

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

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

**PARLIAMENTARY SERVICE AWARD - STATE 2012**

Following the Declaration of the General Ruling in the 2014 State Wage Case (matter numbers B/2014/28 and B/2014/30), the Outdoor Leaders Award - State 2012 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 Parliamentary Service Award - State 2012 as at 1 September 2014.

Dated 1 September 2014.

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

**PARLIAMENTARY SERVICE AWARD - STATE 2012**

**PART 1 - APPLICATION AND OPERATION**

**1.1 Title**

This Award is known as the Parliamentary Service Award - State 2012.

**1.2 Arrangement**

Subject Matter	Clause No.
<b>PART 1 - APPLICATION AND OPERATION</b>	
Title	1.1
Arrangement	1.2
Date of operation	1.3
Definitions	1.4
Award coverage	1.5
Parties bound	1.6
<b>PART 2 - FLEXIBILITY</b>	
Enterprise flexibility	2.1
Procedures to implement facilitative award provisions	2.2
<b>PART 3 - COMMUNICATION, CONSULTATION AND DISPUTE RESOLUTION</b>	
Communication and consultation	3.1
Prevention and settlement of disputes	3.2
Employee grievance procedures	3.3
<b>PART 4 - EMPLOYER AND EMPLOYEES' DUTIES, EMPLOYMENT RELATIONSHIP AND RELATED ARRANGEMENTS</b>	
Incidental or peripheral tasks	4.1
Part-time employment	4.2
Casual employment	4.3
Employment on probation	4.4
Termination of employment	4.5
Introduction of changes	4.6
Redundancy	4.7
Recognition of previous service	4.8
Anti-discrimination	4.9

## PART 5 - WAGES AND WAGE RELATED MATTERS

Definitions	5.1
Streams	5.2
Stream allocation	5.3
Generic level statements	5.4
Work allocation	5.5
Qualifications	5.6
Movement between classification levels	5.7
Movement within classification levels	5.8
Salaries	5.9
Payment of salaries	5.10
Higher duties allowance	5.11
Motor vehicle allowance	5.12
First aid allowance	5.13
Superannuation	5.14

## PART 6 - HOURS OF WORK, BREAKS, OVERTIME, SHIFT WORK, WEEKEND WORK

Hours of work	6.1
Rest days	6.2
Meal breaks	6.3
Rest pauses	6.4
Attendance at work	6.5
Overtime	6.6
Extra payment for weekend work	6.7

## PART 7 - LEAVE OF ABSENCE AND PUBLIC HOLIDAYS

Annual leave	7.1
Long service leave	7.2
Sick leave	7.3
Family leave	7.4
Bereavement leave	7.5
Industrial relations education leave	7.6
Public holidays	7.7
Jury service	7.8

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

Transfer and appointment expenses	8.1
Travelling and relieving expenses	8.2

## PART 9 - TRAINING AND RELATED MATTERS

Training, learning and development	9.1
------------------------------------	-----

## PART 10 - OCCUPATIONAL HEALTH AND SAFETY MATTERS

No provisions inserted in this Award relevant to this Part.

## PART 11 - AWARD COMPLIANCE AND UNION RELATED MATTERS

Right of entry	11.1
Time and wages records	11.2
Availability of Award	11.3
Union encouragement	11.4
Union delegates	11.5
Salary rates	Schedule A
Generic Level Statement	Schedule B
Security Staff 24 hour shift arrangements	Schedule C
Electorate office staff employment arrangements	Schedule D
Cleaners	Schedule E

### **1.3 Date of operation**

This Award takes effect from 10 May 2012.

### **1.4 Definitions**

- 1.4.1 "Act" means the *Industrial Relations Act 1999* as amended or replaced from time to time.
- 1.4.2 "The Clerk of the Parliament" is an Officer who is appointed The Clerk of the Parliament under the *Parliamentary Service Act 1988* and being, subject to the Speaker, the Officer charged with the supervision of the administration of the said Act and the appointed Chief Executive Officer of the Parliamentary Service.
- 1.4.3 "Commission" means the Queensland Industrial Relations Commission.
- 1.4.4 "Electorate Office staff" means an Electorate Officer or Assistant Electorate Officer engaged to provide electorate support to a Member of the Legislative Assembly of Queensland in the electorate office established by that Member.
- 1.4.5 'Employees' includes those officers and employees who are employed by the Speaker on behalf of the Legislative Assembly of Queensland, including employees employed to provide electorate support to a Member of the Legislative Assembly of Queensland in the electorate office established by that Member and including staff engaged by The Clerk of the Parliament pursuant to section 34 of the *Parliamentary Service Act 1988*, but not including persons whose appointment is subject to section 28 of that Act.
- 1.4.6 'Union' means the Together Queensland, Industrial Union of Employees, the United Voice, Industrial Union, of Employees, Queensland and the Queensland Services, Union of Employees.

### **1.5 Award coverage**

- 1.5.1 This Award applies to those officers and employees whose salary or rates of pay are fixed by this Award, namely, all persons who are employed by the Speaker on behalf of the Legislative Assembly of Queensland, including employees employed to provide electorate support to a Member of the Legislative Assembly of Queensland in the electorate office established by that Member and including staff engaged by The Clerk of the Parliament pursuant to section 34 of the *Parliamentary Service Act 1988*, but not including persons whose appointment is subject to section 28 of that Act.
- 1.5.2 Relevant provisions of the *Parliamentary Service Act 1988* and the Rules made pursuant to that Act continue to apply to Employees and classes of Employees to whom this Award applies.

### **1.6 Parties bound**

This Award is binding on The Clerk of the Parliament, the Together Queensland, Industrial Union of Employees, the United Voice, Industrial Union, of Employees, Queensland and the Queensland Services, Union of Employees.

## **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 each 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 an employer and Employees in an enterprise 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 Procedures to implement facilitative Award provisions**

- 2.2.1 Wherever facilitative provisions appear in this Award which allow for determination of the conditions of employment by agreement between the employer and the Union or the employer and the majority of Employees affected, the following procedures must 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 must be consulted as a group. Should the consultation process identify Employees with specific concerns which relate to either equity or occupational health and safety issues, such concerns may be catered for on an individual basis subject to operational requirements.
- (g) Any agreement reached must be documented and incorporate a review period.
- (h) Where the agreement relates to either the working of ordinary hours on other than a Monday to Friday basis, the introduction of shift work or change to the shift roster, the relevant Union/s are to be notified in writing at least one week in advance of agreement being sought.

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

#### **3.1 Communication and consultation**

- 3.1.1 The employer, Employees and relevant Unions are committed to an appropriate level of advice, communication and consultation in relation to matters in this Award.
- 3.1.2 A consultative mechanism and procedures will be established to address matters raised by the employer, Employees or relevant Unions. The mechanism and processes will be appropriate to the size, structure and needs of the Parliamentary Service.

#### **3.2 Prevention and settlement of disputes**

- 3.2.1 The objectives of this procedure are the avoidance and resolution of any disputes over matters covered by this Award, by measures based on the provision of information and explanation, consultation, co-operation and negotiation.
- 3.2.2 This procedure applies to all industrial matters within the meaning of the Act.
- 3.2.3 Subject to legislation, while the dispute procedure is being followed, normal work is to continue except in the case of a genuine safety issue. The *status quo* existing before the emergence of a dispute is to continue whilst the procedure is being followed. No party will be prejudiced as to the final settlement by the continuation of work.
- 3.2.4 There is a requirement for the employer to provide relevant information and explanation and consult with the appropriate employee representative/s.
- 3.2.5 In the event of any disagreement between the parties about the interpretation or implementation of this Award, the following procedures are to apply:
  - (a) the matter is to be discussed by the employee's Union and/or the employee/s concerned (where appropriate) and the immediate supervisor in the first instance. The discussion should take place within 24 hours and the procedure should not extend beyond 7 days;
  - (b) if the matter is not resolved through clause 3.2.5(a), it must be referred by the Union representative and/or the employee/s to the appropriate employer representative who must arrange a conference of the parties to discuss the matter. This process should not extend beyond 7 days;
  - (c) if the matter remains unresolved it may be referred to the employer or nominee for discussion and appropriate action. This process should not exceed 14 days; and
  - (d) if the matter is not resolved then it may be referred by either party to the Commission for conciliation.
- 3.2.6 Nothing contained in this procedure prevents the relevant Union/s or the Queensland Government from intervening in respect of matters in dispute, should such action be considered conducive to achieving resolution.

### **3.3 Employee grievance procedures**

- 3.3.1 The objectives of this procedure are to promote the prompt resolution of employee grievances by consultation, co-operation and discussion, to reduce the level of disputation and to promote efficiency, effectiveness and equity in the workplace.
- Stage 1: In the first instance the employee must inform such employee's immediate supervisor of the existence of the grievance and they shall attempt to solve the grievance. It is recognised that an employee may exercise the right to consult such employee's Union representative during the course of Stage 1.
- Stage 2: If the grievance remains unresolved, the employee must refer the grievance to the next in line of management ("the manager"). The manager will consult with the parties. The employee may exercise the right to consult or be represented by such employee's Union representative during the course of Stage 2.
- Stage 3: If the grievance is still unresolved, the manager will advise the Chief Executive Officer and the aggrieved employee may submit the matter in writing to the Chief Executive Officer if such employee wishes to pursue the matter further. If desired by either party, the matter will also be notified to the relevant Union.
- 3.3.2 The Chief Executive Officer must ensure that:
- (a) the aggrieved employee or such employee's Union representative has the opportunity to present all aspects of the grievance;
- (b) the grievance is investigated in a thorough, fair and impartial manner.
- 3.3.3 The Chief Executive Officer may appoint another person to investigate the grievance. The employer may consult with the relevant Union representative in appointing an investigating employee. The appointed person must be other than the employee's supervisor or manager.
- 3.3.4 If the matter is notified to the relevant Union, the investigating employee must consult with the Union during the course of the investigation. The employer must advise the employee initiating the grievance, such employee's Union representative and any other employee directly concerned of the determinations made as a result of the investigation of the grievance.
- 3.3.5 The employer may delegate grievance resolution powers under clause 3.3 to a nominated representative.
- 3.3.6 The procedure is to be completed in accordance with the following time frames unless the parties agree otherwise:
- Stage 1 Discussions should take place between the employee and such employee's supervisor within 24 hours and the procedure shall not extend beyond 7 days.
- Stage 2 Not to exceed 7 days.
- Stage 3 Not to exceed 14 days.
- 3.3.7 If the grievance is not settled the matter must be referred to the Commission by the employee or the relevant Union, as appropriate, in accordance with the respective jurisdictions of the tribunals.
- 3.3.8 Subject to legislation, while the grievance procedure is being followed, normal work is to continue, except in the case of a genuine safety issue. The *status quo* existing before the emergence of a grievance or dispute is to continue while the procedure is being followed. No party will be prejudiced as to the final settlement by the continuation of work.
- 3.3.9 Where the grievance involves allegations of sexual harassment, an employee may commence the procedure at Stage 3.

