentices and trainees:

- (a) the employee's award classification;
- (b) Golden Casket's full name;
- (c) the name of the Award under which the employee is working;

- (d) the number of hours worked by the employee during each day and week, the times at which the employee started and stopped work, and details of work breaks including meal breaks;
- (e) a weekly, daily or hourly wage rate - details of the wage rate for each week, day, or hour at which the employee is paid;
- (f) the gross and net wages paid to the employee;
- (g) details of any deductions made from the wages; and
- (h) contributions made by Golden Casket to a superannuation fund

11.2.2 The time and wages record must also contain:

- (a) the employee's full name and address;
- (b) the employee's date of birth;
- (c) details of sick leave credited or approved, and sick leave payments to the employee;
- (d) the date when the employee became an employee of Golden Casket;
- (e) if appropriate, the date when the employee stopped employment with Golden Casket; and
- (f) a casual employee's entitlement to long service leave (if any) worked by the employee since the start of the period to which the entitlement relates, worked out to and including 30 June in each year.

11.2.3 Golden Casket must keep the record for 6 years

11.2.4 Such records will be open to inspection during Golden Casket's business hours by an inspector of the Department of Industrial Relations, in accordance with section 371 of the Act; or an authorised industrial officer in accordance with sections 372 and 373 or the Act.

### **11.3 Posting of Award**

A true copy of this Award must be exhibited in a conspicuous and convenient place on the Premises of Golden Casket so as to be easily read by employees.

## **SCHEDULE A**

### **STREAM ALLOCATION**

#### **Positions allocated to the Administrative stream**

##### **PART I**

The following positions may be allocated to the Administrative stream where the duties are predominately administrative and/or managerial in nature and where mandatory requirements specified for positions in other streams are not essential for effective performance:

- Assistant Manager
- Manager
- Senior Manager
- Supervisor

##### **PART II**

The following positions or classes of position are to be allocated to the Administrative stream subject to the following exceptions:

- where requirements of the Professional and Technical streams are specified; and
- where the major knowledge, skills and duties requirements of positions are applicable to the Operational stream.

Accountant  
Administrative Officer  
Classifying Officer  
Coordinator  
Financial Controller

Accounts Clerk  
Chief Internal Auditor  
Computer Operator  
Executive Secretary  
Forms Analyst

Hotline Supervisor  
Internal Auditor  
Investment and Budget Officer  
Operator  
Personnel Officer  
Public Relations Officer  
QA Officer  
Systems Officer  
Training and Development Officer

Hotline Second in Charge  
Investigations Officer  
Merchandiser  
Payroll Officer  
Project Officer  
Purchasing Officer  
Shift Leader  
Trainee  
Senior Internal Auditor

### **Positions allocated to the Professional stream**

#### **PART I**

The following positions may be allocated to the Professional stream only where a mandatory qualification for one of the disciplines identified in Part II is essential for effective performance:

- Senior Manager
- Assistant Manager
- Manager
- Supervisor

#### **PART II**

The following positions or classes of position which have a mandatory degree qualification or an approved equivalent to satisfy a legal, registration and/or accreditation requirement or requirements of a professional body for the disciplines identified herein, are to be allocated to the Professional stream.

Positions without mandatory professional degree qualification requirements are to be allocated to the Administrative, Technical or Operational streams according to the requirements specified for those streams.

Positions within a discipline not identified herein which require mandatory degree qualifications for legal, registration and/or accreditation purposes or requirements of a professional body, or have generalist or other degree qualifications as desirable, are not to be allocated to the Professional stream.

- Computer Systems Officer
- Coordinator
- Engineer
- Research Officer
- Systems Administrator

### **Positions allocated to the Technical stream**

#### **PART I**

The following positions may be allocated to the Technical stream only where a mandatory qualification for one of the disciplines identified in Part II is essential for effective performance:

- Senior Manager
- Assistant Manager
- Manager

#### **PART II**

The following positions or classes of position which have mandatory associate diploma qualifications or an approved equivalent, to satisfy a legal, registration and/or accreditation requirement of a professional body for the disciplines identified herein, are to be allocated to the Technical stream.

Positions without mandatory associate diploma requirements are to be allocated to the Administrative, Professional and Operational streams according to the requirements specified for those streams.

- Systems Technician
- Building Services Technician
- Technical Officer

### **Positions allocated to the Operational stream**

#### **PART I**

The following positions may be allocated to the Operational stream where the duties of the position are managerial or supervisory in nature but also require knowledge or expertise in a class of position specified in Part II below.

- Assistant Manager

- Coordinator
- Manager
- Supervisor

## **PART II**

The following positions or classes of position are to be allocated to the Operational stream subject to the following exceptions:

- where requirements of the Professional or Technical Streams are specified; and
- where the major knowledge, skills and duties requirements of positions are applicable to the Administrative stream.
- Building Maintenance Officer
- Caterer/Domestic
- Cleaner
- Groundsperson/Gardener
- Security Officer

## **SCHEDULE B**

### **GENERIC LEVEL STATEMENTS - ADMINISTRATIVE STREAM**

#### **Administrative Service Officer Level 1**

##### **Work level description (AO1)**

Work at this level usually involves a combination of keyboard, clerical and other duties requiring the application of basic office skills and routines.

##### **Characteristics of the work**

Performed under close direction using established routines, methods and procedures with little scope for deviating from these.

Problems can usually be solved by reference to procedures, well documented methods and instructions. Initially direct guidance is given when problems arise. Ready access to advice and assistance is available.

The work may involve giving technical and procedural advice to other staff (for example relating to the operation of office equipment used in the work area). It may require the acquisition of knowledge and specific procedures, instructions, regulations or other requirements relating to general administration (e.g. personnel or finance operations) and/or specific departmental programs and activities.

Work at this level does not include supervisory responsibilities although more experienced staff may assist new staff by providing guidance and advice.

As individual employees develop more experience and knowledge they 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**

Work at this level may progressively involve an employee in a range of activities requiring the use of written and numeric skills, clerical skills, written and verbal communication, equipment skills (e.g. keyboard) and other work skills appropriate to the discipline. These skills should be readily transferable between organisations.

Entry to this level is either by commencement of a traineeship or through selection based on standardised vocational testing.

#### **Administrative Service Officer Level 2**

##### **Work level description (AO2)**

Work at this level usually encompasses a range or combination of administrative activities and operations which require the application of skills and experience in administrative/clerical work and a general knowledge of the work to be performed.

The work will involve achieving clearly defined and established outcomes and/or basic problem solving within guidelines and contributing knowledge or skills or information specific to the work of the agency.

##### **Characteristics of the work**

Work is usually performed under close supervision and may involve undertaking a range of duties requiring judgement, liaison and communication within an agency and with other interested parties.

The solution of problems may require the exercising of basic judgement, although knowledge required to perform work

is usually related to precedents, guidelines, procedures, regulations and instructions and from senior staff. It may require some knowledge and application of specific procedures, instructions, regulations or other requirements relating to general administration and activities.

Work at this level does not include supervisory responsibilities although more experienced staff may assist new staff by providing guidance and advice.

#### **Duties and skills**

Knowledge required to perform work is usually related to guidelines, instructions and procedures relevant to the function of the level.

Familiarity with the functions of related work areas and of relationships between organisational elements may be required.

At this level, basic resolution of problems by reference to established procedures may be required.

Work at this level may involve an employee in a range of activities requiring the use of written and numeric skills, clerical skills, written and verbal communication, equipment skills (e.g. keyboard) and other work skills appropriate to the discipline. These skills should be readily transferable between organisations.

