

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

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

QUEENSLAND NURSING COUNCIL EMPLOYEES' AWARD - STATE 2002

Pursuant to s. 698 of the *Industrial Relations Act 1999* the Queensland Nursing Council Employees' Award - State 2002 with all amendments as at 10 December 2009, is hereby reprinted.

I hereby certify that the Award contained herein is a true and correct copy of the Queensland Nursing Council Employees' Award – State 2002 as at 10 December 2009.

Dated 10 December 2009.

G.D. Savill
Industrial Registrar

QUEENSLAND NURSING COUNCIL EMPLOYEES' AWARD - STATE 2002

PART 1 - APPLICATION AND OPERATION

1.1 Title

This Award is known as the Queensland Nursing Council Employees' Award - State.

1.2 Arrangement

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1.3 Award coverage and parties bound

This Award is binding upon the employees of the Queensland Nursing Council, the Queensland Nursing Council, the Queensland Nurses' Union of Employees and the Queensland Public Sector Union of Employees and their members.

1.4 Date of operation

This Award operates from 23 October 2002.

1.5 Definitions

1.5.1 "Act" means the *Industrial Relations Act 1999* as amended or replaced from time to time.

- 1.5.2 "Commission" means the Queensland Industrial Relations Commission.
- 1.5.3 "Council" means the Queensland Nursing Council established pursuant to the *Nursing Act 1992*.
- 1.5.4 "Executive Officer" means the Executive Officer of the Queensland Nursing Council pursuant to the *Nursing Act 1992*.
- 1.5.5 "Registered Nurse" means a person as defined in the *Nursing Act 1992*.
- 1.5.6 "Union" means either the Queensland Nurses' Union of Employees and/or the Queensland Public Sector 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 the 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 the employer and employees in the 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

Wherever facilitative provisions appear in this Award which allow for determination of the conditions of employment by agreement between the Executive Officer and the Union/s or the Executive Officer and the majority of employees affected, the following procedures will apply:

- 2.2.1 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.
- 2.2.2 Employees may be represented by their local Union delegate/s and shall have the right to be represented by their local Union official/s.
- 2.2.3 Facilitative award provisions can only be implemented by agreement.
- 2.2.4 In determining the outcome from facilitative provisions, neither party should unreasonably withhold agreement.
- 2.2.5 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.
- 2.2.6 Where a provision refers to agreement by the majority of employees affected, all employees directly affected shall be consulted as a group. Should the consultation process identify employees in 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.
- 2.2.7 Any agreement reached must be documented, and shall incorporate a review period.
- 2.2.8 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 AND DISPUTE RESOLUTION

3.1 Prevention and settlement of disputes

- 3.1.1 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.

- 3.1.2 Subject to legislation, while the dispute procedure is being followed, normal work is to continue except in the case of a genuine safety issue. The *status quo* existing before the emergence of a dispute is to continue whilst the procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.
- 3.1.3 There is a requirement for management to provide relevant information and explanation and consult with the appropriate employee representatives.
- 3.1.4 In the event of any disagreement between the parties as to the interpretation or implementation of this Award, the following procedures will apply:
- (a) the matter is to be discussed by the employee's Union representative and/or the employee concerned (where appropriate) and the immediate supervisor in the first instance. The discussion should take place within 24 hours and the procedure should not extend beyond 7 days;
 - (b) if the matter is not resolved as per 3.1.4(a), it shall be referred by the relevant Union representative and/or the employee(s) to the appropriate management representative who shall 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 Executive Officer or nominee for discussion and appropriate action. This process should not exceed 14 days;
 - (d) if the matter is not resolved then it may be referred by either party to the Commission for conciliation.
- 3.1.5 Nothing contained in this procedure shall prevent Unions or the Queensland Government from intervening in respect of matters in dispute, should such action be considered conducive to achieving resolution.

3.2 Employee grievance procedures

- 3.2.1 The objectives of the procedure are to promote the prompt resolution of grievances by consultation, co-operation and discussion; to reduce the level of disputation; and to promote efficiency, effectiveness and equity in the workplace.
- 3.2.2 This procedure applies to all industrial matters within the meaning of the Act.
- Stage 1: In the first instance the employee shall 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 shall refer the grievance to the next in line 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 Executive Officer and the aggrieved employee may submit the matter in writing to the Executive Officer of the organisation if such employee wishes to pursue the matter further. If desired by either party, the matter shall also be notified to the relevant Union.
- 3.2.3 The Executive Officer will 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 shall be investigated in a thorough, fair and impartial manner.
- 3.2.4 The Executive Officer may appoint another person to investigate the grievance. The Executive Officer may consult with the Union in appointing an investigating employee. The appointed person shall be other than the employee's supervisor or manager.
- 3.2.5 If the matter is notified to the Union, the investigating employee shall consult with the Union during the course of the investigation. The Executive Officer shall 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.
- 3.2.6 The Executive Officer may delegate such Executive Officer's grievance resolution powers under clause 3.2 to a nominated representative.

3.2.7 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.

3.2.8 If the grievance is not settled the matter shall be referred to the Public Service Commissioner or the Commission by the employee or the relevant Union, as appropriate, in accordance with the respective jurisdictions of the tribunals.

3.2.9 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 shall be prejudiced as to the final settlement by the continuation of work.

3.2.10 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 Contract of employment

Employees covered by this Award will be advised in writing of their employment category when they are appointed. Employment categories are:

- (a) full-time; or
- (b) part-time, as defined in clause 4.2; or
- (c) casual, as defined in clause 4.3.

4.2 Part-time employees

4.2.1 The spread of ordinary working hours is the same as those for a full-time employee under this Award.

4.2.2 A part-time employee will be employed for no more than 32 ordinary hours per week. A minimum payment of 4 hours pay will be made to a part-time employee on any day when work is performed.

4.2.3 At the time of engagement the employer and the part-time employee will agree in writing the number of ordinary hours to be worked each fortnight.

4.2.4 The agreed number of ordinary hours per fortnight may only be varied by mutual agreement. Any agreed variation to the number of ordinary hours worked will be recorded in writing.

4.2.5 A part-time employee will be paid at the same hourly rate as a full-time employee for performing duties at the same Classification Level.

4.2.6 A part-time employee is entitled to all other provisions of this Award applicable to a full-time employee on a pro rata basis.

4.2.7 A part-time employee is entitled to any allowances applicable based pro rata on the number of hours worked in relation to the ordinary full-time hours applicable to the Award classification. An exception to this is that travelling and relieving expenses (clause 8.1) and meal allowance (clause 6.3) will be paid in full.

4.2.8 Overtime rates will only be paid to a part-time employee if they work more than 32 hours in the week or if they work more than the ordinary daily hours of a full-time employee. When additional time to the normal hours is worked, that additional time will be included when *pro rata* leave entitlements are calculated.

4.2.9 The public holiday provisions prescribed in clause 7.2 apply to part-time employees. A part-time employee who usually works on a day of the week on which a public holiday falls, and who is not required to work on that day, will be paid for the hours which would otherwise have been worked on that day.

4.2.10 When an employee and the employer agree in writing, part-time employment may be converted to full-time, and vice-versa, on a permanent basis or for a specified period of time. If such an employee transfers from full-time to part-time (or vice-versa), all accrued award and legislative entitlements will be maintained. Following transfer to part-time employment, accrual will occur in accordance with the provisions relevant to part-time employment.

4.3 Casual employees

4.3.1 The engagement of casual employees will not be utilised by the employer to permanently fill any full-time or part-time position.

4.3.2 A casual employee will be paid 23% in addition to the ordinary award rates of pay for the class of work for which the employee is engaged. Each engagement is a separate engagement. The minimum payment is for 2 hours work in respect to each engagement. Where applicable, a casual employee is entitled to payment of overtime in accordance with clause 6.3 and payment for work performed on public holidays.

4.3.3 A casual employee is 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. An exception to this is that travelling and relieving expenses (clause 8.1) and meal allowance (clause 6.3) will be paid in full.

4.4 Probationary appointment

Employees will be engaged on probation in accordance with the relevant provisions of sections 73 and 128 of the Public Service Act 1996 and sections 5 to 7 of the Public Service Regulation and any amendments thereto apply to employees covered by this Award.