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

### **4.1 Incidental or peripheral tasks**

- 4.1.1 The Clerk of the Parliament may direct an employee to carry out duties which are within the limits of the employee's skill, competence and training consistent with the classification structure of this Award.
- 4.1.2 The Clerk of the Parliament may direct an employee to carry out such duties and use such tools and equipment as may be required. The employee must be properly trained in the use of such tools and equipment.

4.1.3 Any such direction issued by The Clerk of the Parliament must be consistent with the employer's responsibilities to provide a safe and healthy working environment.

## 4.2 Part-time employment

The following conditions apply to part-time Employees:

- (a) In consultation with the employee, the employer will determine the minimum number of consecutive hours that the employee may work or determine a regular pattern for the hours to be worked provided that the ordinary working hours of a part-time employee shall not exceed 30 hours per week..
- (b) Subject to the provisions contained in clause 4.2, all provisions of this Award applicable to full-time Employees apply to part-time Employees on a *pro rata* basis.
- (c) The spread of ordinary hours is the same as that prescribed for a full-time employee in clause 6.1.1.
- (d) The hourly rate of pay for a part-time employee is the same as that for a full-time employee appointed to, or directed to assume duty, at the same classification level.
- (e) Salary increments will be paid in accordance with the provisions of clause 5.1.
- (f) Any applicable allowances will be paid on a *pro rata* basis. An exception is that the following allowances apply in full:
  - Travelling expenses                      clause 8.2
  - Meal allowance                              clause 6.3
- (g) Work performed on a public holiday will be paid in accordance with clause 7.7.
- (h) A part-time employee who usually works on a day on which a public holiday falls and who is not required to work on that day will be paid for the ordinary hours the employee would normally have worked if that day had not been a holiday.
- (i) For work performed within the spread of ordinary hours as prescribed in this Award, and in addition to the number of hours specified to be worked in the work cycle, a part-time employee is entitled to payment at the ordinary hourly rate. The additional hours so worked will be taken into account in the *pro rata* calculation of all entitlements.
- (j) When a part-time employee is authorised to work additional hours outside the spread of hours prescribed by clause 6.1.1 the part-time employee is eligible for payment of overtime in accordance with the provisions of clause 6.6.
- (k) A part-time employee may be appointed to more than one position provided that the maximum number of ordinary hours for which they are employed does not exceed 72.5 hours per fortnight.

## 4.3 Casual employment

- 4.3.1 "Casual Employee" means an employee other than a part-time employee as prescribed in clause 4.2, who is engaged as such on an hourly basis to work for less than the ordinary working hours of a full-time employee and for not more than 4 ordinary working days in any one week..
- 4.3.2 The engagement of casual Employees shall not be utilised by The Clerk of the Parliament to permanently fill any full-time position.
- 4.3.3 A casual employee is paid 23% in addition to the ordinary hourly Award rates of pay for the class of work upon which such employee is engaged. Each engagement stands alone, with a minimum payment as for 2 hours work made in respect to each engagement. Where applicable, a casual employee is further entitled to the provisions of overtime, weekend penalty rates and payment for work performed on public holidays.
- 4.3.4 In addition to the provisions of clause 4.3.3, a casual employee is further entitled to payment of any applicable Award allowances, based *pro rata* on the number of hours worked in relation to the ordinary hours of the Award classification.
- 4.3.5 Subject to the provisions of Chapter 2, Part 3, Division 3 of the Act and except in accordance with 4.3.2 and 4.3.3, a casual employee shall not be entitled to any other leave provision.
- 4.3.6 Casual Employees are entitled to increments in accordance with clause 5.1 of this Award.

#### **4.4 Employment on probation**

A person appointed to the Parliamentary Service shall be appointed on probation for a period of not less than 12 months.

An employee of the Parliamentary Service who is appointed by way of promotion shall be appointed on probation for a period of not less than 6 months.

The conditions of appointment on probationary service of every employee are those prescribed in section 35 of the *Parliamentary Service Act 1988* existing at the date of this Award and any amendments thereto apply to Employees covered by this Award.

#### **4.5 Termination of employment**

##### *4.5.1 Statement of employment*

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

##### *4.5.2 Termination by employer*

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

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

(b) In addition to the notice in clause 4.5.2(a), employees 45 years old or over and who have completed at least 2 years' continuous service with the employer shall be entitled to an additional week's notice.

(c) Payment in lieu of notice shall 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 minimum compensation payable to an employee will be at least the total of the amounts the employer would have been liable to pay the employee if the employee's employment had continued until the end of the required notice period. The total must be worked out on the basis of:

- (i) the ordinary working hours to be worked by the employee; and
- (ii) the amounts payable to the employee for the hours including for example allowances, loadings and penalties; and
- (iii) any other amounts payable under the employee's employment contract.

(e) The period of notice in clause 4.5 shall not apply in the case of dismissal for misconduct or other grounds that justify instant dismissal, or in the case of a casual employee, or an employee engaged by the hour or day, or an employee engaged for a specific period or tasks.

##### *4.5.3 Notice of termination by employee*

The notice of termination required to be given by an employee will be a minimum of 2 weeks or 2 weeks' salary forfeited in lieu. If an employee fails to give written notice the Clerk of the Parliament will have the right to withhold monies due to the employee with a maximum amount equal to the ordinary time rate for the period of notice. The notice period cannot be counted as annual leave or part thereof.

##### *4.5.4 Time off during notice period*

During the period of notice of termination given by the Clerk of Parliament, an employee will be allowed up to one day's time off without loss of pay for the purpose of seeking other employment. This time off may be taken at times that are convenient to the employee after consultation with the employer.

#### **4.6 Introduction of changes**

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

- (a) Where the employer decides to introduce changes in production, program, organisation, structure or technology, that are likely to have significant effects on employees, the employer shall notify the employees who may be affected by the proposed changes and, where relevant, their Union or Unions.
- (b) 'Significant effects' includes termination of employment, major changes in the composition, operation or size of the employer's workforce or in the skills required; the elimination or diminution of job opportunities or job tenure; the alteration of hours of work; the need for retraining or transfer of employees to other work or locations and the restructuring of jobs:

Provided that where the Award makes provision for alteration of any of the matters referred to herein an alteration shall be deemed not to have significant effect.

#### 4.6.2 *Employer's duty to consult over change*

- (a) The employer shall consult the employees affected and, where relevant, their Union or Unions about the introduction of the changes, the effects the changes are likely to have on employees (including the number and categories of employees likely to be dismissed, and the time when, or the period over which, the employer intends to carry out the dismissals), and the ways to avoid or minimise the effects of the changes (e.g. by finding alternate employment).
- (b) The consultation must occur as soon as practicable after making the decision referred to in clause 4.6.1.
- (c) For the purpose of such consultation the employer shall provide in writing to the employees concerned and, where relevant, 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:

Provided that an employer shall not be required to disclose confidential information, the disclosure of which would be adverse to the employer's interests.

## 4.7 **Redundancy**

The provisions of clause 4.7 will not apply to the extent that the provisions of the redundancy arrangements to be observed by the Clerk of the Parliament are contained in a Directive issued under section 54 of the *Public Service Act 2008*. The relevant part of the Directive issued under section 54 of the *Public Service Act 2008* is the *Early Retirement Redundancy and Retrenchment Directive at Schedule B*.

#### 4.7.1 *Consultation before terminations*

- (a) Where the employer decides that the employer 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, the employer shall consult the employee directly affected and where relevant, their Union or Unions.
- (b) The consultation shall take place as soon as it is practicable after the employer has made a decision, which will invoke the provisions of clause 4.7.1(a) and shall cover the reasons for the proposed terminations, measures to avoid or minimise the terminations and/or their adverse affects on the employees concerned.
- (c) For the purpose of the consultation the employer shall, as soon as practicable, provide in writing to the employees concerned and, where relevant, 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:

Provided that an employer shall not be required to disclose confidential information, the disclosure of which would be adverse to the employer's interests.

#### 4.7.2 *Transfer to lower paid duties*

- (a) Where an employee is transferred to lower paid duties for reasons set out clause 4.7.1 the employee shall be entitled to the same period of notice of transfer as the employee would have been entitled to if the employee's employment had been terminated under clause 4.5.
- (b) The employer may, at the employer's option, make payment in lieu thereof of an amount equal to the difference between the former amounts the employer would have been liable to pay and the new lower amount the employer is liable to pay the employee for the number of weeks of notice still owing.
- (c) The amounts must be worked out on the basis of:



- (i) the ordinary working hours to be worked by the employee; and
- (ii) the amounts payable to the employee for the hours including for example, allowances, loadings and penalties; and
- (iii) any other amounts payable under the employee's employment contract.

#### 4.7.3 *Transmission of business*

- (a) Where a business is, whether before or after the date of insertion of this clause in the Award transmitted from the employer (transmittor) to another employer (transmittee), and an employee who at the time of such transmission was an employee of the transmittor of the business, becomes an employee of the transmittee:
  - (i) the continuity of the employment of the employee shall be deemed not to have been broken by reason of such transmission; and
  - (ii) the period of employment which the employee has had with the transmittor or any prior transmittor shall be deemed to be service of the employee with the transmittee.
- (b) In clause 4.7.3, "business" includes trade, process, business or occupation and includes a part or subsidiary (which means a corporation that would be taken to be a subsidiary under the Corporations Law, whether or not the Corporations Law applies in the particular case) of any such business and "transmission" includes transfer, conveyance, assignment or succession whether by agreement or by operation of law and 'transmitted' has a corresponding meaning.

#### 4.7.4 *Time off during notice period*

- (a) Where a decision has been made to terminate an employee in the circumstances outlined in clause 4.7.1, the employee shall 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 shall, at the request of the employer, be required to produce proof of attendance at an interview or the employee shall not receive payment for the time absent. For this purpose a statutory declaration will be sufficient.