The minimum skills required for entry to this level are as defined in the traineeship curriculum or through standardised vocational testing.

### **Administrative Service Officer Level 3**

#### **Work level description (AO3)**

Work at this level usually requires relevant experience combined with a broad knowledge of the agency's functions and activities and a sound knowledge of the major activity performed within the work area. The work may include preparing preliminary reports, papers and correspondence which usually relate to a specific organisational function or discipline, providing or interpreting information for clients or other interested parties and general administrative support to senior officers.

Supervisory responsibilities may involve some complex operational work and may involve assisting with, or reviewing the work undertaken by, subordinates or team members.

Scope exists for exercising initiative in the application of established work practices and procedures although this level may require expertise to resolve issues within a day-to-day environment for which there may not be clearly established procedures.

Effective judgement and work organisation skills are required which have been acquired through previous experience, demonstrated capacity or post secondary education or partial completion of same.

#### **Characteristics of the work**

Work is usually performed under general direction and may involve preparing papers, briefing notes, correspondence or other written material.

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.

Work at this level may include responsibility for training, involvement in working with staff to develop work performance, planning and co-ordinating tasks and work flow.

#### **Duties and skills**

Work at this level requires a sound knowledge of the activities usually performed within the work area and their impact upon the activities of other organisations.

Supervisory responsibilities include on-the-job training and staff assessment and performance counselling in relation to the work area. This level usually requires the application of personnel-related functions such as orientation of staff, staff attendance and recommendation of leave arrangements, written and verbal communication, interpretation and liaison skills to solve basic problems together with interpersonal skills to deal with non-routine matters and analytical abilities appropriate to the work area.

### **Administrative Service Officer Level 4**

#### **Work level description (AO4)**

Work at this level is usually performed in relation to established priorities, task methodology and work practices to achieve results in line with the corporate goals of the agency.

The work may include preparing papers and reports, drafting complex correspondence for senior officers, undertaking activities of a specialist or detailed nature, assisting in the preparation of procedural guidelines, providing, interpreting and analysing information for clients or other interested parties, exercising specific process responsibilities, and overseeing and co-ordinating the work of subordinate staff.

Work at this level includes supervision of a work group small work area or office within the total organisational structure and coordination of a range of agency functions.

### **Characteristics of the work**

Work is performed under general direction as to work priorities and may be of a technical or professional, project, procedural or processing nature, or a combination of these.

Direction exercised over work performed at this level may be less direct than at lower levels and is usually related to task methodologies and work practices. Staff would be expected to set priorities and to monitor work flow in the area of responsibility.

The work at this level requires the application of knowledge usually gained through previous experience in the discipline or from post secondary or tertiary study. The work may require the co-ordination of a range of agency functions and the exercising of judgement and/or delegated authority in areas where precedents or procedures are not clearly defined.

Independent action may be exercised at this level, particularly in Local Office situations, for example, developing local procedures, management strategies and guidelines.

Any decisions taken or delegations exercised would be limited by the application of rules, regulations, guidelines or procedures.

The extent of supervisory responsibility would depend on the operational work of the area and factors such as work priorities, complexity of the work and the number of subordinate staff.

### **Duties and skills**

Work performed at this level will require the ability to supervise staff, set priorities, monitor work flow and develop local strategies or work practices.

This may include responsibility for the development of appropriate training programmes related to group development, application of equal employment opportunity, industrial relations principles and an awareness of occupational health and safety guidelines and principles. Staff assessment and counselling may involve providing advice in relation to personal and career development relating to work requirements.

Liaison and communication skills and the capacity to negotiate may be required, particularly for activities involving liaison or communication with clients or other interested groups.

Work at this level requires general knowledge of the agency's operations, combined with a specialist knowledge of major activities within the work area.

In program, activity or service delivery areas staff should have the knowledge to interpret and apply standard policies, specific procedures and regulations or other guideline material to specific situations. They should be able to disseminate information about an agency's operations particularly in relation to policy aspects or program, activity or service delivery to clients.

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.

## **Administrative Service Officer Level 5**

### **Work level description (AO5)**

Work at this level may include a variety of functions as follows:

- (a) managing the operations of a discrete organisational element, program or activity; or
- (b) the operations of an organisational element which is part of a larger office within the total organisational structure; or
- (c) under limited direction in relation to priorities and work practices, providing administrative support to a particular program, activity or administrative function and consultancy service to external organisations; or
- (d) providing subject matter expertise or policy advice across a range of programs or activities undertaken by the agency.

Work at this level may include the preparation of documentation for complex correspondence purposes and for decision by senior officers.

Responsibilities may include liaison and co-ordination within and across functions including agency representation and overseeing and co-ordinating the work of other staff assisting in this area.

Work at this level may include operation within a number of specialist or multi-disciplinary teams or independently.

#### **Characteristics of the work**

Work is usually performed under limited direction as to work priorities and the detailed conduct of the task.

Direction exercised over work performance at this level includes, depending on the functional role required, the provision of advice, guidance and/or direction in relation to a project, detailed processing, and other work practices.

Independent action may be exercised within constraints set by senior management. Any decision taken or delegation exercised tends to be governed by the application of rules, regulations or agency operating instructions or procedures. While such decisions may impact on agency operations and resources, they are usually limited to the specific work area involved.

Managerial responsibilities would usually depend on the specific activities undertaken. Staff at this level would be expected to set and achieve priorities, monitor work flow and/or manage staffing resources to meet objectives.

#### **Duties and skills**

Work at this level requires a knowledge of agency operations and the ability to interpret legislation, regulations and other guideline material relating to the operations and functions of the work area.

Work at this level may require:

- the ability to investigate, analyse, interpret or evaluate information for the guidance of staff or clients, or undertake research in relation to technical matters;
- well developed liaison and communication skills and the ability to negotiate with clients or other interested parties, within parameters decided by senior management;
- significant managerial ability, including the ability to supervise staff, set priorities, monitor work flow, develop local strategies, procedures and work practices, and allocate resources.

This includes demonstrated personnel management skills, the ability to apply equal employment opportunity principles and procedures and industrial relations principles and occupational health and safety guidelines. Responsibility for the identification of training needs and the development of appropriate training programmes for the work unit may be undertaken at this level.

### **Administrative Service Officer Level 6**

#### **Work level description (AO6)**

Work at this level may involve providing advice including policy, administrative, or specialist; undertaking work related to the management or administration of a program or activity; service delivery or corporate support functions, including project work and work policy development; preparation or co-ordination of research papers, submissions on policy, technical, professional or program issues, or administrative matters.

Liaison with other elements of the organisation, other Government Agencies, local authorities or community organisations is usually a feature.

Work also includes the preparation, or overseeing the preparation, of correspondence and replies to Parliamentary Questions, Ministerial representations and other briefing material; and representing the agency at meetings, conferences or seminars. Management of diverse occupational groups may be required of this level.

#### **Characteristics of the work**

Work is undertaken at this level with limited direction as to work priorities and the detailed conduct of the task. The tasks undertaken may be of a complex or specific nature encompassing a major area of agency operations.

Direction exercised over work performed at this level may, depending on the function role required, be by way of providing general guidance and advice.

Work at this level may involve control and/or co-ordination of projects or programs within an agency in accordance with corporate goals, and requires the development, implementation and evaluation of agency activities.

Work at this level may involve independence of action including the use and allocation of resources within the constraints laid down by senior management.