4.5 Recognition of previous service

The employer may recognise previous employment service of the employee with certain other employers for the purpose of determining various conditions of employment, including the accumulation of sick leave and long service leave entitlements.

Those conditions are found in Directive 14/01 recognition of previous service and employment, as issued and amended by the Minister for Industrial Relations under s34 of the Public Service Act 1996.

4.6 Preservation of existing conditions

4.6.1 Pursuant to the *Nursing Act 1992*, on and from the nominated day, 1 February 1994, each person who held office as:

- (a) an officer or inspector, or member of the professional or clerical staff, of the Board of Nursing Studies under section 19 of the *Nursing Studies Act 1976*; or
- (b) a member of the staff of The Nurses Registration Board of Queensland under section 19 of the *Nursing Act 1976*;

and who does not elect under section 154 of the *Nursing Act 1992*, to return to a public service position shall:

- (i) receive full benefit of, the provisions of the *Public Service Act 1996* and the *Public Service Regulation 1997* and/or Directives or determinations made thereunder.
- (ii) continue to retain and may claim against the employer for as long as the person continues in employment with the employer in a permanent capacity, all leave entitlements that have accrued to the person as an officer as detailed in clause 4.6.1 (a) and (b); and
- (iii) be paid a salary at a rate not less than that appropriate to the Classification Level (as may be varied from time to time) on which the person was employed immediately before the appointed day (1 November 1993).

4.7 Termination of employment

4.7.1 Statement of employment

An employer shall, 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.

4.7.2 Termination by employer

- (a) An 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 (a) above, 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 this clause 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.

4.7.3 *Notice of termination by employee*

- (a) An employee (other than a casual) shall give one weeks' notice to the employer of the termination of service.
- (b) If an employee fails to give notice, the employer shall have the right to withhold monies due to the employee with the maximum being an amount equal to the ordinary time rate for the period of notice.

4.7.4 *Time off during notice period*

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

4.8 Introduction of changes

4.8.1 *Employer's duty to notify*

- (a) Where an 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.

4.8.2 *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 alternative employment).

- (b) The consultation must occur as soon as practicable after making the decision referred to in clause 4.8.1.
- (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 any employer shall not be required to disclose confidential information, the disclosure of which would be adverse to the employer's interests.

4.9 Redundancy

4.9.1 Consultation before terminations

- (a) Where an 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 4.9.1(a) and shall cover the reasons for the proposed terminations, measures to avoid or minimise the terminations and/or their adverse effects 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 any employer shall not be required to disclose confidential information, the disclosure of which would be adverse to the employer's interests.

4.9.2 Transfer to lower paid duties

- (a) Where an employee is transferred to lower paid duties for reasons set out clause 4.9.1 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 4.7.
- (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.

4.9.3 Transmission of business

- (a) Where a business is, whether before or after the date of insertion of this clause in the Award transmitted from an 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 4.9.3, '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.

4.9.4 *Time off during notice period*

- (a) Where a decision has been made to terminate an employee in the circumstances outlined in clause 4.9.1, 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.

4.9.5 *Notice to Centrelink*

Where a decision has been made to terminate employees in the circumstances outlined in clause 4.9.1, 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.

4.9.6 *Severance pay*

- (a) In addition to the period of notice prescribed for ordinary termination in clause 4.7.2, and subject to further order of the Commission, an employee whose employment is terminated for reasons set out in clause 4.9.1(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.

4.9.7 *Superannuation benefits*

An 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.

4.9.8 *Employee leaving during notice*

An employee whose employment is terminated for reasons set out in clause 4.9.1(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.

4.9.9 *Alternative employment*

An 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.

4.9.10 *Employees with less than one year's service*

Clause 4.9 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.

4.9.11 *Employees exempted*

Clause 4.9 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.

4.9.12 *Employers exempted*

- (a) Subject to an order of the Commission, in a particular redundancy case, clause 4.9 shall not apply to an employer including a company or companies that employ 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.
- (b) A 'company' shall be defined as:
 - (i) a company and the entities it controls; or
 - (ii) a company and its related company or related companies; or
 - (iii) a company where the company or companies has a common Director or common Directors or a common shareholder or common shareholders with another company or companies.

4.9.13 *Exemption where transmission of business*

- (a) The provisions of clause 4.9.6 are not applicable where a business is before or after the date of the insertion of this clause into the Award, transmitted from an 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 transmittor and any prior transmittor to be continuous service of the employee with the transmittee.
- (b) The Commission may amend clause 4.9.13(a)(ii) if it is satisfied that it would operate unfairly in a particular case, or in the instance of contrived arrangements.

4.9.14 *Incapacity to pay*

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

4.9.15 The provisions of clause 4.9 will not apply to the extent that the provisions of the redundancy arrangements are contained in a Directive issued by the Public Service Commissioner or the Minister for Industrial Relations pursuant to section 34 of the Public Service Act 1996, where the Directive provides for entitlements that are superior to clause 4.9.

4.10 Anti-discrimination

4.10.1 It is the intention of the parties to this Award to prevent and eliminate discrimination (as defined by the *Anti-Discrimination Act 1991* and the Act which includes:

(a) discrimination on the basis of

- (i) sex;
- (ii) marital status;
- (iii) family responsibilities;
- (iv) pregnancy;
- (v) parental status;
- (vi) age;
- (vii) race;
- (viii) impairment;
- (ix) religion;
- (x) political belief or activity;
- (xi) trade Union activity;
- (xii) lawful sexual activity; and
- (xiii) association with, or relation to, a person identified on the basis of the above attributes.

(b) sexual harassment; and

(c) racial and religious vilification.

4.10.2 Accordingly in fulfilling their obligations under the disputes avoidance and grievance settling clauses, 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.

4.10.3 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.

4.10.4 Nothing in clause 4.10 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, the employer or registered organisation, pursuing matters of discrimination, including by application to the Human Rights and Equal Opportunity Commission/Anti-Discrimination Commission Queensland.

PART 5 - WAGES AND WAGE RELATED MATTERS

5.1 Generic level statements

A "Generic Level Statement" outlines the work level description, the characteristics of the work and the duties, skills and responsibilities indicative for each Classification Level. Their purpose is to provide an indication of the Classification Level appropriate to a suite of duties. Generic level statements for the Administrative, Professional And Nursing Stream Classification Levels are in Schedules 1, 2 & 3.

5.2 Definition of Administrative Stream

5.2.1 The Administrative Stream comprises those positions in functional areas including agency administration, human resource management, finance, customer service, development and implementation of policy, information and advisory services.

5.2.2 The incumbents of these positions are required to possess a range of skills appropriate to the stream.

5.2.3 An employee in the Administrative Stream who has satisfied examination requirements for a degree or other post-secondary qualification acceptable to the employer is paid not less than Classification Level 2, Paypoint 7.

5.3 Definition of Professional Stream

The Professional Stream comprises those positions which require the following:

- (a) a degree qualification or agreed equivalent as determined by the Executive Officer. Refer to Directive 3/97 Determination of Equivalence of Qualifications;
- (b) a combination of practitioner and/or specialist responsibilities or an identifiable specialisation/management in a profession; and
- (c) employees appointed to nursing related positions in the Professional Stream are required to possess professional nursing qualifications and to be registered in Queensland.