#### 4.7.5 *Notice to Centrelink*

Where a decision has been made to terminate employees in the circumstances outlined in clause 4.7.1, the employer shall notify Centrelink as soon as possible giving all relevant information about the proposed terminations, including a written statement of the reasons for the terminations, the number and categories of the employees likely to be affected, the number of workers normally employed and the period over which the terminations are intended to be carried out.

#### 4.7.6 *Severance pay*

- (a) In addition to the period of notice prescribed for ordinary termination in clause 4.5.2(a), and subject to further order of the Commission, an employee whose employment is terminated for reasons set out in clause 4.7.1(a), shall be entitled to the following amounts of severance pay:

Period of Continuous Service	Severance Pay (weeks' pay)
Less than 1 year	nil
1 year but not more than 2 years	4
More than 2 years but not more than 3 years	6
More than 3 years but not more than 4 years	7
More than 4 years but not more than 5 years	8
More than 5 years but not more than 6 years	9
More than 6 years but not more than 7 years	10
More than 7 years but not more than 8 years	11
More than 8 years but not more than 9 years	12
More than 9 years but not more than 10 years	13
More than 10 years but not more than 11 years	14
More than 11 years but not more than 12 years	15
More than 12 years	16

- (b) "Weeks' Pay" means the ordinary time rate of pay for the employee concerned:

Provided that the following amounts are excluded from the calculation of the ordinary time rate of pay: overtime, penalty rates, disability allowances, shift allowances, special rates, fares and travelling time allowances, bonuses and any other ancillary payments.

#### 4.7.7 *Superannuation benefits*

The employer may make an application to the Commission for relief from the obligation to make severance payments in circumstances where:

- (a) the employer has contributed to a superannuation scheme which provides a particular benefit to an employee in a redundancy situation; and
- (b) the particular benefit to the employee is over and above any benefit the employee might obtain from any legislative scheme providing for superannuation benefits (currently the federal Superannuation Guarantee levy) or an award based superannuation scheme.

#### 4.7.8 *Employee leaving during notice*

An employee whose employment is terminated for reasons set out in clause 4.7.1(a), may terminate such employment during the period of notice, and, if so, shall be entitled to the same benefits and payments under this clause had such employee remained with the employer until the expiry of such notice:

Provided that in such circumstances the employee shall not be entitled to payment in lieu of notice.

#### 4.7.9 *Alternative employment*

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

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

Clause 4.7 shall not apply to employees with less than one year's continuous service and the general obligation on employers 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.

#### 4.7.11 *Employees exempted*

Clause 4.7 shall not apply:

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

#### 4.7.12 *Employers exempted*

Subject to an order of the Commission, in a particular redundancy case, clause 4.7 shall not apply to an employer that employs employees working a total of fewer than 550 hours on average per week, excluding overtime, Monday to Sunday. The 550 hours shall be averaged over the previous 12 months.

#### 4.7.13 *Exemption where transmission of business*

- (a) The provisions of clause 4.7.6 are not applicable where a business is before or after the date of the insertion of this clause into the Award, transmitted from the employer (transmittor) to another employer (transmittee), in any of the following circumstances:
  - (i) where the employee accepts employment with the transmittee which recognises the period of continuous service which the employee had with the transmittor, and any prior transmittor, to be continuous service of the employee with the transmittee; or
  - (ii) where the employee rejects an offer of employment with the transmittee:
    - (A) in which the terms and conditions are substantially similar and no less favourable, considered on an overall basis, than the terms and conditions applicable to the employee at the time of ceasing employment with the transmittor; and

(B) which recognises the period of continuous service which the employee had with the transmitter and any prior transmitter to be continuous service of the employee with the transmittee.

(b) The Commission may amend clause 4.7.13(a)(ii) if it is satisfied that it would operate unfairly in a particular case, or in the instance of contrived arrangements.

#### 4.7.14 *Incapacity to pay*

The 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.

### **4.8 Recognition of previous service**

The Clerk of the Parliament will recognise previous employment service of the employee with certain other employers for the purpose of determining various conditions of employment. Such conditions include the recognition of previous public sector employment for the accumulation of sick leave and long service leave entitlements.

Provisions relating to this condition are those prescribed under a Directive as issued and amended by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

### **4.9 Anti-discrimination**

4.9.1 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 *Industrial Relations Act 1999* as amended from time to time, which includes:

(a) discrimination on the basis of sex; relationship status, family responsibilities, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality and association with, or in relation to, a person identified on the basis of the above attributes;

(b) sexual harassment; and,

(c) racial and religious vilification.

4.9.2 Accordingly, in fulfilling their obligations under the grievance and dispute settling procedures in clauses 3.2 and 3.3, 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.

4.9.3 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.

4.9.4 Nothing in clause 4.9 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*;

(b) an employee, employer or registered organisation, pursuing matters of discrimination, including by application to the Australian Human Rights Commission/Anti-Discrimination Commission Queensland.

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

### **5.1 Definitions**

"Classification Level" - comprises a number of paypoints in a particular stream through which Employees will be eligible to progress.

"Increment" - means for all Employees an increase in salary from one paypoint to the next highest paypoint.

"Paypoint" - means the specific rate of remuneration payable to Employees within a Classification Level.

### **5.2 Streams**

#### 5.2.1 *Administrative Stream*

The Administrative Stream comprises those offices, 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.

#### 5.2.2 *Professional Stream*

The Professional Stream comprises offices:

- (a) to which are attached a mandatory degree qualification or agreed equivalent as determined by The Clerk of the Parliament; and
- (b) the duties of which reflect:

a combination of practitioner and/or specialist responsibilities; or an identifiable specialisation/management in a profession.

#### 5.2.3 *Technical Stream*

The Technical Stream comprises offices:

- (a) to which are attached a mandatory diploma, advanced diploma or agreed equivalent as determined by The Clerk of the Parliament; and
- (b) the duties of which 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.

#### 5.2.4 *Operational Stream*

The Operational 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.

### **5.3 Stream allocation**

Employees are to be allocated to the Stream in which their duties predominantly fall and where mandatory requirements specified for positions in other Streams are not essential for effective performance.

### **5.4 Generic level statements**

"Generic Level Statement" - means a broad, concise statement of the duties, skills and responsibilities indicative of a given Classification Level.

5.4.1 Generic Level Statements for all Classification Levels are prescribed in Schedule B.

5.4.2 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.

### **5.5 Work allocation**

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

### **5.6 Qualifications**

5.6.1 "AQF" - means the Australian Qualifications Framework. The AQF is a system of 12 national qualifications in schools, vocational education and training (TAFEs and private providers) and the higher education sector (mainly universities).

5.6.2 An employee appointed to the Administrative Stream who has satisfied assessment requirements for an AQF 3, AQF4, AQF5 or AQF6 qualification acceptable to The Clerk of the Parliament shall be paid no less than Classification Level 2, paypoint (1).

5.6.3 An employee appointed to the Administrative Stream who has satisfied examined requirements for a degree or other post-secondary qualification acceptable to The Clerk of the Parliament must be paid not less than Classification Level 2, paypoint (7).

### **5.7 Movement between classification levels**

5.7.1 Movement between Classification Levels will be based on appointment on merit to advertised vacancies. Exceptions to this provision are that:

- (a) an employee is entitled to progress between Levels 1 and 2 of the Administrative Stream where annual increments will continue to apply in accordance with the relevant provisions of clause 5.8;
- (b) an employee upon attaining the age of 21 years is entitled to payment at the specific age 21 salary as indicated within the various Streams. This provision does not apply on promotion or as otherwise prescribed;
- (c) Employees appointed to Level 1 of the Professional and Technical Streams and who have obtained the prerequisite qualifications, are entitled to be appointed to the minimum rate prescribed in Level 2 of such Streams;
- (d) positions at Level 3 within the Professional and Technical Streams will be created by the employer as necessary upon the value of the work undertaken;
- (e) movement of Employees from Level 2 to Level 3 within the Professional and Technical Streams is subject to:
  - (i) the employee concerned having served at least 12 months on the maximum salary prescribed for a Level 2 employee;
  - (ii) a recommendation from a Selection Panel 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 Manager of the 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;
- (f) an employee promoted to a position at a higher classification level within the same stream is entitled to be appointed to paypoint one of that higher classification level.

#### 5.7.2 *Prescribed criteria for movement - professional stream*

- (a) Applicants for movement within the Professional Stream from Level 2 to Level 3 must 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.

#### 5.7.3 *Prescribed Criteria for Movement - Technical Stream*

(a) Applicants for movement within the Technical Stream from Level 2 to Level 3 must 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;
  - technical contribution at a local level;
- (ii) possession of higher technical qualifications or developmental experience through attendance at specialist seminars or in-service presentation 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;
  - recognition as a resource person who collects, collates and imparts 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;
  - demonstrated high level of responsibility and initiative

## **5.8 Movement within classification levels**

5.8.1 An employee is entitled to be paid an increase in salary from one increment point to the next higher increment point within the same Classification Level provided that:

- (a) the employee has received salary at the lower increment point for a period of 12 calendar months; and
- (b) 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 has been certified by the employer to have been and to be satisfactory; or
- (c) in the case of Employees in all other Classification Levels, performance objectives have been achieved as certified by the employer.

5.8.2 Exceptions to the provisions in clause 5.8.1 must be made in the case of:

- (a) an employee who is paid the prescribed basic salary on attaining the age of 21 years (as provided by clause 5.7.1(b)); and
- (b) a promotion, or transfer and promotion from one Classification Level to another (as provided by clause 5.7).

## **5.9 Salaries**

The salaries payable to Employees must be as prescribed in Schedule A.

## **5.10 Payment of salaries**

5.10.1 Salaries and allowances prescribed by this Award must be paid fortnightly and may at the discretion of the employer be paid by electronic funds transfer.

## **5.11 Higher duties allowance**

5.11.1 Extra remuneration on the conditions prescribed in Directive relating to Higher Duties issued by the Minister responsible for industrial relations in accordance with section 54 of the *Public Service Act 2008*, shall apply to Employees or classes of Employees whose salaries are determined under this Award:

5.11.2 Subject to Directive relating to Higher Duties, an employee who temporarily fills a position at a higher Classification Level within the same stream as determined by this Award is to be paid at the first paypoint of the classification level of the position being temporarily filled.

