

QUEENSLAND PARLIAMENTARY SERVICE AWARD – STATE 2014

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PART 1—Title and Operation

1. Title

This award is known as the *Queensland Parliamentary Service Award – State 2014*.

2. Operation

Subject to section 824 of the Act, this award operates from 31 August 2014.

3. Definitions and interpretation

Unless the context otherwise requires, the definitions contained in clause 3 will apply to words and terms used in this award:

(a) Definitions of general application:

Act means the *Industrial Relations Act 1999*

afternoon shift means any shift commencing after 1000 and before 1800 and finishing subsequent to 1800 and at or before midnight

classification level comprises a minimum salary plus a number of increments in a particular occupational stream through which employees will be eligible to progress

Clerk has the same meaning as Clerk of the Parliament

Clerk of the Parliament is an Officer who is appointed the Clerk of the Parliament under the *Parliamentary Service Act 1988* and being, subject to the Committee of the Legislative Assembly, the officer charged with the supervision of the administration of the said Act and the appointed chief executive officer of the Parliamentary Service

commission means the Queensland Industrial Relations Commission

continuous shift work means work done by separate relays of employees where the hours of work are regularly rotated in accordance with a shift roster covering a 24 hour per day operation over a 7 day week

day shift means any shift commencing at or after 0600 and before 1000

day work means a single period of work (excluding a meal break) performed during the spread of ordinary hours which is not part of a non–continuous shift work or a continuous shift work system

day worker means a person who works day work

electorate office staff means an electorate officer or assistant electorate officer engaged to provide electorate support to a Member of the Legislative Assembly of Queensland in the electorate office established by that Member

employees includes those officers and employees who are employed by the Clerk of the Parliament on behalf of the Legislative Assembly of Queensland, including employees employed to provide electorate support to a Member of the Legislative Assembly of Queensland in the electorate office established by that Member and including staff engaged by the Clerk of the Parliament pursuant to the *Parliamentary Service Act 1988*, but not including persons whose appointment is subject to section 28 of that Act

generic level statement means a broad, concise statement of the duties, skills and responsibilities indicative of a given classification level

increment means for all employees an increase in salary from one paypoint to the next highest paypoint within a classification level

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

non–continuous shift work means work done by separate relays of employees working recognised hours, preceding, during or following the normal working hours for day workers, but not covering a 24 hour per day operation over a 7 day week

paypoint means the specific rate of remuneration payable to employees within a classification level

public holiday has the same meaning as that provided in Schedule 5 of the Act

QES means the Queensland Employment Standards contained in Part 2 of Chapter 2A of the Act

shift work means work performed by an employee on day shift, afternoon shift or night shift, either solely or in any combination thereof, as part of a non–continuous shift work system or a continuous shift work system

shift worker means an employee who works shift work

- (b) Definitions having application to security officers working 12 hour shift operations:

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

day shift means any shift commencing at or after 0600 but at or before 0700 and being of 12 hours duration

night shift means any shift commencing at or after 1800 but at or before 1900 and being of 12 hours duration

4. Coverage

This award applies to:

- (a) Officers and employees who are employed by the Clerk of the Parliament on behalf of the Legislative Assembly of Queensland, including:
- (i) employees employed to provide electorate support to a Member of the Legislative Assembly of Queensland in the electorate office established by that Member;
 - (ii) staff engaged by the Clerk of the Parliament pursuant to the *Parliamentary Service Act 1988* but not including persons whose appointment is subject to section 28 of that Act,
- whose salary or rates of pay are fixed by this award; and
- (b) The Clerk of the Parliament as the chief executive officer of the Parliamentary Service; and
- (c) The following industrial organisations:

- (i) Queensland Services, Industrial Union of Employees;
- (ii) Together Queensland, Industrial Union of Employees; and
- (iii) United Voice, Industrial Union, of Employees, Queensland,

to the exclusion of any other award.

5. The Queensland Employment Standards and this award

The QES and this award contain the minimum conditions of employment for employees covered by this award.