5.4 Salaries

Administrative Stream

	Per Fortnight \$	Per Annum \$
A1		
(1)	788.50	20,551
(2)	845.50	22,038
(3)	902.40	23,522
A2		
#(1)	1,250.50	32,584
(2)	1,280.20	33,358
(3)	1,309.90	34,133
(4)	1,343.60	35,012
(5)	1,373.40	35,790
(6)	1,403.10	36,564
*(7)	1,428.80	37,235
(8)	1,458.70	38,015
A3		
(1)	1,528.60	39,839
(2)	1,569.80	40,914
(3)	1,611.10	41,991
(4)	1,652.30	43,066
A4		
(1)	1,724.20	44,942
(2)	1,762.30	45,936
(3)	1,804.50	47,037
(4)	1,842.70	48,034
A5		
(1)	1,917.90	49,996
(2)	1,960.50	51,108
(3)	2,003.00	52,216
(4)	2,055.50	53,586
A6		
(1)	2,134.50	55,647
(2)	2,173.90	56,675
(3)	2,213.20	57,700
(4)	2,252.50	58,726
A7		
(1)	2,335.30	60,886
(2)	2,380.80	62,073
(3)	2,426.30	63,260
(4)	2,471.70	64,445

	Per Fortnight \$	Per Annum \$
A8		
(1)	2,539.00	66,200
(2)	2,579.20	67,249
(3)	2,619.30	68,295
(4)	2,659.40	69,341

Nursing Stream

	Per Fortnight \$	Per Annum \$
Registered Nurse Level 1		
1 st Year	1,428.60	37,230
2 nd Year	1,475.80	38,461
3 rd Year	1,519.00	39,693
4 th Year	1,570.00	40,919
5 th Year	1,617.20	42,150
6 th Year	1,664.40	43,382
7 th Year	1,711.60	44,613
8 th Year	1,754.60	45,736
Registered Nurse Level 2		
1 st Year	1,801.80	46,967
2 nd Year	1,829.20	47,682
3 rd Year	1,860.60	48,501
4 th Year	1,892.20	49,326
Registered Nurse Level 3		
1 st Year	1,951.00	50,860
2 nd Year	1,986.40	51,783
3 rd Year	2,021.60	52,702
4 th Year	2,057.20	53,630
Registered Nurse Level 4		
	2,383.00	62,130
Registered Nurse Level 5		
Grade 1	2,245.60	58,546
Grade 2	2,363.40	61,619
Grade 3	2,520.60	65,720
Grade 4	2,677.80	69,822
Grade 5	2,952.80	76,996
Grade 6	3,227.80	84,171

#Age 21

*Graduate Level Appointment

Professional Stream

	Per Fortnight \$	Per Annum \$
Level		
L1-		
(1)	794.80	20,716
(2)	884.70	23,062
(3)	974.60	25,407
(4) Age 21	1,283.20	33,438
(5)	1,335.90	34,812
(6)	1,384.60	36,083
(7)	1,429.30	37,249
L2-		

	Per Fortnight \$	Per Annum \$
(1)	1,511.40	39,391
(2)	1,571.50	40,959
(3)	1,631.50	42,525
(4)	1,691.60	44,093
(5)	1,747.70	45,557
(6)	1,807.40	47,114
Qualification Barrier		
L3-		
(1)	1,872.70	48,818
(2)	1,916.90	49,971
(3)	1,961.10	51,124
(4)	2,005.30	52,277
L4-		
(1)	2,107.00	54,931
(2)	2,150.20	56,058
(3)	2,193.30	57,182
(4)	2,236.50	58,309
L5-		
(1)	2,319.30	60,469
(2)	2,364.80	61,656
(3)	2,410.30	62,843
(4)	2,455.70	64,028
L6-		
(1)	2,523.00	65,784
(2)	2,563.20	66,832
(3)	2,603.30	67,879
(4)	2,643.40	68,925

The rates of pay in this Award are intended to include the arbitrated wage adjustment payable under the 1 September 2009 Declaration of General Ruling and earlier Safety Net Adjustments and arbitrated wage adjustments. This arbitrated wage adjustment may be offset against any equivalent amount in rates of pay received by employees whose wages and conditions of employment are regulated by this Award which are above the wage rates prescribed in the Award. Such payments include wages payable pursuant to certified agreements, currently operating enterprise flexibility agreements, Queensland workplace agreements, award amendments to give effect to enterprise agreements and overaward arrangements. Absorption which is contrary to the terms of an agreement is not required.

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

5.4.1 *Payment of salaries*

- (a) Each "Classification Level" comprises a number of Paypoints through which employees are eligible to progress.
- (b) Paypoint" means the specific rate of remuneration payable to employees within a Classification Level.
- (c) Salaries will be paid fortnightly by electronic funds transfer. Payment other than by this method will be at the discretion of the employer.

5.4.2 *Work allocation*

An employee, who is appointed or relieving in a position within a Classification Level, may be allocated and subsequently reallocated to any position within that Classification Level.

5.5 **Movement between Classification Levels**

5.5.1 Movement between Classification Levels is based on appointment on merit to advertised vacancies as required by section 78 of the *Public Service Act 1996*. Clause 5.5.1 does not apply to movement between levels 1 and 2 of the Administrative Stream where annual increments will continue to apply if the Executive Officer certifies that the conduct, diligence and general efficiency of the employee has been and continues to be satisfactory.

- 5.5.2 An employee promoted to a position at a higher Classification Level within the same stream will be appointed to Paypoint 1 of that higher Classification Level.
- 5.5.3 Employees appointed to level 1 of the Professional Stream will, having obtained the prerequisite qualifications, be appointed to the minimum rate prescribed in level 2 of the stream if the Executive Officer certifies that the conduct, diligence and general efficiency of the employee has been and continues to be satisfactory.
- 5.5.4 Positions at level 3 within the Professional Stream will be created by the employer as necessary considering the value of the work undertaken.
- 5.5.5 Movement of employees from level 2 to level 3 within the Professional Stream is subject to:
- (a) the employee concerned having served at least 12 months on the maximum salary prescribed for a level 2 employee;
 - (b) a recommendation from a Selection Panel established in accordance with the principles of merit, that the applicant is worthy of promotion. The merit of the applicant is to be evaluated in relation to the prescribed criteria through:
 - (i) an assessment of a written application from the applicant; and
 - (ii) an interview of the applicant; and
 - (iii) a certificate from the director of the division or branch, or other such authorised person, 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.

5.5.6 *Prescribed criteria for movement in Professional Stream*

Applicants for movement within the Professional Stream from level 2 to level 3 will be assessed by the Selection Panel on the following criteria:

- (a) Demonstrated professional expertise in one or more areas of a discipline as shown by:
 - (i) detailed knowledge of standard professional tasks;
 - (ii) examples of modifications to standard procedures and practices and contributions to the development of new techniques and methodologies; and/or
 - (iii) professional contribution relevant to the discipline at a local level.
- (b) Possession of postgraduate qualifications or postgraduate developmental experience through attendance at specialist seminars or in-service presentations relevant to the discipline.
- (c) 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):
 - (i) original in-service presentations;
 - (ii) published papers;
 - (iii) active involvement in conferences and seminars;
 - (iv) consultancies;
 - (v) recognition as a resource person who collects, collates and imparts knowledge in a particular area;
 - (vi) preparation of significant internal reports.
- (d) Demonstrated levels of performance and innovation through:
 - (i) a history of satisfactory performance;
 - (ii) demonstrated high levels of efficiency and effectiveness;
 - (iii) demonstrated high level of responsibility and initiative.

5.6 Movement within Classification Levels

- 5.6.1 An employee will receive an annual salary increment when:
- (a) the Executive Officer has certified that performance objectives have been achieved; and
 - (b) a full-time employee has received the lower Paypoint salary for 12 months; or
 - (c) a part-time employee has received the lower Paypoint salary for the equivalent of 12 months full-time
- 5.6.2 If an employee is not granted an annual salary increment, the employee may appeal under the Grievance Procedure in this Award.

5.7 Performance of higher duties

- 5.7.1 The conditions for the payment of higher duties are prescribed under *Directive 1/01 Higher Duties*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.
- 5.7.2 An employee who temporarily fills a position for more than 3 days at a higher Classification Level will be paid extra remuneration at Paypoint 1 of such Classification Level.
- 5.7.3 Where a requirement arises for an employee to temporarily fill a position at a higher Classification Level on a long term basis, such arrangement shall only occur in compliance with *Directive 5/97 Recruitment and Selection*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.
- 5.7.4 When an employee will be temporarily filling a position for over 12 months, performance objectives developed in compliance with *Directive 18/97 Performance Management* as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996* are to be set at the higher level and not at the employee's nominal level.
- 5.7.5 When an employee does higher duties for over 12 months and meets the performance objectives of the position, the employee will move to the next increment within the higher level position.

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

6.1 Hours of work

- 6.1.1 The ordinary hours of work for employees are 7.25 hours per day and 36.25 per week.
- 6.1.2 The ordinary hours of duty for employees are between the hours of 8.00 a.m. and 6.00 p.m. Monday to Friday. Meal times are not included as part of the ordinary hours of duty.
- 6.1.3 Subject at all times to directions by their supervisors and job requirements, employees may exercise flexibility over their hours within the variable working hours arrangements outlined in clause 6.2.