5.11.3 Where the salary of the employee's substantive position exceeds the lowest paypoint of the position which the employee is filling temporarily at the higher classification level the employee's salary is determined as the paypoint that is closest to but higher than the paypoint of the employee's existing position.

## **5.12 Motor vehicle allowance**

5.12.1 Eligible Employees are entitled to be paid a motor vehicle allowance when required by the employer to use a private motor vehicle for official purposes.

5.12.2 The conditions and entitlements of motor vehicle allowances paid to Employees are prescribed under *Directive* relating to Motor Vehicle Allowances, issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

## **5.13 First aid allowance**

An employee is entitled to be paid an allowance at the rate of \$28.87 per day in circumstances where the employee:

- (a) holds a current first aid certificate issued by the Queensland Ambulance, Fire Brigade, St John Ambulance Brigade or an equivalent qualification; and
- (b) is appointed in writing by The Clerk of the Parliament to perform first aid duties.

## **5.14 Superannuation**

Subject to federal legislation, the employer must comply with superannuation arrangements prescribed in the *Superannuation (State Public Sector) Act 1990* (and associated Deed, Notice and Regulation).

Where federal legislation provides for choice of fund rights to an employee subject to this Award, and that employee fails to elect which superannuation fund to which employer contributions are directed, the employer will direct contributions to such fund as prescribed by the abovementioned Queensland legislation.

## **5.15 Allowances for Cleaners**

Specific allowances for cleaners are prescribed in Schedule E.

# **PART 6 - HOURS OF WORK, BREAKS, OVERTIME, shift work WEEKEND WORK**

## **6.1 Hours of work**

6.1.1 Employees of the Parliamentary Service who do not work ordinary hours of duty because of their involvement with Parliamentary sittings shall have their hours of duty set and arranged by The Clerk of the Parliament.

Unless otherwise provided for in this Award in 6.1.2, 6.1.3, 6.1.4, 6.1.5 and 6.1.6, the ordinary hours of duty for all Employees under this Award are 36.25 hours per week.

The ordinary spread of hours for Employees whose ordinary weekly hours of duty are 36.25 hours shall be 7.00 a.m. to 6.00 p.m. Monday to Friday.

### *6.1.2 Telephonists*

For administrative officers engaged solely on telephonist duties the ordinary hours of duty shall be 32.5 hours per week.

The ordinary spread of hours for Employees whose ordinary weekly hours of duty are 32.5 hours shall be 7.00 a.m. to 6.00 p.m. Monday to Friday.

### *6.1.3 38 hour week - security staff*

The ordinary working hours of any employee involved in a shift roster covering a 24 hour per day operation over a 7 day week are 38 hours per week.

The shift roster operations are provided for in Schedule C.

### *6.1.4 38 hour week - Parliamentary gardening, miscellaneous staff*

The ordinary hours of duty of Gardening and Miscellaneous staff shall be 38 hours per week.

The ordinary spread of hours shall be 6.00 a.m. to 6.00 p.m. Monday to Friday.

#### 6.1.5 38 hour week - Parliamentary catering staff

The ordinary hours of duty of Catering staff shall be 38 hours per week.

The ordinary spread of hours shall be 6.00 a.m. to 8.30 p.m. Monday to Friday.

#### 6.1.6 37 hour week - Parliamentary reporting staff

The ordinary hours of duty of Reporting staff shall not exceed 37 hours per week.

The ordinary spread of hours shall be 7.00 a.m. to 6.00 p.m. Monday to Friday.

#### 6.1.7 Cleaners

Provisions relating to ordinary working hours, overtime and shift work are prescribed in Schedule E.

### 6.2 Rest days

Employees are entitled to 2 whole consecutive days off in each week.

### 6.3 Meal breaks

Unless otherwise specified, all Employees who work in excess of 5 hours on any day shall be allowed not less than 30 minutes for an unpaid meal break between the 3<sup>rd</sup> and 6<sup>th</sup> hours of duty:

Provided that where it is mutually agreed between the employer and the employee that in order to maintain the continuity of work, the hours of duty may be inclusive of meal times, and no deduction shall be made from the employee's wages.

Employees authorised to work overtime for more than one hour after 6.00 p.m. shall be entitled to a meal allowance as prescribed in Directive relating to "Overtime Meal Allowances" issued by the Minister responsible for industrial relations in accordance with section 65 of the *Public Service Act 2008*.

Provided that a meal of reasonable quality and adequate quantity may be supplied in lieu of the abovementioned meal allowances.

### 6.4 Rest pauses

6.4.1 (a) Employees are entitled to rest pause(s) subject to the following:

- (i) a total of 10 minutes for an employee who works for more than 3 hours but less than 6 ordinary hours in any day; or
- (ii) a total of 20 minutes for an employee who works for at least 6 ordinary hours in any day.

(b) Subject to clause 6.4.1(c), every employee is entitled to a rest pause of 10 minutes' duration in the employer's time in the first and second half of the working day. Such rest pauses shall be taken at such times as will not interfere with the continuity of work where such continuity is necessary:

(c) Where an employee is engaged on a 40 hour week, the employer may determine that the rest pauses provided in clause 6.4.1(a) may be combined into one 20 minute rest pause, to be taken in the first part of the ordinary working day, with such 20 minute rest pause and meal break arranged in such a way that the ordinary working day is broken into approximately 3 equal working periods.

(d) Employees engaged as telephonists are entitled to a rest pause of 18 minutes in the first half of the working day and 30 minutes in the second half of the working day. Such rest pauses shall be taken at such times as will not interfere with the continuity of work where such continuity is necessary.

### 6.5 Attendance at work

The Clerk of the Parliament may require specific attendance or exempt Employees who occupy specified positions from a system for recording attendance.

Conditions relating to such arrangements are those prescribed in a Directive relating to Attendance - Recording and Reporting Requirements (Including Public Holidays) issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.



## **6.6 Overtime**

6.6.1 Subject to a Directive relating to Hours and Overtime issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2009*, all authorised overtime worked by Employees in excess of their ordinary daily hours of duty or outside their ordinary spread of hours shall be paid for at the rate of time and a-half for the first 3 hours in any one day and double time for all time worked thereafter.

6.6.2 Provided that all authorised overtime worked on:

(a) Saturday shall be paid at the rate of time and a-half for the first 3 hours and double time thereafter with a minimum payment as for 2 hours.

(b) Sunday shall be paid at the rate of double time with a minimum payment as for 2 hours:

Provided further that such minimum payments shall not apply where such overtime is performed immediately preceding and/or following ordinary hours.

6.6.3 Employees shall work reasonable overtime, whenever necessary in the opinion of the chief executive, but 24 hours' notice shall be given, where practicable, to an employee required to work overtime.

6.6.4 Overtime is calculated to the nearest quarter of an hour in the total amount of time in respect to which overtime is claimed by the employee.

6.6.5 An employee temporarily filling and discharging the full duties of an office at a higher classification level for which overtime payments are applicable is subject to the provisions of clause 6.6.1 and shall be paid for authorised overtime at the minimum rate applicable to that higher classification level.

6.6.6 Subject to clause 6.6.1 an employee having been recalled to perform duty shall be paid for the time worked, with a minimum payment of 2 hours for each call out at the prescribed overtime rate provided that such minimum payment shall not apply where the overtime is performed immediately preceding and/or is continuous with ordinary hours of duty:

Provided further that, should an employee be called out again within that 2 hour period, no further minimum payment shall apply to that work which shall be separately paid for at the prescribed overtime rates.

6.6.7 *Transport costs on recall*

Where an employee is recalled to perform work during an off duty period the employee shall be provided with transport to and from the employee's home, or be refunded the cost of such transport.

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

### **7.1 Annual leave**

7.1.1 Other than as provided for in clauses 7.1.2, 7.1.3 and 7.1.4, the conditions relating to the accrual and granting of annual leave are those prescribed in a Directive relating to Recreation Leave issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

7.1.2 The Clerk of the Parliament shall have the discretion to grant up to an additional 2 weeks' special leave in part compensation for any overtime that may be worked.

7.1.3 Annual leave shall be granted to Parliamentary Reporting staff, Table staff and Library staff who are required to attend Parliamentary sittings on the basis of 6 weeks per annum of which 4 weeks shall be counted as ordinary annual leave and the remaining 2 weeks as special leave in part compensation for any overtime that may be worked.

7.1.4 Annual leave shall be granted to any employee involved in a shift roster covering a 24 hour per day operation over a 7 day week period on the basis of 5 weeks per annum.

7.1.5 *Loading on annual leave*

(a) A loading of 17.5% of ordinary salary will be paid to Employees on annual leave. Such payment will not apply to any period or periods of annual leave in excess of:

(i) 5 weeks per annum in the case of Employees employed on continuous shift work; or

(ii) 4 weeks per annum in any other case.

### **7.2 Long service leave**

- 7.2.1 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. A proportionate amount will apply to an incomplete year of service.
- 7.2.2 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 family leave.
- 7.2.3 The conditions relating to the accrual and granting of long service leave are those prescribed in a Directive *relating to Long Service Leave* issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

### **7.3 Sick leave**

- 7.3.1 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. A proportionate amount will accrue for an incomplete year of service.
- 7.3.2 Sick leave on full salary may be granted by the employer:
- (a) for part of a day;
  - (b) provided the employee promptly notifies the employer of the employee's absence and of its expected duration; and
  - (c) an application for sick leave of more than 3 days duration is supported by a medical certificate or any other evidence that is acceptable to the employer.
- 7.3.3 The conditions relating to the accrual and granting of sick leave are those prescribed in a Directive relating to Sick Leave issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

### **7.4 Family leave**

- 7.4.1 The provisions of the *Family Leave (Queensland Public Sector) Award - State 2012* apply.
- 7.4.2 Entitlements to family leave include:
- (a) Maternity leave;
  - (b) Spousal leave;
  - (c) Adoption leave;
  - (d) Surrogacy leave;
  - (e) Part-time work;
  - (f) Carer's leave;
  - (g) Bereavement leave; and
  - (h) Cultural leave.
- 7.4.3 The entitlements for paid family leave are as prescribed in a Directive relating to Parental Leave issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