Decisions taken or delegations exercised at this level may have major impact on the day-to-day operations of the work area. The impact of such decisions on agency operations is likely to be limited to a specific work area or function. Delegations exercised may, depending on the nature of the work required, involve making determinations, instigating another course of action, or reviewing previous decisions.

Managerial responsibilities may be an important function of the work at this level, but this can vary widely depending on factors such as work area, location, priorities, work load, operational deadlines and the availability of staff resources to assist.

Guidelines, rules, instructions or procedures for use by other staff and interested parties may be developed at this level.

#### **Duties and skills**

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 at this level. A knowledge of financial program management techniques related to the activity or corporate goal of the work area is usually required at this level, together with demonstrated personnel management skills and the ability to apply equal employment procedures and implement training and staff development.

Well developed liaison and communication skills and the ability to negotiate or communicate, under limited direction, on behalf of the agency with clients or other interested parties may be needed.

Work at this level requires a knowledge and awareness of agency operations, as related to Government initiatives or policies.

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 may also be required.

### **Administrative Service Officer Level 7**

#### **Work level description (AO7)**

Work at this level may involve control of an organisational element involved in the administration or co-ordination of a specific program, activity or corporate support function at either the Section or Branch Head level, to achieve a result in line with the corporate goals of the agency.

The work may include developing policy and/or providing policy, financial, specific subject matter or administrative advice, including specialist advice or undertaking high level project work; developing, implementing and reviewing policy instructions and administrative or specialist procedures for the guidance of functional elements of the agency; initiating and formulating recommendations for agency programs; processing representations to the Minister, preparing replies to Parliamentary Questions, preparing Briefing Notes for senior level Managers, assisting in the preparation of Cabinet Submissions and correspondence; liaising with other Government bodies and community organisations including the preparation of public information on programs, activities or services; and representing the agency at meetings, conferences or seminars.

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

#### **Characteristics of the work**

Work is undertaken at this level with broad direction usually from a senior level Manager or comparable officer in relation to priorities and the detailed conduct of the task. The activities undertaken would be of a complex or specific nature encompassing a significant element of total agency operations.

Work at this level may involve, depending on the functional role, significant independence of action including the use or allocation of resources within the constraints or guidelines laid down by senior management.

Decisions taken at this level may, depending on the degree of autonomy of function and the degree of delegated authority, have significant impact on the day-to-day operations of a specific work area and may also have significant effects elsewhere within the agency.

Management responsibilities are usually a significant function at this level. The percentage of the total work taken up in management functions and the character of the direction given to subordinates would depend on the nature of the work area, location, workload factors, priorities and staff resources allocated.

The development of guidelines, rules, regulations, procedures or instructions for either staff or other interested parties may be co-ordinated at this level.

**Duties and skills**

Management skills and the abilities necessary to monitor resource allocations, evaluate program effectiveness, manage staff and resources, formulate policy initiatives and develop corporate strategy proposals are usually required at this level. A knowledge of financial program management practices appropriate to the program or activity or corporate goal of the organisational element in which a position is located, are usually required at this level.

Work at this level requires 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 agency operations. Staff at this level would be expected to have the ability to undertake personnel management functions and to plan, develop and implement programmes associated with equal employment opportunity, occupational health and safety, and staff development and counselling within the functional area of responsibility.

Work may require the ability to interpret and provide advice on legislation, regulations, instructions or other guideline material relating to the policies, operations or functions of the work area; and the capacity to undertake specific or major research, investigations or reviews and prepare associated papers or reports.

Liaison and communication skills of a high order, including the capacity and ability to negotiate or communicate on behalf of the agency with clients or other interested groups, perhaps to finality, may be needed.

**Administrative Service Officer Level 8****Work level description (AO8)**

Work at this level may involve responsibility for a major program or programs at statewide level and of critical importance to the agency, operating within broad policy guidelines, or be responsible for a service-wide function.

High levels of discipline, expertise and experience are required combining elements of planning, organising, directing and evaluating to determine goals and priorities within the framework of the corporate objectives of the agency or of other Agencies.

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.

The work may include providing specialist consultancy advice within or across Agencies, developing policy and interpreting, reviewing and implementing policy instructions, setting objectives in the work area, processing representations to the Minister, overseeing responses to Parliamentary Questions, preparation of reports to Government, preparing ministerial briefing notes and correspondence, liaising with other Government bodies and community organisations, including the provision of public information on programs, activities or services; and representing the agency at meetings, conferences or seminars.

**Characteristics of the work**

Work is undertaken at this level, usually under the broad direction of a Senior Executive, with significant levels of independent judgement in keeping with the complex nature of work undertaken and the allocation of resources within the constraints or guidelines laid down by senior executives.

Delegations exercised at this level may, depending on the functional role, involve being the final authority in the process of approving the expenditure of funds, undertaking specific action in line with the policy of the agency, 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 significant within and outside the agency being involved.

The development of guidelines, rules, regulations, procedures or instructions for staff or other interested parties may be instigated at this level.

Work at this level may include analysis of organisational design and the formulation of strategic plans for staff and organisational development.

**Duties and skills**

Management skills and the abilities necessary to determine resource allocations, manage staff and resources, formulate policy initiatives and develop corporate strategies are usually required at this level. A knowledge of financial program management practices and the evaluation of the results of program activities against stated objectives are normally required at this level.

Work at this level requires the application of a high level of discipline and knowledge including detailed knowledge of both Government policies and procedures and their application in relation to agency operations. Staff at this level with managerial responsibilities would be required to oversee the implementation of personnel management functions and to plan, develop and implement programmes associated with equal employment opportunity, occupational health and safety, and formulate policies and plans for staff and organisational development.

Liaison and communication skills to enable the effective resolution of complex organisational issues, including the capacity and ability to negotiate or communicate on behalf of the agency with clients or other interested groups, often to finality, may be required.

## **GENERIC LEVEL STATEMENTS - PROFESSIONAL STREAM**

### **Professional Officer Level 1**

#### **Work level description (PO1)**

Work at this level is restricted to those employees who have met the minimum entry requirements under the relevant legislation e.g. *PSME Act* plus the education requirements for acceptance into an appropriate tertiary institution.

Appointment to this level is solely for the purpose of fulfilling prerequisite education and/or training prior to appointment to the substantive grade (UG1 - Degree) in the Professional stream.

A requirement at this level is the successful completion of the educational or training requirements of the particular professional group.

Appointees to this level may be enrolled as a full-time or part-time student, and if part-time, may be required to do work associated with the relevant profession, but at a level and under a degree of supervision appropriate to the skills held. This may include some work normally which would be carried out by Level 2 (i.e. Practising) Professional, provided such work is verified or validated by a qualified and experienced professional employee.

#### **Characteristics of the work**

Work within this Level is performed under close supervision following standard routines, methods and procedures with little scope for deviation, or the exercise of initiative or judgment.

The routines, methods and procedures to be followed are at a level consistent with skills acquired. Initially direct guidance is given when problems arise.

Skills and knowledge will be acquired and demonstrated on a progressive basis consistent with the formal and informal training undertaken.

Positions at this level have no supervisory responsibility, although more experienced staff may be expected to assist new Staff by providing basic advice and guidance.

#### **Duties and skills**

This level recognises that duties and skills will increase in complexity as the employee moves through the education and training phase.

Employees at this level usually perform repetitive tasks which are fully prescribed and are usually performed in response to standardised instructions or requests.

Employees at this level may undertake a combination of routine clerical, analysis, preparatory and operative duties requiring the application of basic skills and routines.