6.2 Variable working hours arrangements

6.2.1 Variable working hours definitions

- (a) "Bandwidth" is the time span between the earliest commencing time and the latest ceasing time permissible for ordinary work.
- (b) "Carryover" is the amount of accumulated Credit Time or Debit Time which, subject to clause 6.2, an employee can carry over between consecutive settlement periods.
- (c) "Core Time Leave" is an approved absence during prescribed Core Times, excluding leave as detailed in Part 7 of this Award.
- (d) "Accrued Time Off" is an approved absence during Standard Hours, excluding leave as detailed in Part 7 of this Award.
- (e) "Core Times" are the periods during the day when all employees perform ordinary duty (unless absent upon approved leave). Core Times are between the hours of 9.30 a.m. to 12 noon and 2.00 p.m. to 4.00 p.m. Mondays to Fridays inclusive.
- (f) "Credit Time" is the amount of time that an employee performs ordinary work and/or obtains credit for periods of approved leave during the bandwidth on an ordinary working day in excess of a Standard Day.
- (g) "Debit Time" is the amount of time less than a Standard Day that an employee performs ordinary work and/or obtains credit for periods of approved leave during the Bandwidth on an ordinary working day.

- (h) "Settlement Period" is one (1) fortnight's duration which starts from Mondays which commence fortnightly pay periods. During each Settlement Period, an employee is to accumulate 72 hours 30 minutes as follows:
 - (i) time actually worked; and/or
 - (ii) approved leave during the prescribed Bandwidth; and/or
 - (iii) credit for public holidays which occur on Mondays to Fridays inclusive.
- (i) "Standard Day" is the total daily working hours of 7 hours 15 minutes occurring during Standard Hours.
- (j) "Standard Hours" are between 9.00 a.m. to 5.00 p.m. Mondays to Fridays inclusive with a lunch break of 45 minutes between 12 noon and 2.00 p.m.
- (k) "Variable Periods" are the time spans within the Bandwidth and outside of Core Times when, subject to the requirements of the particular position, the agreement of the supervisor concerned and the various provisions of this Award, an employee may vary their commencing and ceasing times for ordinary work. Variable Periods are between the hours of 8.00 a.m. to 9.30 a.m., 12 noon to 2.00 p.m. and 4.00 p.m. to 6.00 p.m. Mondays to Fridays inclusive.

6.2.2 Working arrangements

- (a) These provisions provide a framework within which hours of work arrangements and related conditions are to be implemented with the express purpose of providing all relevant employees with access to an accrued full day/s off within a work cycle:

Provided that nothing will limit the ability of a chief executive and an employee to agree to access accrued time off in part-days off.

- (b) Employees are at all times to comply with directions given by their supervisors regarding hours of work during the Bandwidth. If an employee feels that there are grounds for complaint arising out of such directions, the employee may appeal through the Supervisor to the Executive Officer. However, the employee concerned is to carry out the Supervisor's directions until those directions are countermanded by the Executive Officer or delegate.

As far as practicable, disputes between employees regarding employees' working times will be settled by mutual co-operation between the employees concerned. However, where such agreement cannot be reached, the supervisor's decision will be final.

- (c) All staff are to give first priority to the maintenance of acceptable work flows. There is to be co-operation between employees and their supervisors in planning employees' working times in order that resources are available to service the needs of the public, other departments and organisations, and to enable the continuance of inter-office and intra-office communication and services.
- (d) The supervisor or Executive Officer will ensure that at all times no more than 25 % of staff available for duty within the professional and the Administrative Streams are absent on core time leave at any one time.
- (e) An employee may not obtain credit for time during Variable Periods unless work is available for the employee to perform and the work is performed during such period. The employer will make work available for employees for at least 72.5 hours during the Settlement Period.
- (f) If an employee fails to comply with the procedures for variable working hours to the satisfaction of the employer, the Executive Officer or delegate can direct an employee to work standard hours. Thereafter, time worked outside standard hours will not be credited as working time.
- (g) Each supervisor is responsible for ensuring in their section, that the needs of the office and the public are met and that proper supervision is available at all times when the provisions contained in this Award are being implemented.

6.2.3 Bandwidth and maximum hours

- (a) Work performed outside the Bandwidth (other than authorised overtime) will not gain any advantage to the employee concerned.
- (b) The Executive Officer may extend the Bandwidth for an employee or groups of employees to 7.00am to 6.00pm Mondays to Fridays inclusive if the Executive Officer believes such extended times suit the exigencies of work flow.

In such instances the supervisor may direct the starting and ceasing times of employees within the extended Bandwidth provided that the supervisor will grant a lunch break of not less than 30 minutes between the 3rd and 6th hours of duty.

- (c) The starting and ceasing times of employees is deemed to commence on the hour or at 15 minute intervals thereafter. Where an employee commences duty prior to such time or completes duty after such time no credit will be allowed for such periods.
- (d) Any time worked in excess of 9 hours during the Bandwidth on any one day or in excess of 5 hours between 12.30 p.m. and 6.00 p.m. on any one day will not be counted as working time and such additional time worked will not gain any advantage for the employee concerned. However, if the Bandwidth has been extended by the Executive Officer, an employee or group of employees directed to commence duty prior to 8.00 a.m. may accrue credit time beyond 9 hours.

6.2.4 *Accumulation*

- (a) Credit Time and Debit Time accumulates from one working day to the next and subject to the limits Carryover clause 6.2.5 between Settlement Periods.
- (b) Whilst there is no limit to the amount of Credit Time that an employee may accumulate at any time during a Settlement Period, see carryover clause 6.2.5 to identify the amount of carryover credit time.
- (c) Employees cannot accumulate Debit Time in excess of 7 hours 15 minutes at any time during a Settlement Period.
- (d) An employee who resigns, retires or is appointed to a department, etc, where Variable Working Hours has not been introduced, or otherwise ceases duty is to ensure that they do not possess Credit Time or Debit Time at the time of cessation of duty with the Council.
- (e) An employee with credit time at the time of cessation of duty with the Council will not receive compensation for Credit Time existing at that time.
- (f) An employee possessing a Debit Time at the time of cessation of duty with the Council will have a corresponding deduction made from that employee's salary.

6.2.5 *Carryover*

- (a) Credit Time and Debit Time which an employee has accrued at the end of a Settlement Period can, subject to the following conditions, be carried over to the commencement of the employee's next Settlement Period and subsequently be added to Credit Time or Debit Time which accumulate during that period.
- (b) The maximum Carryover which an employee is allowed 14 hours 30 minutes credit time or 7 hours 15 minutes Debit Time.
- (c) If at the end of a Settlement Period an employee's Carryover Credit Time is in excess of 14 hours 30 minutes, no payment will be made for such excess period, i.e. the time will be forfeited. However, if an employee certifies that they had planned to reduce their Credit Time to within the 14 hours 30 minutes limit by the end of a Settlement Period and a circumstance occurred which prevented them from doing so, the Executive Officer or delegate may approve a carryover in excess of the prescribed maximum limit for such employee. Circumstances may include either a specific direction by their supervisor on short notice to work certain hours or an unforeseen absence on sick leave or other approved leave upon days immediately preceding the end of a Settlement Period. Any such time in excess of 14 hours 30 minutes as approved must be taken during the next Settlement Period.
- (d) If at the end of a Settlement Period an employee's Carryover Debit is in excess of 7 hours 17 minutes, such excess period will be taken without pay (to be deducted during a subsequent fortnightly pay period) unless the employee furnishes an explanation satisfactory to the Executive Officer or delegate.

6.2.6 *Core time leave*

An employee may be granted Core Time leave when:

- (a) the employee has accumulated an equivalent amount of credit at the commencement of the day upon which the period of Core Time leave is required; and
- (b) prior approval of the supervisor has been obtained.

6.2.7 Public holidays

All employees will be credited with a Standard Day for public holidays which occur from Mondays to Fridays inclusive.

6.2.8 Overtime

When an employee takes any equivalent time off in lieu of overtime worked, such absences will not be deemed to be Core Time leave.