### **7.5 Bereavement leave**

- 7.5.1 Employees are granted bereavement leave on full salary on the death of a member of an employee's immediate family or household. "Immediate family" includes:
- (a) the employee's spouse;
  - (b) a child, ex-nuptial child, step-child, adopted-child, ex-foster child of the employee;
  - (c) parent, grandparent, grandchild, sister or brother of the employee and of the employee's spouse; and
  - (d) step-father, step-mother, half-brother, half-sister, step-brother and step-sister of the employee.
- "Spouse" of an employee includes:
- a former spouse; and
  - a *de facto* spouse, including a spouse of the same sex as the employee.
- 7.5.2 The conditions relating to the granting of leave are those prescribed in a Directive relating to Bereavement Leave

issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

## **7.6 Industrial relations education leave**

- 7.6.1 Industrial relations education leave is paid time off to acquire knowledge and competencies in industrial relations. Such knowledge and competencies can allow Employees to effectively participate in consultative structures, perform a representative role and further the effective operation of grievance and dispute settlement procedures.
- 7.6.2 Employees may be granted up to 5 working days (or the equivalent hours) paid time off (non cumulative) per calendar year, approved by the chief executive (or delegated authority) of the agency, to attend industrial relations education sessions.
- 7.6.3 Additional leave, over and above 5 working days non-cumulative (or the equivalent hours) in any one calendar year may be granted where approved structured Employees' training courses involve more than 5 working days (or the equivalent). Such leave will be subject to consultation between the chief executive (or delegated authority) of the agency, the relevant Union and the employee.
- 7.6.4 Upon request and subject to approval by the chief executive (or delegated authority) of the agency, Employees may be granted paid time off in special circumstances to attend Management Committee Meetings, Union Conferences, and ACTU Congress.
- 7.6.5 The granting of industrial relations education leave or any additional special leave should not impact adversely on service delivery, work requirements or the effectiveness and efficiency of the agency/work unit concerned. At the same time such leave shall not be unreasonably refused. At the discretion of the chief executive of the agency/public sector unit concerned, public sector Employees may be granted special leave without pay to undertake work with their Union.

## **7.7 Public holidays**

- 7.7.1 All work done by an employee on the following public holidays or any day appointed under the *Holidays Act 1983*, to be kept in place of any of the listed holidays, will be paid for at the rate of 2 1/2 times the employee's ordinary rate, with a minimum payment of 4 hours:

- 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.

- 7.7.2 In clause 7.7, reference to the rate of payment as "2 1/2 times" means one and one-half day's salary in addition to the prescribed daily rate, or *pro rata* if there is more or less than a day.

### *7.7.3 Labour Day*

All Employees (except casual Employees) covered by this Award will be entitled to be paid a full day's salary 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 that day.

Where an employee actually works on Labour Day, the employee will be paid in addition, a payment for the time actually worked between the ordinary spread of hours at one and a-half times the ordinary rate prescribed for the work with a minimum payment of 4 hours.

If an employee is subsequently required to work on the day substituted for Labour Day, the employee will be paid the rate applicable for Labour Day.

### *7.7.4 Annual show*

Compensation must be paid for all work performed by Employees in a district specified from time to time by the Minister by notification published in the *Gazette* on the day appointed under the *Holidays Act 1983*, to be kept as a holiday in relation to the annual agricultural, horticultural or industrial show held at the principal city or town.

The compensation will be paid for at double time and a half the employee's prescribed daily rate of pay. A minimum payment of 4 hours will apply.

7.7.5 Employees who work as specified in clauses 7.7.1 or 7.7.4 may, with agreement of the employer, be compensated for such work by:

- (a) time off in lieu (TOIL) at equivalent time, with a minimum of half a working day; plus
- (b) payment at half the ordinary rate of pay with a minimum of 4 hours.

7.7.6 Employees will be required to take accrued TOIL within 12 months of the day on which the work was performed. Accrued TOIL is forfeited if it is not taken within this period.

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

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 usual rate for work performed on a Saturday or Sunday, as the case may be, plus a loading of 50% of the ordinary hourly rate.

With the exception of employees subject to Schedule C of the Award, employees who do not ordinarily work Monday to Friday of each week are further entitled to public holidays as follows:

- (a) A full-time employee is entitled to either payment for each public holiday or a substituted day's leave:
- (b) A part-time employee is entitled to either payment for each public holiday or a substituted day's leave:

Provided that 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 the prescribed public holiday are entitled to payment for the public holiday or a substituted day's leave.
- (d) Nothing in clause 7.6.7 confers a right to any employee to payment for a public holiday as well as a substituted day in lieu.

## **7.8 Jury service**

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.

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.

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.

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.

"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**

### **8.1 Transfer and appointment expenses**

8.1.1 Certain expenses may be paid on behalf of an eligible employee when appointed or transferred from one centre to another, including:

- (a) the conveyancing of self, family and effects to the centre to which the employee is appointed or transferred;
- (b) board and lodging;

(c) other items of expenditure related to taking up duty.

8.1.2 Conditions relating to the payment of these expenses are prescribed in a Directive relating to Transfer and Appointment Expenses issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

## **8.2 Travelling and relieving expenses**

8.2.1 An eligible employee who is required to:

(a) travel on official duty; or

(b) to take up duty away from the employee's usual place of work to relieve another employee or to perform special duty,

is allowed actual and reasonable expenses or allowances for accommodation, meals and incidental expenses necessarily incurred by the employee.

8.2.2 Conditions relating to the payment of these expenses are prescribed in a Directive relating to Travelling and Relieving Expenses issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

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

### **9.1 Training, learning and development**

9.1.1 The parties to this Award recognise that in order to increase efficiency and productivity a greater commitment to learning and development is required.

9.1.2 Accordingly, the parties commit themselves to developing a more highly skilled and flexible workforce and providing Employees with career opportunities through appropriate training to acquire additional skills and knowledge for performance of their duties.

9.1.3 A consultative mechanism and procedures involving representatives of management, Employees and public sector Unions will be established as determined by The Clerk of the Parliament having regard to the size, structure and needs of the Parliamentary Service.

9.1.4 Following consultation The Clerk of the Parliament officer will develop a learning and development strategy consistent with:

(a) the current and future needs of the organisation;

(b) the size, structure and nature of the operations of the organisation; and

(c) the need to develop vocational skills relevant to the organisation through courses conducted wherever possible by accredited educational institutions and providers.

9.1.5 Learning and development may be both on-the-job or off-the-job and either internal or external to the organisation.

9.1.6 Learning and development provided should assist Employees in obtaining accredited competencies, knowledge and skills consistent with the Australian Qualifications Framework.

9.1.7 All such learning and development should be directed at enabling Employees to enhance skills relevant to duties to be performed. Employees will be expected to attend scheduled learning and development activities.

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

### **10.1 Workplace, health and safety**

The parties to this Award are committed to promoting and securing the health and safety of Employees.

The relevant safety measures contained in the following instruments as amended from time to time, are to be followed:

(a) the *Work Health and Safety Act 2011*;

(b) the *Work Health and Safety Regulation 2011*; and

(c) relevant Codes of Practice.

## **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 relevant 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 the relevant Union.

#### *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 the employer 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 the employer 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 relevant Union; or
  - (ii) has made a written request to the employer that the employee does not want the employee's record inspected.
- (c) The authorised industrial officer may make a copy of the record, but cannot require any help from the employer.
- (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 employer, 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 relevant 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 An employer 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) the employer'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 the employer 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 the employer;
- (e) if appropriate, the date when the employee ceased employment with the employer; and
- (f) if a casual employee's entitlement to long service leave is worked out under section 47 of the Act - the total hours, other than overtime, 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 The employer must keep the record for 6 years.

11.2.4 Such records shall be open to inspection during the employer's business hours by an inspector of the Department of Justice and Attorney-General in accordance with section 371 of the Act or an authorised industrial officer in accordance with sections 372 and 373 of the Act.

11.2.5 Consistent with a Directive relating to Attendance - Recording, Reporting Requirements (Including Public Holidays) issued by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*, a Chief executive may specifically exempt those Employees who have been, or who are a class of office from a system for recording starting and finishing times, meal breaks and absences from duty.

### **11.3 Availability of Award**

A copy of this Award will be included on the Parliamentary Service Internet site for easy access by Employees.

### **11.4 Union encouragement**

11.4.1 The parties recognise the right of individuals to join a Union and will encourage that membership. However, it is also recognised that Union membership remains at the discretion of individuals.

11.4.2 An application for Union membership and information on the relevant Union(s) will be provided to all Employees at the point of engagement.

11.4.3 Information on the relevant Union(s) will be included in induction materials.

11.4.4 Union representative(s) will be provided with the opportunity to discuss Union membership with new Employees.

11.4.5 Where requested by Unions party to this Award the employer will provide payroll deduction facilities for Union subscriptions.

### **11.5 Union delegates**

11.5.1 The parties acknowledges the constructive role democratically elected Union delegates undertake in the workplace in relation to Union activities that support and assist members. That role will be formally recognised, accepted and supported.

11.5.2 Employees will be given full access to Union delegates/officials during working hours to discuss any employment matter or seek Union advice, provided that service delivery is not disrupted and work requirements are not unduly affected:

Provided that service delivery and work requirements are not unduly affected, delegates will be provided convenient access to facilities for the purpose of undertaking Union activities. Such facilities include: telephones, computers, e-mail, photocopiers, facsimile machines, storage facilities, meeting rooms and notice boards. It is expected that management and Union delegates will take a reasonable approach to the responsible use of such facilities for information and communication purposes.

11.5.3 Subject to the relevant employee's written approval and any confidentiality provisions, Union delegates may request access to documents and policies related to a member's employment.