### **Professional Officer Level 2**

#### **Work level description (PO2)**

Positions at this level consist of employees with a minimum of a UG1 (Degree) qualification or agreed equivalent and who are identified as belonging to the generic groupings listed in the definition statement.

Mandatory qualifications exist for entry to this level with an expectation of the application of professional knowledge gained through formal studies.

Positions at this level involve the delivery of basic professional services which are in support of agency objectives.

#### **Characteristics of the work**

Work is initially performed under close supervision by a more experienced professional, however, this supervision is expected to reduce as experience increases. Guidance is always close at hand.

The solution of problems may require the exercise of professional judgement through the selection and application of procedures, methods and standards, however guidance from senior staff is readily available.

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

Positions at this level generally have no supervisory responsibilities although more experienced employees may assist

new employees by providing guidance and advice.

Possession of the mandatory tertiary qualification and experience is required for positions within this level.

Additionally, knowledge of basic practices and procedures relevant to the discipline is required. Professional judgment may be exercised within prescribed areas, however the provision of results are subject to verification and validation.

#### **Duties and skills**

Positions at this level may involve an employee in a range of activities including the analysis and interpretation of findings as they relate to the elements of the work. They could also include the preparation of reports incorporating recommendations on basic operations.

Employees at this level perform non-repetitive tasks, governed by established procedures, specific guidelines and standardised instructions.

Employees shall have obtained professional knowledge as indicated by successful completion of the appropriate 3 year undergraduate degree or diploma and be able to apply theoretical aspects of the relevant discipline to basic problems or minor phases of broader assignments.

### **Professional Officer Level 3**

#### **Work level description (PO3)**

This level usually requires professional expertise in one or more areas of a discipline. Detailed knowledge of standard professional tasks are required with scope existing for exercising initiative in the application of established work practices and procedures.

At this level some supervisory responsibility of subordinate staff may be required. The degree of supervision is variable depending on the assignment or project.

Employees will be required to progressively obtain greater specialised knowledge through postgraduate qualifications or postgraduate developmental experience through attendance at specialist seminars and achieve higher level of outcomes under reducing professional direction.

#### **Characteristics of the work**

Work is usually performed under general guidance with the general quality of output monitored by superiors. However, the technical content of the work is not normally subject to direct supervision. Guidance may be given in reviewing work programmes or on unusual features of an assignment.

Employees are expected to exercise initiative in the application of professional practices either as a member (in some situations as leader) or a specialist professional in multi-disciplinary teams or independently and may deputise for the professional head of a small work unit.

Employees at this level may have supervisory responsibilities for technical staff, if required, together with responsibilities for training and development of subordinate professional staff within the discipline.

#### **Duties and skills**

Work at this level requires the undertaking of more complex activities and the selection and application based on professional judgement of new and existing techniques and methodologies.

Employees may carry out research under professional supervision and may be expected to contribute to the advances of the techniques used.

Supervisory responsibilities include on-the-job training, staff assessment and performance counselling in relation to subordinates within the discipline or para professionals, as well as authority for the verification and validation of work results of supervised staff.

Duties also include the responsibility for varied professional assignments, requiring knowledge of either a broad or specialised field. Problems would be addressed by the use of combinations of standard procedures and/or modifications of standard procedures.

### **Professional Officer Level 4**

#### **Work level description (PO4)**

Work at this level usually requires the exercise of professional independence combined with competence derived from extensive experience and/or additional study.

High levels of initiative are required to be exhibited in accomplishing objectives and undertaking complex projects, which may be either on an individual basis as a recognised specialist, a professional practitioner with responsibilities for

complex duties or as a senior specialist or leader in a multi-disciplinary team and may deputise for a professional head of a work unit.

The management of work groups may be a function of this level.

### **Characteristics of the work**

Work is performed with limited or no professional supervision. Professional guidance from superiors is only received for those aspects of work which involve new or sophisticated techniques or relate to areas outside the normal span of activity.

Any standard professional task within the discipline, (including problem definition, planning, execution, analysis and reporting) is expected to be performed by an officer of this level.

Work at this level requires the development and provision of professional advice and consultancy services to other Agencies, industry representatives and the public. The level of information provided and recommendations made influence the decisions of others, including superiors and peers, especially in the monitoring, development and delivery of programs.

The general quality of advice given is monitored by superiors and is subject to professional standards.

The application of knowledge obtained through postgraduate specialist qualifications or extensive recognised expertise is required for appointment to this level.

Professional specialists at this level would undertake work with significant scope and / or complexity and / or undertake professional duties of an innovative, novel and / or critical nature without professional direction.

### **Duties and skills**

The duties undertaken at this level are of a complex and varied nature. They require detailed knowledge of the Agency's operations combined with a specialist or very high level of practitioner knowledge of major activities in the work unit.

Managerial responsibility may cover a small number of professional and related technical staff, and includes training of subordinate staff, co-ordination of workflow processes, responsibility for quality of output of the work unit, performance assessment and review, staff counselling, career planning and development, application of equal employment opportunity principles as well as implementing occupational health and safety guidelines and principles.

Work at this level requires the ability to interpret legislation, regulations and other guideline material relating to the operations and functions of the work area.

## **Professional Officer Level 5**

### **Work level description (PO5)**

Appointees to this level are recognised as authorities within a particular specialised field of expertise or they may have extensive knowledge within the professional discipline and broad experience spanning more than one professional discipline.

Positions at this level may have professional responsibility for a large work group.

### **Characteristics of the work**

Work at this level may involve the exercise of substantial professional judgment based on knowledge of national initiatives and involvement in the development / application of discipline principles and new technology and / or knowledge of critical work which can involve a number of personnel from the disciplines or a variety of disciplines.

Work is usually performed without professional direction with a discretion permitted within the boundaries of broad guidelines to achieve organisational goals.

This level requires that appointees be recognised by their peers as expert professionals in their field either as practitioners or as professional specialists. This recognition is acknowledged by higher qualifications or by publications in refereed scientific journals.

The development and application of discipline principles and new technology may be a feature of this level, requiring the exercise of substantial professional judgement.

Management, initiation and formulation of research programs, major project or management of a scientific service or enterprise involving both a service and research work are features of this level.

Management of large work units, including prioritising work, training of staff, monitoring of work flow and setting of local strategic plans is often a feature of this level. Assessment and review of the standard of work of subordinate

professional staff may also be required.

Positions within this level will generally have a very high profile within the discipline and will operate within broad guidelines to achieve specific objectives with professional independence.

#### **Duties and skills**

Work at this level requires a detailed knowledge of both Governmental policies and procedures and an appreciation of their application in relation to agency operations. The ability to interpret and provide advice on legislation, regulations and other guideline material relating to the operations and functions of the work area is required.

Duties may span a range of activities in a complex, specialised environment and may include contributing to the formulation of corporate policy and the implementation of policy directives.

The provision of expert advice on a consultancy basis to outside bodies, Agencies and the public as well as participation on inter-agency committees to develop policy, planning and other initiatives is required.

Significant managerial skills and the abilities necessary to monitor resource allocations, evaluate professional, technical and economic impacts of programs, formulate policy and corporate strategy proposals are a requirement of positions within this level.

The management of very complex projects involving a number of personnel from either the discipline or a variety of professional disciplines may be required.

#### **Professional Officer Level 6**

##### **Work level description (PO6)**

Work at this level is usually under the broad direction of a senior executive and includes a requirement for high levels of expertise and experience to determine professional objectives and priorities within the frameworks of an agency's corporate goals and in the absence of general professional guidance.