6.2.9 Performance of higher duties

- (a) When an employee temporarily fills a higher position under clause 5.7, the employee will be paid extra remuneration for hours actually worked during the Bandwidth calculated to the nearest quarter of an hour. Employees will also be paid for public holidays falling on Mondays to Fridays inclusive during the period of higher duties. Extra remuneration will not be paid for hours worked in excess of the equivalent of total standard hours for the period of higher duties.
- (b) An employee will not be paid extra remuneration for temporarily filling a position during another employee's absence on Core Time leave. Furthermore, any such periods will not be counted in assessing the prescribed minimum qualifying period for the payment of extra remuneration.
- (c) When an employee on higher duties is absent on Core Time leave, such Core Time leave will not be deemed to interrupt the period of higher duties if the employee continues higher duties on their return from Core Time leave.

6.2.10 Leave

- (a) Leave taken under Part 7 of this Award will only be granted during prescribed Standard Hours.
- (b) Where practicable, employees should attend to private business, doctors/dentist appointments, etc, outside prescribed Core Times. However, the Executive Officer or delegate can approve that an employee may be absent for such purposes during prescribed Core Times, without debiting the employee's balance of Core Time leave.

6.2.11 Travelling time

- (a) Travel on authorised duty away from an employee's normal place of work during prescribed Standard Hours will be counted as time worked.
- (b) Time spent travelling outside Standard Hours will not be credited as working hours.

6.3 Overtime

6.3.1 Overtime is authorised time worked outside the ordinary starting and ceasing times or in excess of the ordinary hours of duty. Overtime is paid for at the rate of time and a-half for the first 3 hours and double time thereafter.

6.3.2 All overtime worked on a Sunday is paid for at the rate of double time.

6.3.3 A minimum payment of 2 hours work applies to all overtime worked on a Saturday or a Sunday:

6.3.4 Overtime is calculated to the nearest quarter of an hour in the total amount of time for which the employee claims overtime.

6.3.5 Subject to clause 5.7, an employee temporarily filling and discharging the duties of an office at a higher Classification Level for which overtime has been authorised, is paid at the rate applicable to that higher Classification Level.

6.3.6 The entitlements for overtime meal allowances are prescribed under *Directive 2/01 Overtime Meal Allowances*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

6.3.7 An employee will be entitled to a further one-half hour break and a further meal allowance after the completion of every additional 4 hours overtime worked.

6.3.8 The entitlements for compensation for overtime are prescribed under *Directive 19/01 Hours & Overtime*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

- 6.3.9 Subject to agreement with the employer, an employee may elect to take time off in lieu of overtime worked. Such employee shall be allowed equivalent time off which should be availed of within 12 months of the day on which the overtime was worked.
- 6.3.10 Subject to agreement with the employer, the employee may add such time off in lieu of overtime to the employee's annual recreation leave account, but such accrued time off in lieu should not exceed 10 working days in any one year.
- 6.3.11 Any time off in lieu of overtime will lapse if not availed of within 12 months of the day on which the overtime was worked.

6.4 Meal breaks

All employees will be allowed not less than 30 minutes for a meal break between the 3rd and the 6th hours of duty, which will not be considered as work time.

6.5 Rest pauses

- 6.5.1 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. Rest pauses are to be taken at times that will not interfere with continuity of work where continuity is necessary.
- 6.5.2 If an employee is engaged for 6 or less hours, the employee is only entitled to one rest pause.

PART 7 - LEAVE OF ABSENCE AND PUBLIC HOLIDAYS

7.1 Annual leave

- 7.1.1 At the end of each year of their employment, every employee is entitled to annual leave on full pay of 4 weeks.
- 7.1.2 Any public holiday which may occur during the period of annual leave is in addition to the period of annual leave.
- 7.1.3 Annual leave is to be paid for by the employer in advance.
- 7.1.4 The annual leave payments for annual leave entitlements (including any proportionate payments) are to be calculated for all employees as follows:
- The employee's ordinary wage rate as prescribed by the award for the period of the annual leave, plus a further amount calculated at the rate of 17 1/2% of the ordinary wage rate.
- 7.1.5 If an employee elects in writing, the 17 1/2% of the ordinary wage rate may be paid on a pay day each year in December.
- 7.1.6 The conditions for the payment of higher duties during leave are prescribed under *Directive 11/01 Higher Duties*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.
- 7.1.7 All employees will have their annual leave entitlement debited by the number of days they would have worked between Christmas Day and New Year's Day inclusive when there is a compulsory closure of the Council's office over the Christmas/New Year period.
- 7.1.8 If an employee does not take annual leave in any year, the leave is to be granted to the employee in the following year in addition to leave for that year. The total accumulated leave is not to exceed 2 years accrued entitlement.
- 7.1.9 If the employment of any employee is terminated before the expiration of a full year of employment, the employee is to be paid the monetary equivalent on a *pro rata* basis proportional to the period of service, calculated in accordance with clause 7.1.4.
- 7.1.10 The entitlements and conditions for annual leave are prescribed under *Directive 7/01 Recreation Leave*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

7.2 Sick leave

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

(b) Entitlement to sick leave is conditional on the employee promptly notifying the employer of the employee's absence and of its expected duration; and

(c) An application for sick leave of more than 3 days is to be supported by a medical certificate or other evidence that is acceptable to the employer.

7.2.2 The entitlements for sick leave are prescribed under *Directive 8/01 Sick Leave*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

7.3 Bereavement leave

7.3.1 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;

(d) step-father, step-mother, half-brother, half-sister, step-brother and step-sister of the employee.

(e) "spouse" of an employee includes:

(f) a former spouse; and

(g) a *de facto* spouse, including a spouse of the same sex as the employee.

7.3.2 The entitlements for bereavement leave are prescribed under *Directive 9/01 Bereavement Leave*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

7.4 Family leave

7.4.1 The provisions of the *Family Leave Award - Queensland Public Sector* (including special responsibility leave) apply.

The entitlements to family leave include:

(a) maternity leave;

(b) spousal leave;

(c) pre-natal leave;

(d) pre-adoption leave; and

(e) adoption leave.

and those conditions are found in *Directive 3/01 Parental Leave*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

7.5 Long service leave

7.5.1 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 and a proportionate amount for an incomplete year of service.

7.5.2 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 parental leave.

7.5.3 The entitlements to long service leave are prescribed under *Directive 1/01 Long Service Leave*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

7.6 Public holidays

7.6.1 All work done by any employee on the following days is paid for at the rate of double time and a-half with a minimum of 4 hours:

(a) the 1st January;

- (b) the 26th January;
- (c) Good Friday;
- (d) Easter Saturday (the day after Good Friday);
- (e) Easter Monday;
- (f) the 25th April (Anzac Day);
- (g) the Birthday of the Sovereign;
- (h) Christmas Day;
- (i) Boxing Day; or
- (j) any day appointed under the *Holidays Act 1983*, to be kept in place of any such holiday.

7.6.2 *Labour Day*

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

7.6.3 *Annual show*

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

7.6.4 *Payment for work outside employee's ordinary starting and ceasing time*

When an employee works outside an employee's ordinary starting or ceasing time on any of the aforesaid holidays, the employee will be paid at double the rate prescribed by the award for the time worked outside the ordinary starting and finishing times.

7.6.5 *Payment for casual employees working on public holidays*

Casual employees required to work on public holidays are to be paid at the rate of double time and a-half for all time worked.

7.6.6 *Double time and a-half*

For the purposes of clause 7.6, where the rate of wages is a weekly rate, "double time and a-half" means one and one-half day's wages in addition to the prescribed weekly rate, or *pro rata* if there is more or less than a day.

7.7 **Jury service**

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

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

8.1 Travelling and relieving expenses

8.1.1 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.

8.1.2 These are prescribed under *Directive 1/02 Travelling and Relieving Expenses*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

8.2 Motor vehicle reimbursement

8.2.1 Eligible employees are paid reimbursement for motor vehicle expenses when they are required to use a private motor vehicle for official purposes.

8.2.2 This allowance is prescribed under *Directive 13/01 Motor Vehicle Allowances*, as issued and amended by the Minister for Industrial Relations under s34 of the *Public Service Act 1996*.

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 Within each agency a consultative mechanism and procedures involving representatives of management, employees and public sector Unions shall be established as determined by the Executive Officer having regard to the size, structure and needs of that agency.