## **SCHEDULE A - SALARIES**

### **Section 1 - Administrative stream**

Classification level	Pay point	Per Fortnight \$
Level 1	1	1,194.70
	2	1,265.10
	3	1,335.30
Level 2 Age 21	1	1,631.00
	2	1,672.10
	3	1,714.30
	4	1,756.70
	5	1,799.50
	6	1,843.10
	7	1,890.40
	8	1,941.60
Level 3	1	2,069.20
	2	2,145.90
	3	2,222.30
	4	2,298.00
Level 4	1	2,431.60
	2	2,509.50
	3	2,587.60
	4	2,665.90
Level 5	1	2,805.20
	2	2,884.30
	3	2,963.10
	4	3,041.90
Level 6	1	3,206.70
	2	3,279.70
	3	3,352.60
	4	3,425.20
Level 7	1	3,578.30
	2	3,662.90
	3	3,747.10
	4	3,831.20
Level 8	1	3,955.80
	2	4,030.80
	3	4,104.70
	4	4,179.30

### **Section 2 - Professional**



Classification level	Pay point	Per Fortnight \$
<b>Stream</b>		
Level 1  Age 21	1	1,222.20
	2	1,333.30
	3	1,444.30
	4	1,698.90
	5	1,768.70
	6	1,838.90
	7	1,918.50
Level 2	1	1,954.60
	2	2,067.00
	3	2,178.40
	4	2,289.30
	5	2,400.80
	6	2,512.60
	7	2,622.70
Level 3	1	2,751.20
	2	2,833.00
	3	2,914.70
	4	2,996.80
Level 4	1	3,185.20
	2	3,265.20
	3	3,345.10
	4	3,425.20
Level 5	1	3,578.30
	2	3,662.90
	3	3,747.10
	4	3,831.20
Level 6	1	3,955.80
	2	4,030.80
	3	4,104.70
	4	4,179.30
<b>Section 3 - Technical Stream</b>		
Level 1  Age 21	1	1,222.20
	2	1,333.30
	3	1,444.30
	4	1,698.90
	5	1,768.70
	6	1,838.90
	7	1,918.50
Level 2	1	1,949.30
	2	2,018.40
	3	2,088.10
	4	2,158.40
	5	2,228.30
	6	2,298.00
Level 3	1	2,431.60
	2	2,495.90
	3	2,559.30
	4	2,622.70
Level 4	1	2,751.20
	2	2,837.30
	3	2,923.20
Level 5	1	3,041.90
	2	3,129.60

Classification level	Pay point	Per Fortnight \$
	3	3,217.50
	4	3,305.20
Level 6	1	3,410.00
	2	3,494.40
	3	3,578.30

#### **Section 4 - Operational Stream**

Level 1	1	1,059.50
	2	1,141.80
	3	1,224.60
	4	1,307.00
	5	1,389.60
	6	1,472.30
Level 2    Age 21	1	1,631.00
	2	1,674.50
	3	1,718.80
	4	1,762.90
Level 3	1	1,789.40
	2	1,823.70
	3	1,860.90
	4	1,899.60
Level 4	1	1,977.10
	2	2,039.20
	3	2,101.20
	4	2,162.80
Level 5	1	2,217.80
	2	2,288.80
	3	2,360.60
	4	2,431.60
Level 6	1	2,535.10
	2	2,601.00
	3	2,665.90
Level 7	1	2,790.50
	2	2,856.80
	3	2,923.20

The rates of pay in this schedule comprise the minimum rates payable under this Award.

The above rates incorporate adjustments based upon the Parliamentary Service Certified Agreement 2007 (CA/2007/11).

#### **SCHEDULE B - GENERIC LEVEL STATEMENTS**

##### **SB.1 Administrative Stream**

###### *(a) Administrative 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.

#### (b) *Administrative 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.

#### (c) *Administrative 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.

#### (d) *Administrative 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 programs 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.

#### (e) *Administrative Officer Level 5*

##### *Work Level Description (AO5)*

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

- (i) management the operations of a discrete organisational element, program or activity; or
- (ii) the operations of an organisational element which is part of a larger office within the total organisational structure; or
- (iii) 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
- (iv) 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 programs for the work unit may be undertaken at this level.

(f) *Administrative Officer Level 6*

*Work Level Description (AO6)*

Work at this level may involve 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 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.

(g) *Administrative 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 programs 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 need.

(h) *Administrative 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 frame work 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 allocations 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 programs 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.

## **SB.2 Professional Stream**

### *(a) 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 *Public Service Act 2008* 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 (UG-1 - 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 judgement.



The routines, methods and procedures to be followed are at a level 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.

#### (b) *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 judgement 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 shall have obtained professional knowledge as indicated by successful completion of the appropriate three 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.

#### (c) *Professional Officer Level 3*

##### *Work Level Description (PO3)*

This level usually requires professional expertise in one or more areas of 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 programs 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.

#### (d) *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.

(e) *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 judgement 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 referred 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.

(f) *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.

### **SB.3 Technical Stream**

#### (a) *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. *Public Service Act 2008* 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 judgement.

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.

(b) *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 judgement 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.

(c) *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.

(d) *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*

Management 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.

(e) *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.

#### (f) *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 judgement.

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.

## **SB.4 Operational Stream**

#### (a) *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 Level*

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.

#### (b) *Operational Officer Level 2*

##### *Work Level Description (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 Level*

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.

#### (c) *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 Level*

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.

#### (d) *Operational Officer Level 4*

##### *Work Level Description (OO4)*

Work at this level requires specialised knowledge with 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 group[s] 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 Level*

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 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 judgement may be required in the determining solutions to problems.

#### (e) *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 Level*

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, 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 or 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.

(f) *Operational Officer Level 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 Level*

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 organisational 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 - SECURITY STAFF 24 HOUR SHIFT ARRANGEMENTS**

This Schedule applies to Parliamentary Security Officers undertaking 12 hour shift operations and whose employment is subject to the *Parliamentary Service Act 1988* and the said Award.

### **Section 1 - Definitions, allowances**

#### **1.1 Definitions**

Definitions for the purposes of Schedule C are:

1.1.1 *Base salary* - is the rate of pay specified within a classification level, as payable under Schedule A of the Award..

1.1.2 *12 hour shift operation* - means work done by employees where the hours of work are regularly rotated in accordance with a shift roster which requires staffing for 2 shifts of 12 hours covering a 24 hour per day operation over a 7 day period.

1.1.3 *Day shift* - means any shift commencing at or after 6.00 a.m. but at or before 7.00 a.m., and being of 12 hours duration.

1.1.4 *Night shift* - means any shift commencing at or after 6.00 p.m. but at or before 7.00 p.m., and being of 12 hours duration.

1.1.5 *Ministerial Directives* - means the relevant Ministerial Directives issued under the *Public Service Act 2008*.

#### **1.2 Block pay roster allowance**

An allowance of 33.0618% of base salary shall be paid to Parliamentary Security Officers employed under this Award in addition to their base salary.

### **Section 2 - Hours of work, overtime**

## **2.1 Hours of work**

2.1.1 The ordinary working hours of any employee involved in a 12 hour shift shall be 38 per week and may be spread over the full cycle of the roster, provided that the average hours per week shall not exceed 38:

Provided further that the officer is required to perform duties for 152 hours in the 4 week period.

2.1.2 Employees engaged in a 12 hour shift shall not be rostered to work more than 5 consecutive shifts, during which period every endeavour shall be made to ensure employees are not required to work more than 2 consecutive night shifts.

2.1.3 The hours of duty shall be worked in accordance with a roster agreed upon by the employer and the relevant union. The parties have agreed to work in accordance with the roster at Section 5 of the Schedule.

2.1.4 Provided that, having regard to operational requirements, rostered days off and rostered shifts may be mutually exchanged between employees.

## **2.2 Overtime**

2.2.1 Overtime duty should not normally be performed where it will fall within a period of 12 hours on either side of a normal day or night shift.

2.2.2 In all but highly exceptional circumstances the maximum length of time a person should have to remain on duty is 14 hours and this would include the 12 hour shift and a 2 hour overtime period before the commencement of a shift or a 2 hour overtime period after completing a shift and before being relieved.

2.2.3 For the purposes of this Schedule, officers whose ordinary hours of work are regularly rotated in accordance with a shift roster covering 2 shifts per day shall be paid for overtime at the rate of double time.

2.2.4 Officers requested to perform overtime will be paid overtime as from:

(a) the actual time the officer commences travelling to the work place if the period of notice provided to the officer prior to the commencement of work is less than 12 hours; or

(b) the actual time the officer commences work if the period of notice provided to the officer prior to the commencement of work is 12 hours or more.

2.2.5 Officers requested to perform overtime will be paid overtime at the specified rates with a minimum payment of 2 hours.

## **2.3 Crib break**

Employees shall be entitled to a paid 30 minute crib break in the first half of the shift and a second paid crib break of 30 minutes in the second half of the shift.

## **2.4 Relieving arrangements**

Parliamentary Security Officers required to undertake the full duties and responsibilities of the position of Parliamentary Security Supervisor will be eligible for payment at the applicable higher classification level provided that the minimum period of relieving undertaken is 12 consecutive hours.

## **Section 3 - Leave**

### **3.1 Leave entitlements**

The leave entitlements provided hereunder shall be read in conjunction with the Directives relating to leave issued by the Minister responsible for industrial relations under the *Public Service Act 2008*.

Provided that, payments of salary for all leave shall be calculated in accordance with the provisions of Section 6 of the Schedule.

#### *3.1.1 Annual leave*

The annual leave entitlement will be 190 rostered ordinary hours.

#### *3.1.2 Sick leave*

The annual sick leave entitlement will be 76 rostered ordinary hours.

### 3.1.3 Long service leave

Long Service Leave entitlements shall continue to be accumulated in weeks in accordance with the Ministerial Directive, however, when clearing long service leave balances a minimum of 14 consecutive calendar days must be cleared.

### 3.1.4 General leave conditions

#### (a) Bereavement leave

2 days' bereavement leave per occasion will be regarded as two 12 hour shifts per occasion of leave.

#### (b) Defence force training

For the purposes of defence force training entitlements three 12 hour shifts shall be interpreted as one week.

#### (c) Special leave

Other forms of special leave will be converted to hours where appropriate.

## Section 4 - Miscellaneous provisions

### 4.1 Training

As far as possible, training will be arranged on "rostered on" shifts.

Where such training does not extend for the full shift, employees will, wherever practicable, complete the balance of their shift at their normal work location.

Where employees are voluntarily participating in training on "rostered off" days, they will be paid for the actual hours worked, or by mutual agreement shall receive equivalent time off in lieu.

Where employees are called to participate in training on "rostered off" days, they will be paid overtime in accordance with the provisions of clause 2.2.3 of Schedule C for the actual hours worked, or by mutual agreement shall receive equivalent time off in lieu.

### 4.2 Miscellaneous

#### 4.2.1 Deployment of officers

The employer reserves the right to deploy officers between shifts as required to meet operational requirements and to ensure the periodic movement of officers between shifts.

#### 4.2.2 Staffing resources

The employer will develop procedures for Security Supervisors to utilise to ensure that issues related to available staffing resources are promptly resolved. The finalised procedures will be included in the Parliamentary Security Service Handbook.

#### 4.2.3 Payment calculations and procedures

Agreement has been reached between the parties on payment calculations and procedures in line with a "block pay system". Further details of the payment and calculations and procedures are provided for in Section 6 of Schedule C.