Appointees to this level are recognised as national or international authorities within their discipline and have generally made a significant contribution to the development of professional understanding on a national or international basis.

High levels of expertise and experience are required with a comprehensive knowledge of a recognised professional discipline.

This level may require the management of programs of critical importance to the State, to satisfy the Government's objectives or the agency's corporate goals.

##### **Characteristics of the level**

Work is undertaken in a highly complex or specialised field to establish and/or modify standards, guidelines, concepts, theories, techniques or principles, both by adapting precedents and by making significant departures from traditional approaches.

In the absence of other evidence higher qualifications or national/international professional recognition of expertise is considered essential to undertake duties at this level.

The provision of expert specialist consultancy skills with critical impacts to the industry, to the State and at times the Nation must be combined with the exercise of total professional independence.

#### **Duties and skills**

The lack of precedent is a significant feature of the majority of duties and actions undertaken.

Development and overseeing the implementation of new and high level programs and major investigations is a significant feature of this level, as is an emphasis on strategic management.

#### **GENERIC LEVEL STATEMENTS - TECHNICAL STREAM**

##### **Technical Officer Level 1**

##### **Work level description (TO1)**

Work at this level is restricted to those employees who have met the minimum entry requirements under the relevant legislation e.g. *PSME Act* plus the education requirements for acceptance into the appropriate tertiary institution.

Appointment to this level is solely for the purpose of fulfilling prerequisite education and/or training prior to appointment to the substantive grade in the Technical stream.

A requirement of this level is the successful completion of the educational or training requirements of the particular technical group.

Appointees to this level may be enrolled as a full-time or part-time student, and if part-time, may be required to do work associated with the relevant occupation, but at a level and under a degree of supervision appropriate to the skills held.

This may include some work which normally would be carried out by Level 2 (i.e. Practising) Technical Officer, provided such work is verified or validated by a qualified and experienced technical employee.

### **Characteristics of the work**

Work within this Level is performed under close supervision following standard routines, methods and procedures with little scope for deviation, or the exercise of initiative or judgment.

The routines, methods and procedures to be followed are at a level consistent with skills acquired. Initially direct guidance is given when problems arise.

Skills and knowledge will be acquired and demonstrated on a progressive basis consistent with the formal and informal training undertaken.

Positions at this level have no supervisory responsibility, although more experienced staff may be expected to assist new staff by providing basic advice and guidance.

### **Duties and skills**

This level recognises that duties and skills will increase in complexity as the employee moves through the education and training phase.

Employees at this level usually perform repetitive tasks which are fully prescribed and are usually performed in response to standardised instructions or requests.

Employees at this level may undertake a combination of routine clerical, analysis, preparatory and operative duties requiring the application of basic skills and routines.

## **Technical Officer Level 2**

### **Work level description (TO2)**

Positions at this level consist of employees with a minimum of a UG2/UG3 tertiary qualification or agreed equivalent and who are identified as belonging to the generic groupings listed in the definition statement.

Positions at this level involve the delivery of basic technical services which are in support of agency objectives.

### **Characteristics of the work**

Work is initially performed under close supervision by a more experienced professional or technical officer, however, this supervision is expected to reduce as experience increases. Guidance is always close at hand and work outcomes are closely monitored.

The solution of problems may require the exercise of basic technical judgment through the application of standard procedures, methods and standards, however guidance from senior staff is readily available.

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

Positions at this level generally have no supervisory responsibilities although more experienced staff may assist new staff by providing guidance and advice.

Knowledge of basic practices and procedures relevant to the discipline is required with the possibility of specialisation in work application.

### **Duties and skills**

Positions at this level may involve an employee in a range of activities including the analysis of findings as they relate to the elements of the work. They could also include the preparation of reports incorporating recommendations on basic technical investigations, tests or measurements.

Employees at this level perform non-repetitive tasks, governed by established procedures, specific guidelines and standardised instructions. Work is generally undertaken under technical guidance of senior staff.

Skills are generally transferable within particular disciplines.

Employees shall be required to have technical knowledge as indicated by successful completion of the appropriate UG/2 or UG/3 tertiary qualification and able to apply theoretical aspects of the relevant discipline to basic problems or minor phases of broader assignments.

### **Technical Officer Level 3**

#### **Work level description (TO3)**

Work at this level requires detailed technical knowledge and experience with demonstrated high levels of accuracy and precision. An understanding of the agency's functions, coupled with detailed knowledge of the Units' operations, practices and procedures is necessary for competent performance.

An employee may be required to undertake a range of moderately complex tasks and functions or specialisation in a particular discipline may be a feature of work at this level.

#### **Characteristics of the work**

Work at this level is undertaken autonomously with limited guidance. Guidance is available for complex or unusual problems, research or moderately complex experimental work. However, the contribution of experience to resolve issues on a day to day basis for which there may be no established procedure is a requirement of this level.

Supervision of small work groups and responsibility for quality of output by the group may be a feature of this level.

#### **Duties and skills**

The determination, conduct and evaluation of standard technical practices and procedures is required at this level. Significant technical responsibility exists for the application of new techniques to moderately complex problems and may be combined with limited specialist research.

Supervisory responsibilities would be limited and would include on-the-job training, staff assessment and performance counselling in relation to subordinates within the discipline.

### **Technical Officer Level 4**

#### **Work level description (TO4)**

Appointment to this level requires proven technical expertise and competence with demonstrated proficiency in applying established technical disciplines over several years either on an individual basis or as a member of a multi-disciplinary unit as either a technical practitioner or a technical specialist.

High levels of initiative in accomplishing technical objectives which may be either on an individual basis as a recognised technical specialist or as a senior technical specialist in a multi-disciplinary unit are required.

#### **Characteristics of the work**

Work is performed either independently, with limited guidance from superiors only received for those aspects of work which involve new or sophisticated techniques or relate to areas outside the position's normal span of activity, or as a member of a specialist or multi-disciplinary team.

Specialist technical consultancy either in the particular area of expertise or in a specialist area of expertise is required as is a high level of technical assistance to the work group.

The general quality of advice given is monitored by superiors and is subject to professional standards.

Management of work groups may be a feature of this level.

#### **Duties and skills**

Managerial responsibility includes training of subordinate staff, co-ordination of workflow processes, responsibility for quality of output of the work unit, performance assessment and review, staff counselling, career planning and development, application of equal employment opportunity principles as well as implementing occupational health and safety guidelines and principles.

Work at this level requires the ability to interpret legislation, regulations and other guideline material relating to the operations and functions of the work area.

The investigation of a range of operating and design issues is a key duty of this level.

### **Technical Officer Level 5**

#### **Work level description (TO5)**

This level requires a high level of knowledge of complex though conventional methods and techniques of a particular discipline resulting from many years experience and/or advanced technical training.

High levels of autonomy and initiative are required to be exhibited in accomplishing objectives and undertaking complex research projects, which may be either on an individual basis as a recognised technical specialist or as a senior technical specialist in a multi-disciplinary team. Employees would be expected to work with only broad guidelines in

accomplishing objectives and undertaking complex projects.

The management of large technical work units which may be located across several work sites or involved in several programs may be a function of this level.

#### **Characteristics of the work**

Higher qualifications or further study or research experience is usually a characteristic of this level.

Management of large technical work units, including prioritising work, training of staff, monitoring of work flow and setting of local strategic plans is often a feature of this level. Assessment and review of the standard of work of subordinate technical staff may also be required.

Work at this level requires the development and provision of specialist technical advice and consultancy services to other Agencies, industry representatives and the public. The level of information provided and recommendations made influence the decisions of others, including superiors and peers, especially in the monitoring, development and delivery of programs.