9.1.4 Following consultation the Executive Officer shall develop a learning and development strategy consistent with:

- (a) the current and future needs of the agency;
- (b) the size, structure and nature of the operations of the agency;
- (c) the need to develop vocational skills relevant to the agency 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 knowledge and skills recognised by the Australian National Training Authority (ANTA).

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 - OCCUPATIONAL HEALTH AND SAFETY MATTERS, EQUIPMENT, TOOLS AND AMENITIES

No provisions inserted in this Award relevant to this Part.

PART 11 - AWARD COMPLIANCE AND UNION RELATED MATTERS

Preamble

Clauses 11.1 and 11.2 replicate legislative provisions contained within the Industrial Relations Act 1999. In order to ensure the currency of existing legal requirements parties are advised to refer to sections 366, 372 and 373 of that Act as amended from time to time.

11.1 Right of entry

11.1.1 Authorised industrial officer

- (a) An "authorised industrial officer" is any Union official holding a current authority issued by the Industrial Registrar.
- (b) Right of entry is limited to workplaces where the work performed falls within the registered coverage of 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 that 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 officer's 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 officer's 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 The 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 stopped 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:

- (a) an Industrial Inspector of the Department of Industrial Relations, in accordance with section 371 of the Act;
or
- (b) an authorised industrial officer in accordance with sections 372 and 373 of the Act.

11.2.5 Consistent with Ministerial Directive *12/01 Attendance - Recording, Reporting and Public Holidays*, the Executive Officer 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 Industrial relations education leave clause

11.3.1 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.

11.3.2 Employees may be granted up to 5 working days (or the equivalent hours) paid time off (non-cumulative) per calendar year, approved by the Executive Officer (or delegated authority) of the agency, to attend industrial relations education sessions.

11.3.3 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 Executive Officer (or delegated authority) of the agency, the relevant Union and the employee.

11.3.4 Upon request and subject to approval by the Executive Officer (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.

11.3.5 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 Executive Officer of the agency/public sector unit concerned, public sector employees may be granted special leave without pay to undertake work with their Union.

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 public sector Unions, agencies and public sector units will provide payroll deduction facilities for Union subscriptions.

11.5 Union delegates

11.5.1 The parties acknowledge 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 Public sector 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.

11.5.3 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 delegates will take a reasonable approach to the responsible use of such facilities for information and communication purposes.

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

11.6 Savings provision and Outcomes of award review process

11.6.1 No employee will have their remuneration or conditions of employment reduced because of this new award and no accrued entitlement or incurred obligation is to be altered by the supersession of the previous award.

11.6.2 Similarly the employer is not under any new right or responsibility other than those arising from decisions emanating from Case B1733 of 1999 of the Commission in that matter.

11.6.3 Outside of those parameters any changes in previous award benefits or obligations are intended to occur only as a result of arbitration or consent of the award parties reached during negotiations in formulating the reviewed award.

11.6.4 Should any anomalies or omissions result in the technical process of redrafting, reformatting and cross referencing award provisions under section 130 of the Act, the parties will meet to resolve any unintended consequences and may bring the matter to the Commission for determination.

SCHEDULE 1 - GENERIC LEVEL STATEMENTS - ADMINISTRATIVE STREAM

S1.1 ADMINISTRATIVE OFFICER LEVEL 1 (AO1)

Work level description (A1)

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.

S1.2 ADMINISTRATIVE OFFICER LEVEL 2 (A02)

Work level description

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.

S1.3 ADMINISTRATIVE OFFICER LEVEL 3 (A03)

Work level description

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.

S1.4 ADMINISTRATIVE OFFICER LEVEL 4 (AO4)

Work level description

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 co-ordination 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 decision 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.

S1.5 ADMINISTRATIVE OFFICER LEVEL 5 (A05)

Work level description

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

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

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

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

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

Characteristics of the work

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

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

Independent action may be exercised within constraints set by senior management.

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

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

Duties and skills

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

Work at this level may require:

- the ability to investigate, analyse, interpret or evaluate information for the guidance of staff or clients, or undertake research in relation to technical matters.

- well developed liaison and communication skills and the ability to negotiate with clients or other interested parties, within parameters decided by senior management.

- significant managerial ability, including the ability to supervise staff, set priorities, monitor work flow, develop local strategies, procedures and work practices, and allocate resources.

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

S1.6 ADMINISTRATIVE OFFICER LEVEL 6 (AO6)

Work level description

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

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

Work also includes the preparation, or overseeing the preparation, of correspondence and replies to Parliamentary Questions, Ministerial representations and other briefing material; and representing the agency at meetings, conferences and 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 and role required, be by way of providing general guidance and advice.

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

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

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

Managerial responsibilities may be an important function of the work at this level, but this can vary widely depending on factors such as work areas, 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.

S1.7 ADMINISTRATIVE OFFICER LEVEL 7 (A07)

Work level description

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 or 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 needed.

S1.8 ADMINISTRATIVE OFFICER LEVEL 8 (A08)

Work level description

Work at this level may involve responsibility for a major program or programs at statewide level and of critical importance to the agency, operating within broad policy guidelines, or be responsible for a service-wide function. High levels of discipline, expertise and experience are required combining elements of planning, organising, directing and evaluating to determine goals and priorities within the framework of the corporate objectives of the agency or of other agencies.

This level will require a capacity for original thinking, creativity, the exercise of significant levels of independent judgement, and the exercise of delegated authority as required.

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

Characteristics of the work

Work is undertaken at this level, usually under the broad direction of a senior executive, with significant levels of independent judgement in keeping with the complex nature of work undertaken and the allocation of resources within the constraints or guidelines laid down by senior executives. Delegations exercised at this level may, depending on the functional role, involve being the final authority in the process of approving the expenditure of funds, undertaking specific action in line with the policy of the agency, or reviewing any previous action or decisions in the work area.

Management responsibilities are usually a significant function at this level, with management of a number of projects of significance 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.

SCHEDULE 2 - GENERIC LEVEL STATEMENTS - PROFESSIONAL STREAM

S2.1 PROFESSIONAL OFFICER LEVEL 1 (P01)

Work level description

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

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

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

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

Characteristics of the work

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

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

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

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

Duties and skills

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

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

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

S2.2 PROFESSIONAL OFFICER LEVEL 2 (PO2)

Work level description

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

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

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

Characteristics of the work

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

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

Employees at this level may operate individually or as a member of a project team within a work group. Positions at this level generally have no supervisory responsibilities although more experienced employees may assist new employees by providing guidance and advice.

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

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

Duties and skills

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

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

Employees shall have obtained professional knowledge as indicated by successful completion of the appropriate 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.

S2.3 PROFESSIONAL OFFICER LEVEL 3 (P03)

Work level description

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

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

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

Characteristics of the work

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

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

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

Duties and skills

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

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

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

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

S2.4 PROFESSIONAL OFFICER LEVEL 4 (P04)

Work level description

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.

S2.5 PROFESSIONAL OFFICER LEVEL 5 (P05)

Work level description

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

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

Characteristics of the work

Work at this level may involve the exercise of substantial professional judgment based on knowledge of national initiatives and involvement in the development/application of discipline principles and new technology and/or knowledge of critical work which can involve a number of personnel from the disciplines or a variety of disciplines. Work is usually performed without professional direction with a discretion permitted within the boundaries of broad guidelines to achieve organisational goals.

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

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

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

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

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

Duties and skills

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

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

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

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

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

S2.6 PROFESSIONAL OFFICER LEVEL 6 (PO6)

Work level description

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.

SCHEDULE 3 - GENERIC LEVEL STATEMENTS - NURSING STREAM

S3.1 LEVEL 1 - REGISTERED NURSE

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

The Registered Nurse is the first level nurse who is licensed to practise nursing without supervision and who assumes accountability and responsibility for own actions and acts to rectify unsafe nursing practice and/or unprofessional conduct. It is essential that the nurse is registered by the Nurses Board of Queensland and holds a current practising certificate. The degree of expertise will increase as the Registered Nurse advances through this level.

The nurse may be a beginning practitioner or a Registered Nurse returning to the field after a period of absence.

The Registered Nurse gives direct nursing care based on the A.N.R.A.C. competencies, to a group of patients/clients in collaboration with the CN/CNC.