## Section 5 - Roster cycle

WEEK1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	D	D	N	N			
WEEK 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		D	D	N	N		
WEEK 3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			D	D	N	N	
WEEK 4	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				D	D	N	N
WEEK 5	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					D	D	N
WEEK 6	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

	N					D	D
WEEK 7	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	N	N					D
WEEK 8	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	D	N	N				

**NOTES:**

D	- Day Shift
N	- Night Shift
SHIFT	- 12 Hour
COVER	- 24 Hours per day 7 days per week
ROSTER CYCLE	- 8 Weeks

Each employee will be rostered off for one 12 hour shift in each period of 3 weeks.

**Section 6 - Conditions of payment of 12 hours roster allowance**

**6.1 Allowance is payable on the base salary only (excluding any and all allowances).**

- 6.1.1 The allowance is excluded from the calculation of superannuation and overtime.
- 6.1.2 The allowance is included in salary for workers' compensation claims.

**6.2 Annual leave**

- 6.2.1 On annual leave, or cash equivalent thereof, the allowance is payable in full.
- 6.2.2 Annual leave accrued up to 28 January 2001 will attract the annual leave loading, calculated as 27.5% of base salary.
- 6.2.3 Annual leave accrued from 29 January 2001 will not attract annual leave loading.

**6.3 Long service leave**

- 6.3.1 On long service leave, or cash equivalent thereof, accrued:  
Up to 29 May 1994 no allowance is payable;  
From 30 May 1994 up 28 January 2001 block pay allowance of 31.19% is payable; and  
From 29 January 2001 block pay allowance of 33.0618% is payable.

**6.4 Sick leave**

- 6.4.1 If an officer is absent on sick leave for 76 hours then the officer would be deducted 76 x 29.6967% of the hourly rate. The lower percentage is used so that officers do not lose annualised leave loading.
- 6.4.2 Therefore, for each absence, regardless on which day it falls, 29.6967% of an officer's hourly rate will be deducted for each hour absent.
- 6.4.3 Note that the negative penalties only apply for the first 76 hours of continuous leave as were the previous arrangements. Penalties will not affect base salary.
- 6.4.4 Penalties deducted for absences will need to be represented as a percentage of an officer's hourly base rate. This will be necessary to accommodate part day absences. Logically, as each officer is paid 33.0618% of the base salary for 76 hours work, the same percentage of the hourly rate will be used to deduct for absences, adjusted to 29.6967% for leave loading purposes.

<b>Example - Officer Level OO4 01 \$1818.20</b>	<b>\$</b>
Base rate	1818.20
Hourly rate	23.92
Shift allowance	601.13
29.6967% of hourly rate	7.10

An officer absent for 12 hours would therefore be deducted \$85.20 which represents:

12 (number of hours absent) multiplied by \$7.10 (29.6967% of \$23.92 - hourly rate) equals \$85.20.

**Example - Officer Level OO4 04 \$1988.90** **\$**

Base rate	1988.90
Hourly rate	26.17
Shift allowance	657.57
29.6967 % of hourly rate	7.77

An officer absent for 12 hours would therefore be deducted \$93.24 which represents:

12 (number of hours absent) multiplied by \$7.77 (29.6967% of \$26.17 - hourly rate) equals \$93.24.

**Example - Officer Level OO3 01 \$1645.60** **\$**

Base rate	1645.60
Hourly rate	21.65
Shift allowance	544.06
29.6967% of hourly rate	6.43

An officer absent for 12 hours would therefore be deducted \$77.16 which represents:

12 (number of hours absent) multiplied by \$6.43 (29.6967% of \$21.65 - hourly rate) equals \$77.16

**Example - Officer Level OO3 04 \$1746.90** **\$**

Base rate	1746.90
Hourly rate	22.98
Shift allowance	577.56
29.6967% of hourly rate	6.82

An officer absent for 12 hours would therefore be deducted \$81.84 which represents:

12 (number of hours absent) multiplied by \$6.82 (29.6967% of \$22.98 - hourly rate) equals \$81.84.

## **SCHEDULE D - ELECTORATE OFFICE STAFF EMPLOYMENT ARRANGEMENTS**

Schedule D applies to those employees whose rates of pay are prescribed by this Award and who are employed by the Speaker, on behalf of the Legislative Assembly, including staff engaged by the Clerk pursuant to section 34 of the *Parliamentary Service Act 1988*, to provide electorate support to a Member of the Legislative Assembly of Queensland in the Electorate Office established by that Member.

All conditions of employment shall be derived from the Award, save that where there is any inconsistency between this Schedule and the Award, this Schedule shall have application.

### **Section 1 - Terms and conditions**

#### **1.1 Engagement**

Subject to delegation by the employer, a member of the Legislative Assembly of Queensland (Member), may engage Electorate Office staff to provide electorate support to such Member in the Electorate Office established by such Member, in accordance with this Schedule and determinations made by the Speaker, on behalf of the Legislative Assembly.

#### **1.2 Termination**

1.2.1 The employment of an employee may be terminated by:

- (a) way of resignation with the giving of 2 weeks' notice; or
- (b) subject to justification to the Speaker, on behalf of the Legislative Assembly, dismissal by the Member by giving the appropriate notice as set out in the Act, providing that no less than 2 weeks' notice be given; or
- (c) the Member's death, resignation, retirement or defeat, upon the return of the Writ for the Election or By-Election of a new Member for the relevant Electoral District by giving the appropriate notice as set out in the Act, providing that no less than 2 weeks' notice be given.

Termination of employment by way of clause 1.2.1(b) and (c) allows for the application of the provisions of clause 1.2.2 (Severance).

### 1.2.2 Severance

An employee whose employment is terminated pursuant to clause 1.2.1(b) or (c), will be entitled to the following severance payments dependant on the length of service at the date of termination:

Where the employee has at least one year of continuous service, the employee shall be entitled to the payment of accrued long service leave, on the basis of 1.3 weeks for each year of continuous service and a proportionate amount for an incomplete year of service.

An employee engaged upon a temporary basis, as a result of a secondment of an Electorate Office staff which is of an indeterminate period of time, shall also be entitled to severance payments if their employment is terminated as a result of the termination of the secondment.

The parties will implement enhanced severance provisions, should such provisions increase for Ministerial staff.

Length of Service	Severance
Where the employee has less than one year of service at the date of termination	4 weeks' salary
Where the employee has one year or more but less than 2 years of service at the date of termination	6 weeks' salary
Where the employee has 2 years or more but less than 3 years of service at the date of termination	8 weeks' salary
Where the employee has 3 years or more but less than 4 years of service at the date of termination	10weeks' salary
Where the employee has 4 years or more but less than 5 years of service at the date of termination	11 weeks' salary
Where the employee has 5 years or more but less than 7 years of service at the date of termination	12 weeks' salary
Where the employee has 7 years or more of service at the date of termination	12 weeks' salary plus an additional 2 weeks' salary for every completed year of service in excess of 6 years, up to a maximum of 52 weeks' salary.

## Section 2 - Salaries

### 2.1 Salaries

2.1.1 The basis of salaries paid to Electorate Officers shall be as per the rates applicable to the Administrative Stream, between Level 3, Paypoints 3 and 4 and Level 5, Paypoint 4 of the Award.

Electorate Officers  
Salary Payable:

Level	Equivalent Classification	F/n \$
1	AO 3 - 3	2,222.30
2	AO 3 - 4	2,298.00
3	AO 4 - 1	2,431.60
4	AO 4 - 2	2,509.50
5	AO 4 - 3	2,587.60
6	AO 4 - 4	2,665.90
7	AO 5 - 1	2,805.20
8	AO 5 - 2	2,884.30
9	AO 5 - 3	2,963.10
10	AO 5 - 4	3,041.90

2.1.2 The basis of salaries paid to Assistant Electorate Officers shall be as per the rates applicable to the Administrative Stream Level 3 of the Award.

Assistant Electorate Officers  
Salary Payable:

Level	Equivalent Classification Level	F/n \$
1	AO 3 - 1	2,069.20
2	AO 3 - 2	2,145.90
3	AO 3 - 3	2,222.30
4	AO 3 - 4	2,298.00

The above rates incorporate adjustments based upon the Parliamentary Service Certified agreement 2007 (CA/2007/11).

## **2.2 Recognition of previous service for determining salary levels**

Upon commencement, electorate officers shall be commenced at Level 1, and become eligible for an increment after 12 month's continuous service. An Officer may make application for a salary at a level higher than Level 1 in accordance with the following:

1.2.1 Previous service in one of the following areas may be recognised, and on the production of documentary evidence of any type, the commencing salary may be adjusted accordingly up to a maximum of Level 6 (AO4.4) within the scale.

- (a) service as an Electorate Officer or Electorate Assistant with a Federal or State Member;
- (b) service in the office of a State or Federal Minister; and
- (c) service with a Councillor of a Local Government Authority.

2.2.2 Existing Queensland Public Sector employees, appointed or seconded to a position, will commence at a salary level that is at least equivalent to their existing salary level within the public sector, up to a maximum of Level 6 (AO4.4) within the scale.

2.2.3 An officer holding a recognised tertiary qualification and having at least one year clerical or administrative work experience may commence at Level 2 (AO3.4) within the scale.

2.2.4 An officer having at least 3 years' clerical or administrative work experience may commence at Level 2 (AO3.4) within the scale.

2.2.5 An officer having at least 6 years' clerical or administrative work experience may commence at Level 3 (AO4.1) within the scale.

2.2.6 Clerical or administrative work experience considered appropriate may include some of the following tasks/activities:

- (a) proficiency in the use of computer equipment and associated software packages;
- (b) proficiency in the use of general office equipment;
- (c) interpersonal and electronic communication;
- (d) general accounts;
- (e) drafting correspondence, reports, briefing papers;
- (f) reception and telephone skills; and
- (g) organisation of meetings/functions.

Such applications, including all relevant detail and documentary evidence, may be submitted to the HRM section, Parliament House.

## **2.3 Classification structure**

### *2.3.1 Increments and progression*

(a) Progression through the increments for Electorate Officers from Level 1 to Level 10 and for Assistant Electorate Officers from Level 1 to Level 4 shall occur annually subject to the officer having received the salary at a particular level for a period of 12 months.