#### **Duties and skills**

The duties undertaken at this level are of a complex and varied nature. They require detailed knowledge of the agency's operations combined with a specialist knowledge of major activities within the work unit.

Key duties and skills include the development of innovative methodologies, the application of proven techniques to specialised technical services and the undertaking of significant projects requiring the use of analytical skills.

The development and implementation of research studies, the preparation of reports and the formulation of recommendations and strategic plans in relation to the operation of the unit are key duties at this level.

#### **Technical Officer Level 6**

##### **Work level description (TO6)**

Appointees at this level are recognised as authorities within a particular specialised technical field of expertise. This expertise is exhibited through extensive knowledge and experience within the area of specialisation possibly gained through either research or further qualifications.

Positions at this level may have managerial responsibility for major work units.

High levels of initiative are required to be exhibited in accomplishing objectives and undertaking complex projects, which may be either on an individual basis as a recognised technical specialist or as a senior technical specialist in a multi-disciplinary team.

#### **Characteristics of the work**

Work is usually performed without technical direction with a degree of individual discretion permitted within broad guidelines to achieve organisational goals.

The development and application of discipline principles and new technology may be a feature of this level, requiring the exercise of substantial technical judgment.

Positions within this level will generally have a very high profile within the discipline and will operate within broad guidelines to achieve specific objectives with technical independence.

#### **Duties and skills**

Work at this level requires a detailed knowledge of both Governmental policies and procedures and an appreciation of their application in relation to agency operations. The ability to interpret and provide advice on legislation, regulations and other guideline material relating to the operations and functions of the work area is required.

Duties may span a range of activities in a complex, specialised environment and may include contributing to the formulation of corporate policy and the implementation of policy directives.

The development of appropriate techniques in providing specialised technical services and the formulation of complex programs within the framework of objectives and priorities of major work units are key duties of this level.

The provision of expert advice on a consultancy basis to outside bodies, Agencies and the public as well as participation on inter-agency committees to develop policy, planning and other initiatives is required.

Significant managerial skills and the abilities necessary to monitor resource allocations, evaluate program effectiveness, formulate policy and corporate strategy proposals are a requirement of positions within this level.

#### **GENERIC LEVEL STATEMENTS - OPERATIONAL STREAM**

## **Operational Officer Level 1**

### **Work level description (OO1)**

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

### **Characteristics of the work**

Work at this level is performed under close supervision and direction following standard routines, methods and procedures with little scope for deviation or the exercise of initiative or judgement in the selection of appropriate means to complete the work assignment. Limited responsibility exists for the final outcome.

The routines, methods and procedures to be followed are at a level consistent with skills acquired. Direct guidance is given when problems arise.

Positions at this level have no supervisory responsibility.

### **Duties and skills**

Employees at this level usually perform repetitive tasks which are fully prescribed and are usually performed in response to standardised instructions or requests. There is only limited scope for interpretation.

## **Operational Officer Level 2**

### **Work level characteristics (OO2)**

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

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

### **Characteristics of the work**

Work may initially be performed under close supervision by a more experienced officer, however, this supervision is expected to reduce as experience increases. Employees at this level may operate individually or as a member of a project team within a work group.

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

Positions at this level may have limited supervisory responsibilities with more experienced staff assisting new staff by providing guidance and advice.

### **Duties and skills**

Positions at this level may involve an employee in a range of activities including the performance of non-repetitive tasks governed by established procedures, specific guidelines and standardised instructions.

Duties may include field support or regulatory inspection activities and data collection and recording.

Appointees to this level undertake a range of functions requiring the practical application of acquired skills and knowledge.

Technical skills not requiring trade or equivalent qualifications are required in order to safely and effectively operate basic machinery to perform routine and standard functions, and organise duties across a working day to meet regular work load requirements.

Appointees to this level undertake a range of functions requiring the practical application of acquired skills and knowledge.

Technical skills not requiring trade or equivalent qualifications are required in order to safely and effectively operate basic machinery to perform routine and standard functions, and organise duties across a working day to meet regular work load requirements.

## **Operational Officer Level 3**

### **Work level description (OO3)**

Appointment to this level requires proven expertise in the particular discipline with demonstrated proficiency in applying established techniques.

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

### **Characteristics of the work**

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

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

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

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

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

#### **Duties and skills**

Work at this level requires a sound knowledge of the agency's functions and the requirements of the discipline.

A sound knowledge of the operating procedures is required.

Supervisory responsibilities may include co-ordination of work-flow processes, training of subordinate staff, responsibility of quality of output of the workgroup, staff assessment and performance counselling in relation to subordinates.

Knowledge and compliance with regulations, codes and specifications may be required.

Duties at this level may include application of trade based skills or equivalent involving field work, design/modification of equipment, research projects, support services and the collating and analysis of specimens or data.

#### **Operational Officer Level 4**

##### **Work level description (OO4)**

Work at this level requires specialised knowledge within the discipline.

Work is undertaken under limited direction as to work priorities and the detailed conduct of the task.

Employees may be responsible for larger work groups or functions, field groups or district operations.

High levels of initiative in accomplishing objectives may be required to be exercised either on an individual basis or in a multi-disciplinary unit.

##### **Characteristics of the work**

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

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

##### **Duties and skills**

Duties include the supervision of a work group or function, field group or regional operation, with responsibility for the standard of workmanship, completion of work assignments and allocation of resources.

Interpretation of guideline material and documented precedents and the application of judgment may be required in the determining solutions to problems.

#### **Operational Officer Level 5**

##### **Work level description (OO5)**

Work at this level requires specialised knowledge of complex though conventional methods and techniques. High levels of autonomy and initiative may be required to be exhibited in accomplishing objectives and undertaking projects.

Management of large work groups may be a factor.

##### **Characteristics of the work**

Employees at this level are subject to limited direction and may exercise managerial responsibility for a large and complex work program.

Usually only broad guidance and advice is provided as to operational requirements and deadlines to achieve end results in line with operating goals.

##### **Duties and skills**

Duties may involve detailed planning, directing, co-ordinating or financial control within budget, material and workforce limitations established by management and the implementation of overall agency policies.

Managerial responsibility includes training of subordinate staff, co-ordination of workflow processes, responsibility for quality of output of the work unit, performance assessment and review, staff counselling, career planning and development, application of equal employment opportunity principles as well as implementing occupational health and safety guidelines and principles.

## **Operational Officers Levels 6 & 7**

### **Work level description (OO6 & OO7)**

Work at this level requires specialised knowledge and may be undertaken autonomously.

These are managerial levels and may include responsibility for large and complex work groups.

### **Characteristics of the work**

Responsibilities at these levels will reflect the size and complexity of agency operations and will normally entail significant independence of action in the allocation of resources within constraints imposed by management.

Work is performed under limited direction with a significant degree of discretion permitted within the boundaries of broad guidelines to achieve organizational goals.

### **Duties and skills**

Duties at this level reflect the independent operation of the employee and may involve significant allocation of resources.

Management of work units may include prioritising work, training staff, monitoring of work flow and setting of local strategic plans. Assessment and review of the standard of work of subordinate staff is also a requirement of this level.

Work at this level requires a knowledge and awareness of agency operations as well as detailed knowledge of major activities of the work unit.

The requirement to interpret legislation, regulations and other guidance material relating to the operations and functions of the work area is necessary for adequate performance at this level.