These A.N.R.A.C. competencies are grouped as follows:

PROFESSIONAL/ETHICAL PRACTICE

1. Demonstrates a satisfactory knowledge base for safe practice.
2. Functions in accordance with legislation and common law affecting nursing practice.
3. Protects the rights of individuals and groups.
4. Demonstrates accountability for nursing practice.
5. Conducts nursing practice in a way that can be ethically justified.

REFLECTIVE PRACTICE

6. Recognises own abilities and level of professional competence.
7. Acts to enhance the professional development of self and others
8. Recognises the value of research in contributing to developments in nursing and improved standards of care.

ENABLING

9. Maintains a physical and psychosocial environment which promotes safety, security and optimal health.
10. Acts to enhance the dignity and integrity of individuals and groups.
11. Assists individuals or groups to make informed decisions.
12. Communicates effectively and documents relevant information.
13. Effectively manages the nursing care of individuals or groups.

PROBLEM FRAMING AND SOLVING

14. Carries out a comprehensive and accurate nursing assessment of individuals and groups in a variety of settings.
15. Formulates a plan of care in consultation with individuals/groups taking into account the therapeutic regimes of other members of the health care teams.
16. Implements planned care.
17. Evaluates progress of individuals or groups toward planned outcomes.

TEAMWORK

18. Collaborates with the health care team.

S3.2 LEVEL 2 - CLINICAL NURSE

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

A Clinical Nurse means a Registered Nurse who is appointed as such.

The Clinical Nurse role requires a broad developing knowledge in professional nursing issues and a sound specific knowledge-base in relation to a field of practice.

The Clinical Nurse assumes accountability and responsibility for own actions and acts to rectify unsafe nursing practice and/or unprofessional conduct.

A Clinical Nurse is responsible for a specific client population, and is able to function in more complex situations while providing support and direction to Registered Nurses and other non-registered nursing personnel.

The Clinical Nurse identifies, selects, implements and evaluates nursing interventions that have less predictable outcomes.

The Clinical Nurse is able to demonstrate:

advanced level clinical skills and problem-solving skills;
planning and co-ordination skills in the clinical management of patient care;
ability to work within a collegiate/team structure;
awareness of and involvement with the quality assurance process;
contribution to professional practice of the unit.

1. Gives direct care to a group of patients/clients.
2. May relieve Level 3 positions.
3. Acts as a role model for Registered Nurses and other non-registered personnel in the provision of holistic patient/client care.
4. Takes additional responsibility delegated from the CNC which clearly differentiates the role from that of the registered nurse e.g.:
 - planning and co-ordination of ward/unit education programmes and other staff development activities
 - orientation of new staff
 - preceptorship for new staff
 - participates in action research
5. Participates in nursing policy review and initiatives.
6. Co-operates with other Clinical Nurses in relation to development of programmes and initiatives.
7. Ensures a safe working environment.

S3.3 LEVEL 3 - CLINICAL NURSE CONSULTANT

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

The Clinical Nurse Consultant means an employee appointed as such, who is a Registered Nurse. The Clinical Nurse Consultant is a proficient practitioner who is accountable for the co-ordination of standards of care delivered in a specific patient/client care area.

The Clinical Nurse Consultant collaborates with the Nurse Manager, Nurse Educator and Nurse Researcher to facilitate the provisions of quality cost-effective care.

The Clinical Nurse Consultant demonstrates:

an advanced level of clinical skills;
proficiency in the delivery of nursing care;
skilled co-ordination of nursing care;
leadership qualities.

The Clinical Nurse Consultant fulfils the function of:

change agent
role model
patient/client/staff educator

1. Co-ordinates patient care activities for one patient care/service delivery area.
2. Gives, on a regular basis, direct care to a small number of patients with complex care needs.
3. Manages activities related to the provision of safe patient/client care.
4. Evaluates care and institutes mechanisms to correct deficiencies.
5. Participates in multidisciplinary reviews of patient care outcomes.

6. Monitors patients' perceptions of their care and institutes mechanisms to remedy deficiencies in care.
7. Undertakes action research to address patient/client care problems and issues.
8. Reviews pattern of care delivery and assesses appropriateness of change.
9. Participates in committees for patient/client care improvements, initiatives and policy development.
action researcher
10. Assesses professional development needs of staff and co-ordinates unit education programmes.
11. Acts as an expert consultant to staff of own unit and on request, to other units, in relation to area of expertise.
12. Identifies issues requiring policy review
13. Participates in relevant policy development.
14. Develops and implements relevant quality assurance programmes.
15. Participates in staff selection processes.
16. Participates in orientation and other staff development activities.
17. Participates in performance review.
18. Ensures a safe working environment.
19. Participates in relevant research projects.

S3.4 LEVEL 3 - NURSE MANAGER

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

Nurse Manager means an employee appointed as such, who is a Registered Nurse, accountable for the management of human and material resources for a specified group of clinical units.

The Nurse Manager collaborates with the Clinical Nurse Consultant, Nurse Educator and Nurse Researcher to facilitate the provision of quality, cost-effective nursing care.

Nurse Managers must demonstrate management skills including:

organisation and planning skills in relation to personnel and material resource management.

awareness and understanding of staffing methodologies.

leadership qualities.

analytical and report writing skills.

The Nurse Manager must assume accountability and responsibility for own actions and acts to rectify unsafe nursing practice and/or unprofessional conduct.

1. Provides nursing management of human and material resources for a specified group of clinical units.
2. Provides financial management, budget preparation and cost control within the specified units.
3. Allocates and rosters staff for the designated units to provide an optimal level of patient/client care.
4. Co-ordinates staff leave.
5. Engages in research related to management issues and problems.
6. Develops a management information data base for area.
7. Engages in review of staffing methodology.
8. Identifies issues requiring policy review.
9. Participates in relevant policy development.
10. Develops and implements relevant quality assurance programmes.

11. Participates in staff selection processes.
12. Participates in orientation and other staff development activities.
13. Participates in performance review mechanisms.
14. Ensures a safe working environment.
15. Participates in relevant research projects.

S3.5 LEVEL 3 - NURSE EDUCATOR

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

Nurse Educator means an employee appointed as such, who is a Registered Nurse and is accountable for the assessment, planning, implementation and evaluation of nursing education and/or staff development programmes.

The Nurse Educator collaborates with the Clinical Nurse Consultant, Nurse Manager and Nurse Researcher to facilitate the provision of quality, cost-effective nursing care.

The Nurse Educator demonstrates:

- appropriate mix of clinical and educational skills.
- analytical and report writing skills.
- leadership qualities.
- organisational and planning skills in relation to education.

The Nurse Educator assumes accountability and responsibility for own actions and acts to rectify unsafe nursing practice and/or unprofessional conduct.

1. Assists in the design, implementation and assessment of nursing education programmes, including inservice and staff development programmes.
2. Provides assistance and guidance to ward/unit staff in relation to development, implementation and evaluation of educational programmes and resources.
3. Provides ongoing evaluation and modification of the staff development/education programmes.
4. Co-operates with ward/unit staff to develop education initiatives for staff and patients.
5. Monitors ongoing educational needs of nursing staff and implements appropriate educational experiences.
6. Maintains an information data base on educational programmes and programmes' participants.
7. Identifies issues requiring policy review.
8. Participates in relevant policy development.
9. Develops and implements relevant quality assurance programmes.
10. Participates in staff selection processes.
11. Participates in orientation and other staff development activities.
12. Participates in performance review mechanisms.
13. Ensures a safe working environment.
14. Participates in relevant research projects.

S3.6 LEVEL 3 - NURSE RESEARCHER

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

Nurse Researcher is an employee appointed as such, who is a Registered Nurse responsible for development, conduct and quality of ethically sound nursing research projects and quality assurance programmes.

The Nurse Researcher acts as a resource person for nurses engaged in research and quality assurance projects.

The Nurse Researcher demonstrates:

- the knowledge of and ability to apply a range of research techniques and methodologies.
- organisation and planning skills in relation to research practice.
- leadership qualities.
- analytical and report writing skills.
- an awareness of ethical standards in research practice.

The Nurse Researcher assumes accountability and responsibility for own actions and acts to rectify unsafe nursing practices and/or unprofessional conduct.

The Nurse Researcher collaborates with the Clinical Nurse Consultant, Nurse Manager and Nurse Educator to facilitate the provision of quality, cost-effective care.