(b) If any increase prescribed by Schedule D is withheld from or refused to be granted to any employee, such employee shall be given an opportunity to show cause to the Clerk why such increase should not be withheld.

## **2.4 Classification review process**

### *2.4.1 Classification Review (CR)*



CR is a process for recognising current skills and knowledge, which may have been acquired through formal or informal training (in industry and/or education), work experience and/or life experience, and which can be assessed against comparison to generic classification criteria and the requirements of the position description.

Existing Electorate Officers may access the following review process as from 1 October 1999. This process shall be available to all Electorate Officers for a period of 6 months, with any changes to individual classification levels being applied from 1 October 1999.

Beyond the initial 6 month review period, applications for CR will only be processed in exceptional circumstances, by a joint assessment panel, utilising the generic Award descriptors. The provision of CR review shall not become available until 12 months after the date of translation to the new structure, and shall be conducted on a trial basis initially. This process will be jointly developed and closely monitored by the parties to the Schedule.

#### 2.4.2 *Assessment panel*

Applications for CR will be dealt with by an assessment panel made up of at least one representative from both the employer and the relevant Union. Assessment shall be conducted by comparison to the Level 4 generic descriptors contained in the *Queensland Public Service Award - State 2003*.

#### 2.4.3 *Evaluation process*

- (a) Parliamentary Service shall, upon application from an Electorate Officer, arrange for the Assessment Panel to meet and consider the application against the AO4 descriptors in the Classification Structure.

Assessment shall be based as follows:

Does not meet the requirements of the AO4 Descriptors	AO3
Meets the requirements of the AO4 Descriptors	AO4
Exceeds the requirements of the AO4 Descriptors	AO5

- (b) The application may be cross-referenced with the Member, where necessary.
- (c) Where disagreement may arise during the process or as a result of the evaluation process, the normal grievance procedure shall apply.

#### 2.4.4 *Resourcing*

Union nominees will be provided with adequate relief in order to perform their duties as members of the Assessment Panel.

### **Section 3 - Hours of work**

#### **3.1 Hours of work**

- 3.1.1 (a) The ordinary hours of duty for Electorate Office staff shall be arranged by agreement between the employee and the Member to generally be worked on 5 days per week, Monday to Friday inclusive, between the hours of 7 a.m. and 6 p.m. For the purpose of assessing leave and other entitlements, the hours of duty shall be 36 $\frac{1}{4}$  per week.

- (b) Time off in lieu of overtime (calculated at equivalent overtime rates) shall be available to all employees.

#### 3.1.2 *Rostered days off/accrued time*

- (a) Clause 3.1.2 provides a framework within which hours of work arrangements and related conditions are to be implemented with the express purpose of providing employees with access to a full day/s off within a work cycle:

Provided that nothing will limit the ability of a Member and an employee to agree to hours of work arrangements that allow part-days off.

- (b) To achieve the purpose as stated in clause 3.1.2(a), weekly hours of work may, subject to the agreement of the Electorate Office staff and the Member, be arranged in any of the following ways:
- (i) the working of a 9 day fortnight;
  - (ii) the working of a 19 day month; and

- (iii) the adoption of a flexible working hours arrangement that allows for the accrual and subsequent debit of time for hours of duty performed in excess of the ordinary hours of work. However authorised work outside the spread of hours of 7 a.m. to 6 p.m. weekdays or in excess of 9 1/2 hours exclusive of meal breaks on any one day shall not be recognised as part of a flexible working hours arrangement and will be compensated in accordance with the applicable overtime provisions of this Award.

## **Section 4 - Relief arrangements**

### **4.1 Relief Arrangements**

For Members of Parliament entitled to a second Electorate Office, where there is one staff member in a second Electorate Office, relief staff will be provided to cover recreation or other long-term leave.

For all Members of Parliament relief staff will be provided to cover:

- Parental leave;
- Leave without salary;
- Long Service Leave;
- Sick leave - minimum of 5 weeks;
- Situations of both officers being absent, e.g. one staff member on approved leave and the second staff member unexpectedly absent or, both staff members attending a Parliamentary Service event away from the Electorate Office.

Other circumstances approved by the Speaker on a case by case basis.

## **Section 5 - Permanent part-time employment**

### **5.1 Permanent part-time employment**

In addition to the provision of clause 4.2 of the Award, where an employee is, or has been, engaged to work less than 12 hours per week on a regular basis, the employee may elect to be engaged as either a casual employee or a permanent part-time employee. Existing casual employees may also elect to convert to part-time employment.

Unless exceptional circumstances exist, employees will generally be permitted to make one such conversion.

## **Section 6 - Miscellaneous provisions**

### **6.1 Training**

- 6.1.1 The Parliamentary Service shall actively encourage the development of the skills, competencies and knowledge of its employees.
- 6.1.2 The parties will jointly determine the training needs of the Electorate Office staff with a view to facilitating appropriate training which is accessible to all officers.
- 6.1.3 Training may be undertaken either on or off the job, provided that if the training is undertaken during ordinary working hours, the employee concerned shall not suffer any loss of pay.
- 6.1.4 Any costs associated with the prescribed courses legitimately incurred in connection with the undertaking of training shall be paid by the employer, subject to the prior approval of the employer.
- 6.1.5 Legitimate travel costs incurred by an employee undertaking training in accordance with clause 6.1 which exceed those normally incurred when travelling to and from work shall be reimbursed by the employer, subject to the prior approval of the employer.
- 6.1.6 The employer will provide appropriate training for new technology and/or programmes.
- 6.1.7 Electorate Office staff may apply for admission to the Parliamentary Service Study and Research Assistance Scheme (SARAS). SARAS can be used for organisational and professional development and to assist officers to undertake a variety of courses or research work, and encompasses three tiers of assistance: Essential; Highly Desirable and Desirable. Assistance available under SARAS may include leave and/or financial assistance, the level of which is dependent upon the tier of assistance granted.

### **6.2 Workplace health and safety**

The parties are committed to providing a healthy and safe work environment for Electorate Office staff. To this end, it is agreed that:

- 6.2.1 At least 2 Electorate Office staff shall be nominated by the parties to represent employees on the Parliamentary Service Workplace Health and Safety Committee. These representatives shall receive the appropriate training, and shall be properly resourced.
- 6.2.2 Health and Safety Audits shall be jointly conducted at 6-monthly intervals or as determined by the Workplace Health and Safety Committee.
- 6.2.3 Access to counselling shall be made available for all Electorate Office staff, including workplace visits.

## **SCHEDULE E - CLEANERS**

This Schedule applies to all Cleaners engaged on both day work and on shift work.

### **Section 1 - Allowances**

#### **1.1 Toilet cleaning allowance**

All cleaners who are required to clean toilets connected with septic tanks or sewerage shall be paid an allowance of \$1.79 per day for up to 10 toilets and \$2.33 per day for more than 10 toilets in addition to their ordinary rates of pay.

#### **1.2 Uniforms allowance**

Where uniforms are required to be worn by a cleaner, the cleaner shall be supplied suitable uniforms of good quality as approved by the employer. Uniforms shall be replaced by the employer on a fair wear and tear basis:

Provided that where a cleaner is required to wear uniforms the employer shall launder the uniform without charge to the cleaner or pay the cleaner an allowance of \$2.60 per week.

#### **1.3 Broken work allowance**

All cleaners engaged on work where the ordinary hours of duty are subject to a break in continuity other than for the purposes of meal breaks to the maximum of one hour and rest pauses shall be paid in addition to the ordinary rate of pay prescribed, an allowance at the rate of \$7.61 per day for each day so worked.

#### **1.4 Leading hand allowance**

A cleaner in charge of other cleaners shall be paid the additional amounts according to the number of persons in the cleaner's charge:

- Less than 15 cleaners - \$ 24.80 per week
- More than 15 cleaners - \$ 36.50 per week

Leading hand allowances shall be taken into consideration in the computation of overtime, payment for annual leave, sick leave, superannuation and public holidays.

#### **1.5 Extra payment for week-end work**

All ordinary hours of duty worked between midnight on Friday and midnight on Saturday shall be paid for at 1.5 times the ordinary rate and between midnight Saturday and midnight Sunday shall be paid for at 2 times the ordinary rate.

### **Section 2 - Hours of work and overtime**

#### **2.1 Hours of work**

The ordinary hours of work shall be an average of 38 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.

The ordinary hours of work exclusive of meal times shall not exceed 10 hours per day Monday to Friday inclusive provided that where the ordinary working hours are to exceed 8 on any day, the arrangements of hours shall be subject to agreement of the employer and the majority of employees concerned.

The daily spread of hours shall be worked between 6.00 a.m. to 6.00 p.m. Monday through Friday.

Each cleaner shall be allowed 2 whole consecutive days off in each week.

## **2.2 Shift work**

### *2.2.1 Definitions*

- (a) "Afternoon shift" means any shift commencing after 10.00 a.m. and before 6.00 p.m. and finishing subsequent to 6.00 p.m. and at or before midnight.
- (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.
- (c) "Day shift" means any shift commencing at 6.00 a.m. or at or before 10.00 a.m.
- (d) "Night shift" means any shift commencing at or after 6.00 p.m. and before 6.00 a.m. the following day.
- (e) "Shift work" means work done by separate relays of employees working recognised hours, preceding, during or following the normal working hours for day workers.

2.2.2 Subject to the provisions of clause 2.2 shift workers ordinary hours shall be worked in accordance with a roster mutually agreed between the employer and the majority of employees concerned.

2.2.3 Cleaners shall be notified one week in advance of the roster provided that notification by 1.00 p.m. on Monday shall be sufficient notification for the week commencing the following Monday.

2.2.4 Changes within a roster shall be by agreement between the employer and cleaner concerned, but failing agreement, 24 hours' notice of a change of roster shall be given or double time shall be paid for the next shift:

Provided that this payment shall not be applicable where rosters are changed due to emergent circumstances.

2.2.5 Cleaners working afternoon or night shift work shall be paid an amount of 15% per shift in addition to their normal weekly wage whilst so engaged, provided that this extra shift rate shall not apply to shift work performed on a Saturday and Sunday where extra payment in accordance with clause 1.5 above applies.

## **2.3 Overtime**

Overtime will be in accordance with clause 6.6 of this Award provided that shift workers, whose hours of work are regularly rotated in accordance with a shift roster covering 2 or more shifts per day, shall be paid for all overtime at the rate of double time.

By the Commission,  
[L.S.] G.D. SAVILL,  
Industrial Registrar.