## **SCHEDULE C**

### **Schedule of Employees Whose Hours of Work Have Been Determined to be 38 Hours Per Week**

- Building Maintenance Officer
- Cleaners
- Security Officers
- Groundsperson\Gardener
- Caterer\Domestic

All other employees to whom this Award applies whose approved ordinary hours of duty at the date of operation of this Award were 38 per week.

## **SCHEDULE D**

### **Variable working hours**

#### **1.0 Definitions**

For the purposes of variable working hours, the undermentioned terms shall have the following meanings:

- 1.1 "Bandwidth" is the time span between the earliest commencing time and the latest ceasing time permissible for ordinary work.
- 1.2 "Carryover" is the amount of accumulated Credit Time or Debit Time which, subject to the provisions of this Schedule, an employee shall carry over between consecutive Settlement Periods.
- 1.3 "Chief Executive " means the Chief Executive of the Golden Casket Lottery Corporation.
- 1.4 "Core Time Leave" is an approved absence during prescribed Core Times, excluding leave as set out in Part 7 of this Award.
- 1.5 "Core Times" are the periods during the day when all employees perform ordinary duty (unless absent upon

approved leave).

- 1.6 "Credit Time" is the amount of time that an employee performs ordinary work and/or obtains credit for periods of approved leave during the Bandwidth on an ordinary working day in excess of a Standard Day.
- 1.7 "Debit Time" is the amount of time less than a Standard Day that an employee performs ordinary work and/or obtains credit for periods of approved leave during the Bandwidth on an ordinary working day.
- 1.8 "Settlement Period" is the prescribed period of time during which employees shall accumulate the equivalent of Standard Hours by way of approved leave, credit for public holidays falling upon normal working days and ordinary work during the Bandwidth, subject to the conditions prescribed hereunder, employees are entitled to carry over certain Credit Time or Debit Time between Settlement Periods.
- 1.9 "Standard Day" is the total daily working hours occurring during Standard Hours.
- 1.10 "Standard Hours" are the ordinary hours of duty as prescribed by this Award.
- 1.11 "Variable Periods" are the time spans within the Bandwidth and outside of Core Times when, subject to the requirements of the particular position, the agreement of the Supervisor concerned and the various provisions of this Schedule, an employee may vary commencing and ceasing times for ordinary work.

## **2.0 Working arrangements**

- 2.1 Employees will obey directions given by their Supervisors regarding hours of work during the Bandwidth. If an employee feels that there may be ground for complaint arising out of such directions, the employee may appeal through their Supervisor to the Chief Executive. The employee concerned will continue to carry out the Supervisor's directions until same are countermanded by the Chief Executive.
- 2.2 All staff will give first priority to the maintenance of acceptable work flows. There will be co-operation between employees and their Supervisors in planning employees' working times in order that resources are available to service the needs of the public and other organisations, and to enable the continuance of inter-office and intra-office communication and services:

The Supervisor, or Section Head or Chief Executive will ensure that at all times no more than 25% of staff available for duty in any particular section, or office are absent on core time leave at any one time.

- 2.3 An employee may not obtain credit for time during Variable Periods unless work is available for the employee to perform and is performed during such period and work shall be made available for at least 72.5 hours during the Settlement Period.
- 2.4 As far as practicable, disputes between employees regarding employees' working times will be settled by mutual co-operation between the employees concerned. However, where such agreement cannot be reached the Supervisor's decision will be final.
- 2.5 An employee who fails to comply with the abovementioned procedures or the conditions prescribed in clause 2.4 of this Schedule to the satisfaction of the Chief Executive will, upon instruction from the Chief Executive work standard hours. Thereafter, time worked outside standard hours shall not be credited as working time for the purposes of this Schedule.
- 2.6 It will be the responsibility of each Supervisor that in respect of their Section to ensure that, in the implementation of this Schedule, the needs of the Golden Casket Lottery Corporation and public are met and that proper supervision is available at all times.
- 2.7 In the event of its being proven that an employee has violated the terms of this Schedule the relevant Union will take no action on behalf of the employee except where the penalty imposed on the employee is considered to be unduly excessive.

## **3.0 Conditions of employment**

Employees whose Hours of Duty are 36.25 hours per week, Mondays to Fridays inclusive:

- 3.1 Bandwidths are between 8.00 a.m. and 6.00 p.m. Mondays to Fridays inclusive. Work performed outside this Bandwidth (other than authorised overtime) will not gain any advantage to the employee concerned. The Chief Executive may extend the Bandwidth for an employee or groups of employees between 7.00 a.m. and 6.00 p.m. Mondays to Fridays inclusive when in the opinion of the Chief Executive such extended times suit the needs of the Golden Casket Lottery Corporation.

In such instances the Supervisor may direct the starting and ceasing times of employees within the extended

Bandwidth provided that the Supervisor shall grant a lunch break of not less than 30 minutes between the 3rd and 6th hours of duty.

3.2 Core Times are between the hours of 9.30 a.m. to 12 noon and 2.00 p.m. to 4.00 p.m. Mondays to Fridays inclusive.

3.3 Variable Periods are between the hours of 8.00 a.m. to 9.30 a.m., 12 noon to 2.00 p.m. and 4.00 p.m. to 6.00 p.m. Mondays to Fridays inclusive.

The starting and ceasing times of employees are deemed to commence on the hour or at 15 minute intervals thereafter. Where an employee commences duty prior to such time or completes duty after such time no credit is allowed for such periods.

3.4 Standard Hours are 9.00 a.m. to 5.00 p.m. Mondays to Fridays inclusive with a lunch break of not less than 30 minutes between the 3rd and 6th hours of duty. A Standard Day is 7 hours 15 minutes.

### 3.5 *Maximum Hours*

Subject to 3.1 above, an employee will not work more than 9 hours during the Bandwidth on any one (1) day or more than 5 hours between 12.30 p.m. and 6.00 p.m. on any one (1) day.

Any time worked in excess of 9 hours during the Bandwidth on any one (1) day or in excess of 5 hours between 12.30 p.m. and 6.00 p.m. on any one day will not be counted as working time and such additional time worked will not gain any advantage for the employee concerned:

In respect of 3.1 above, an employee or group of employees directed to commence duty prior to 8.00 a.m. may accrue credit time beyond 9 hours.

### 3.6 *Lunch Break*

Subject to 3.1 above, all employees will take a lunch break of not less than 30 minutes' duration between the hours of 12 noon and 2.00 p.m:

An employee will commence such lunch break not later than 5 hours subsequent to the time duty was commenced on the day concerned:

The Chief Executive may extend the Variable Period for the lunch break for an employee or group of employees where in the opinion of the Chief Executive such extension is to suit the exigencies of the Golden Casket Lottery Corporation. Such lunch break will not be less than 30 minutes and will be granted to the employee between the 3rd and 6th hours of duty.

Employees will avoid taking their lunch break at their normal work place if other employees are continuing to work in the vicinity. If this is impracticable, employees will ensure that the needs of those who are working are respected.

### 3.7 *Rest Pauses*

A rest pause of 10 minutes' duration in Golden Casket's time will be allowed to each employee during each Core Time at a time to suit the convenience of Golden Casket and so as not to interfere with the continuity of work where continuity in the opinion of Golden Casket is necessary.

3.8 Settlement Periods of one fortnight's duration will start from Mondays which commence fortnightly pay periods. During each Settlement Period an employee will accumulate 72 hours 30 minutes by way of time actually worked and/or approved leave during the prescribed Bandwidth and credit for public holidays which occur upon Mondays to Fridays inclusive. Subject to the provisions of 3.10 an employee's carryover Credit Time or Debit Time existing at the commencement of a Settlement Period will be counted when calculating such hours and subject to the provisions of 3.10 an employee will be entitled to carry over prescribed Credit Time or Debit Time to the next Settlement Period.