1. Develops and conducts nursing research projects in accordance with professional standards for nursing and research practice.
2. Maintains ongoing assessment of risk-benefit to persons participating in nursing research.
3. Adopts research procedures which protect privacy, confidentiality of information and patient rights.
4. Collaborates with nurses and other health professionals engaged in research involving clients of the nursing unit or pertaining to nursing clients.
5. Communicates with relevant care givers when selecting research participants.
6. Contributes to the functioning of the Ethics Committee.
7. Ensures research participants are informed of research and its implications.
8. Documents and disseminates research findings.
9. Identifies issues requiring policy review.
10. Participates in relevant policy development.
11. Develops and implements relevant quality assurance programmes.
12. Participates in staff selection
13. Participates in orientation and other staff development activities.
14. Participates in performance review mechanisms.
15. Ensures a safe working environment.

S3.7 LEVEL 4 - ASSISTANT DIRECTOR OF NURSING - CLINICAL

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

Assistant Director of Nursing - Clinical means an employee appointed as such, who is a Registered Nurse and is an expert clinical practitioner. The Assistant Director of Nursing (Clinical) is responsible for the overall co-ordination, formulation and direction of policies relating to the provision of clinical nursing care in designated practice settings, as well as providing advice on clinical issues for clients/patients.

The Assistant Director of Nursing (Clinical) will work collaboratively with Assistant Directors of Nursing (Management, Education and Research) to ensure the provision of quality cost-effective nursing care.

1. Engages in co-ordination of a specific group of clinical units and Clinical Nurse Consultants.
2. Responsible, with the clinical unit staff, for a safe standard of client/patient care.
3. Develops strategies to effect appropriate quality assurance programmes.
4. Responsible for clinical operational planning and decision-making.

5. Acts as clinical consultant to nursing division and contributes to nursing policy development and initiates reviews where appropriate.
6. Promotes participative decision-making within the clinical stream.
7. Promotes effective leadership and support for the Clinical Nurse Consultant group.
8. Monitors staff development strategies and outcomes using appropriate performance appraisal methodologies.
9. Represents clinical unit staff at executive nursing level.
10. Functions as a member of the nursing executive team.
11. Participates in recruitment and selection of staff.
12. Deputises for the Director of Nursing, when required.
13. Co-ordinates and promotes clinical research.

S3.8 LEVEL 4 - ASSISTANT DIRECTOR OF NURSING - MANAGEMENT

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

Assistant Director of Nursing - Management means an employee appointed as such who is a Registered Nurse and is expert in the field of nursing management and who is accountable for co-ordinating the provision and availability of human, material and financial resources to an assigned number of management units and for staffing methodologies.

The Assistant Director of Nursing (Management) will work collaboratively with the Assistant Directors of Nursing (Clinical, Education and Research) to ensure the provision of quality, cost effective nursing care.

Position incumbents may be required to design and implement approved research studies and quality assurance programmes pertaining to management and to evaluate findings.

Incumbents will co-ordinate the preparation of unit budget submissions and the preparation of the nursing division budget submission.

Assistant Director of Nursing (Management) will assume accountability and responsibility for own actions.

1. Acts as management consultant to nursing division and contributes to policy development.
2. Engages in management of human and material resources.
3. Engages in personnel functions.
4. Monitors global staff allocations.
5. Manages operational activities for specified units.
6. Undertakes the establishment and ongoing review of occupational health and safety programmes.
7. Manages financial and budget control for a group of units.
8. Researches management issues and problems including absenteeism, turnover, job satisfaction and occupational injuries.
9. Promote participative decision-making within the management stream.
10. Provides effective leadership and support for the nurse manager group.
11. Monitors staff development strategies and outcomes using appropriate performance appraisal methodologies.
12. Represents the Nurse Managers at the executive nursing level.
13. Functions as a member of the executive nursing team.
14. Participates in recruitment and selection of staff.
15. Participates in staff development programmes.
16. Deputises for Director of Nursing when required.

S3.9 LEVEL 4 - ASSISTANT DIRECTOR OF NURSING - EDUCATION AND STAFF DEVELOPMENT

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

Assistant Director of Nursing - Education and Staff Development means an employee appointed as such who is a Registered Nurse expert in the field of nurse education and is accountable for:

development, implementation and evaluation of staff development programmes.

the co-ordination and standards of nurse education/staff development programmes.

The Assistant Director of Nursing (Education) works collaboratively with the Assistant Directors of Nursing (Clinical, Research and Management) to ensure the provisions of quality, cost effective nursing care.

The Assistant Director of Nursing (Education) assumes accountability and responsibility for own actions.

1. Engages in the planning, co-ordination, implementation and evaluation of nursing staff development programmes.
2. Manages educational resources.
3. Acts as an education consultant to the nursing division and contributes to policy development.
4. Undertakes career counselling for nursing staff.
5. Contributes to nursing staff development programmes.
6. Maintains an information data base relative to education activities.
7. Promotes participative decision-making within the education stream.
8. Provides educational leadership to staff.
9. Monitors staff development strategies and outcomes using appropriate performance appraisal methodologies.
10. Represents nurse educators at the executive nursing level.
11. Functions as an executive member of the nursing team.
12. Participates in recruitment and selection of staff.
13. Engages in financial management and budgetary control of educational resources.
14. Deputises for Director of Nursing when required.
15. Co-ordinates educational research.

S3.10 LEVEL 4 - ASSISTANT DIRECTOR OF NURSING - RESEARCH

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

Assistant Director of Nursing - Research means an employee appointed as such and is a Registered Nurse who is expert in the field of research and is responsible for the overall co-ordination and management of nursing research.

Assistant Director of Nursing (Research) will work collaboratively with Assistant Directors of Nursing (Clinical, Management and Education) to:

improve the quality of nursing care through practice-oriented research.

ensure cost effective delivery of health care based on research.

monitor the standards of quality care.

The Assistant Director of Nursing (Research) assumes accountability and responsibility for own actions.

1. Initiates nursing research projects.
2. Promotes the funding and conduct of nursing research within the health facility.
3. Acts as expert consultant on nursing research and contributes to policy development.
4. Supervises and co-ordinates nursing research projects.
5. Represents nursing on the ethics committee.

6. Establishes policies and guidelines for nurse researcher in line with ethics committee recommendation.
7. Ensures patient/human rights of participants in nursing research projects.
8. Ensures research is conducted in accordance with recognised ethical guidelines.
9. Implements relevant findings of nursing research.
10. Monitors risk benefit implications of nursing research projects.
11. Documents and disseminates research findings.
12. Promotes participative decision making within the research stream.
13. Provides effective leadership and support for nurse involved in research.
14. Monitors staff development strategies and outcomes using appropriate performance appraisal methodologies.
15. Represents nurse researchers at executive nursing level.
16. Functions as a member of the executive nursing team.
17. Participates in recruitment and selection of staff.
18. Participates in staff development programmes.
19. Deputises for Director of Nursing when required.

S3.11 LEVEL 5 - DIRECTOR OF NURSING

GENERIC LEVEL STATEMENT

RESPONSIBILITIES

Director of Nursing means an employee appointed as such, who is a Registered Nurse.

The Director of Nursing has responsibility for strategic planning and decision making relating to the nursing service.

The Director of Nursing is accountable for the activities of the nursing service, participates as a member of the executive management team within the health care agency and is involved in future planning strategies to ensure that the health facility meets the changing needs of patients/clients.

The Director of Nursing demonstrates knowledge of contemporary nursing theory and practice and expertise in health care, personnel and financial/economic management. The Director of Nursing demonstrates a high level of management and leadership skills and is required to formulate policies and strategic plans for staff and organisational development within the nursing service.

1. Promotes and co-ordinates the nursing division for the delivery of high quality care.
2. Represents the nursing division, its philosophies and objectives.
3. Provides overall budgetary management of the nursing division.
4. Functions as a member of the executive management team.
5. Represents the interest of nursing to the Regional Health Authority.
6. Demonstrates leadership of the nursing service in line with developed philosophies, policies, objectives and goals of the nursing service and the health unit.
7. Engages in strategic planning and decision making in conjunction with senior nursing personnel.
8. Promotes a high standard of nursing practice.
9. Promotes participative decision making and decentralisation of operation.

Dated 23 October 2002.

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

Operative Date: 23 October 2002.