3.9 Credit Time and Debit Time shall accumulate from one working day to the next and subject to the provisions of 3.10, between Settlement Periods.

Subject to the provisions of this Schedule, there is no limit to the amount of Credit Time that an employee may accumulate at any time during a Settlement Period.

Employees will not accumulate Debit Time in excess of 4 hours at any time during a Settlement Period.

An employee who resigns, retires or is appointed to a section where Variable Working Hours has not been introduced, or otherwise ceases duty shall ensure that such employee possesses no Credit Time or Debit Time at the

time of ceasing duty with the section or office etc., in which Variable Working Hours apply. Any such employee will not receive compensation for a Credit Time existing at the time of such cessation of duty. An employee possessing a Debit Time at the time of such cessation of duty will have a corresponding deduction made from the salary of such employee (to be deducted during a subsequent fortnightly pay period).

### 3.10 *Carryover*

Credit Time and Debit Time which an employee has accrued at the end of a Settlement Period shall, subject to the following conditions, be carried over to the commencement of the next Settlement Period and subsequently be added to Credit Time or Debit Time which accumulate during such period.

The maximum Carryover which an employee will be allowed shall be 7 hours 15 minutes Credit Time and 4 hours Debit Time.

If at the end of a Settlement Period an employee's Carryover Credit Time is in excess of 7 hours 15 minutes, no payment will be made for such excess period, i.e. the time will be forfeited.

Where an employee certifies that the employee had planned to reduce Credit Time to within the abovementioned maximum limit by the end of a Settlement Period and either a specific direction by such employee's Supervisor on short notice to work certain hours or an unforeseen absence on sick leave or other approved leave upon days immediately preceding the end of a Settlement Period prevented the employee from complying with such maximum limit, the Chief Executive may approve a Carryover in excess of the prescribed maximum limit for such employee:

Any such time in excess of 7 hours 15 minutes as approved must be taken during the next Settlement Period.

If at the end of a Settlement Period an employee's Carryover Debit is in excess of 4 hours such excess period will be taken without pay (to be deducted during a subsequent fortnightly pay period) unless such employee furnishes an explanation satisfactory to the Chief Executive.

An employee who accumulates a Carryover Debit in excess of 4 hours may be instructed by the Chief Executive to work prescribed Standard Hours in accordance with the provisions of 3.4.

### 3.11 Subject to the following conditions, an employee may be granted Core Time Leave:

- (a) the employee has accumulated an equivalent amount of Credit at the commencement of the day upon which the period of Core Time Leave is required; and
- (b) prior approval of the Supervisor has been obtained:

Core Time Leave will not be taken in periods of less than 2 and one-half (2.5) hours' duration during Morning Core Times and two (2) hours' duration during Afternoon Core Times and will not exceed a total of 4 and one-half (4.5) hours during any Settlement Period.

No more than one (1) period of Core Time Leave can be taken on the same or consecutive working days in consecutive Settlement Periods.

### 3.12 *Saturdays, Sundays and Public Holidays*

- (a) the provisions of clause 7.6 of this Award will continue to apply:

Any equivalent time off allowed to an employee will not be counted in such employee's Credit Time, Debit Time or Carryover prior to the time such equivalent time off is actually allowed.

When equivalent time off is taken during prescribed Core Times, such absences will not be deemed to be Core Time Leave for the purposes of 3.11;

- (b) all employees will be credited with a Standard Day for Public Holidays which occur from Mondays to Fridays inclusive and when such Public Holidays are of one-half (.5) days' duration, employees will be credited with 3 hours 38 minutes.

### 3.13 *Overtime*

- (a) compensation for overtime at the rates prescribed in clause 6.3 of this Award will only be made in respect of time worked outside the prescribed Bandwidth;
- (b) unless office convenience otherwise requires, employees authorised to perform overtime from Mondays to Fridays inclusive (other than Public Holidays) will actually work not more than a total of 7 and one-half (7.5) hours during the Bandwidth on the day concerned;

- (c) equivalent time off allowed to an employee in terms of clause 6.3 of this Award will not be counted in such employee's Credit Time, Debit Time or Carryover prior to the time such equivalent time off is actually allowed.

When equivalent time off is allowed during the prescribed Core Times, such absences will not be deemed to be Core Time Leave for the purposes of 3.11.

#### 3.14 *Meal Allowance*

An employee who performs authorised overtime for more than one (1) hour after 6.00 p.m. Mondays to Fridays inclusive (other than Public Holidays) will, in addition to any payment for overtime to which the employee is entitled, be paid meal money in accordance with clause 5.8.2 of this Award and any amendments thereto.

#### 3.15 *Performance of Higher Duties*

Payment of extra remuneration in accordance with the provisions of clause 5.6.4 of this Award will continue to Apply in accordance with the following:

- (a) payment of extra remuneration will only be made in respect of hours actually worked during the Bandwidth and credit for Public Holidays falling from Mondays to Fridays inclusive between the commencement and cessation of the period which the higher position is temporarily filled, calculated to the nearest quarter of an hour. A payment of extra remuneration will not be made in respect of time during the Bandwidth and credit for Public Holidays worked falling from Mondays to Fridays inclusive between the commencement and cessation of such period in excess of the equivalent of total standard hours for the period concerned.
- (b) an employee will not be paid extra remuneration for temporarily filling a position during another employee's absence upon Core Time Leave. Furthermore, any such periods will not be counted in assessing the prescribed minimum qualifying period for the payment of extra remuneration;
- (c) an employee who actually performs the whole of the duties and accepts all of the responsibilities of a position temporarily filled for more than 3 working days shall not be paid extra remuneration unless the employee has worked during the Bandwidth and/or obtained Credit Time for Public Holidays falling from Mondays to Fridays inclusive for a total of more than 21.75 hours during the continuous period involved.
- (d) an employee who actually performs less than the whole of the duties and/or accepts less than all of the responsibilities of a position temporarily filled for at least 3 weeks will not be paid extra remuneration unless the employee has worked during the Bandwidth and/or obtained Credit Time for Public Holidays falling from Mondays to Fridays inclusive for a total of 108.75 hours during the continuous period involved.
- (e) an employee who is temporarily filling a position is absent upon Core Time Leave, such Core Time Leave will not be deemed to interrupt the period of performance of such duties if such employee goes back to the same duties on the employee's return from Core Time Leave.

#### 3.16 *Leave*

- (a) the provisions of Part 7 of this Award continue to apply, provided that such leave will only be granted during prescribed Standard Hours and that an employee who is granted one-half (0.5) day of such leave will, for the purposes of this Schedule be credited with 3 hours 38 minutes' leave;
- (b) where practicable, employees will attend to private business, doctors/dentists appointments, etc., outside prescribed Core Times and that should the Golden Casket Lottery Corporation approve that an employee may be absent for such purposes during prescribed Core Times, such approved periods of absence will not, for the purposes of this Schedule be counted as working time or Core Time Leave.
- (c) Travelling Time - Travel upon authorised duty away from an employee's headquarters during prescribed Standard Hours will be counted as time worked for the purposes of arrangements contained in this Schedule.

Time spent travelling outside Standard Hours shall not be credited as working.

Dated 8 April 2003.

By the Commission,  
[L.S.] E. EWALD,  
Industrial Registrar.

Operative Date: 28 April 2003