6. Individual flexibility arrangements and facilitative award provisions

6.1 Individual flexibility arrangements

- (a) (i) An employer and an employee covered by this award may agree to make an individual flexibility arrangement to vary the effect of the terms of this award in relation to one or more of the following matters:
 - (A) arrangements about when work is performed;
 - (B) overtime rates;
 - (C) penalty rates;
 - (D) allowances;
 - (E) leave loading; and
- (ii) the arrangement meets the genuine needs of the employer and employee in relation to one or more of the matters mentioned in clause 6.1(a)(i); and
- (iii) the arrangement is genuinely agreed to by the employer and employee.
- (b) The employer must ensure the terms of the individual flexibility arrangement—
 - (i) are only about matters required or permitted to be in this award; and
 - (ii) are not non-allowable provisions; and
 - (iii) must not result, on balance, in an overall reduction in the entitlements or protections the employee has under this award.
- (c) The employer must ensure the individual flexibility arrangement—
 - (i) is in writing and signed by the employer and employee; and
 - (ii) states—
 - (A) the names of the employer and employee; and
 - (B) the terms of this award that will be varied by the arrangement; and

- (C) how the arrangement will vary the effect of the terms; and
 - (D) how the arrangement will not result, on balance, in an overall reduction in the entitlements or protections the employee has under this award; and
 - (E) the day on which the arrangement commences; and
- (iii) if the employee is under 18 years of age— is signed by a parent or guardian of the employee.
- (d) The employer must give the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- (e) An individual flexibility arrangement may be terminated—
- (i) by either the employee or employer giving written notice of—
 - (A) a period agreed between the parties of up to 12 months; or
 - (B) if no period has been agreed— 28 days; or
 - (ii) by the employer and employee at any time if they agree in writing to the termination.

6.2 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 Clerk and the majority of employees affected, the following procedures shall apply:

- (a) Facilitative award provisions can be negotiated between management and employees who are directly affected by such proposals.
- (b) Employees may be represented by their local union delegate/s and shall have the right to be represented by their local union official/s.
- (c) In determining the outcome from facilitative provisions, neither party should unreasonably withhold agreement.
- (d) Agreement is defined as obtaining consent of greater than 50% of employees directly affected.
- (e) Any agreement reached must be documented, and shall incorporate a review period.

PART 2—Consultation and Dispute Resolution

7. Consultation

- (a) This clause applies if—
 - (i) the employer has made a definite decision to introduce a major change to production, program, organisation, structure, or technology in relation to its enterprise; and
 - (ii) the change is likely to have a significant effect on some or all employees (relevant employees) of the enterprise.
- (b) The employer must notify the relevant employees of the decision to introduce the major change.

- (c) The employer is not required to—
 - (i) notify the relevant employees or a representative of the decision until the time the employer considers appropriate; or
 - (ii) consult with the relevant employees or a representative about the decision until the employer notifies the relevant employees or the representative of the decision; or
 - (iii) consult with the relevant employees or a representative about the decision other than in relation to implementation of the decision; or
 - (iv) disclose confidential or commercially sensitive information to the relevant employees or a representative.
- (d) The relevant employees may appoint a representative for the purposes of the procedures in this clause if the representative is a union entitled to represent the employees' industrial interests.
- (e) If—
 - (i) the relevant employees appoint a representative under clause 7(d) for the purposes of consultation; and
 - (ii) the relevant employees advise the employer of the identity of the representative;the employer must recognise the representative.
- (f) As soon as practicable after notifying the relevant employees of the decision under clause 7(b), the employer must—
 - (i) discuss with the relevant employees—
 - (A) the implementation of the change; and
 - (B) the effect the implementation of the change is likely to have on the relevant employees; and
 - (C) measures the employer is taking to avert or mitigate the adverse effect of the implementation of the change on the relevant employees; and
 - (ii) for the purposes of the discussion—provide, in writing, to the relevant employees—
 - (A) information about the implementation of the change including the nature of the change proposed; and
 - (B) information about the expected effects of the implementation of the change on the relevant employees; and
 - (C) any other matters regarding the implementation of the change likely to affect the relevant employees.
- (g) The employer must give prompt and genuine consideration to matters raised about the implementation of the major change by the relevant employees.
- (h) In this clause, a major change is likely to have a significant effect on employees if it is likely to result in—

- (i) the termination of the employment of employees; or
- (ii) a major change to the composition, operation or size of the employer's workforce or the skills required of employees; or
- (iii) the elimination or diminution of job opportunities (including opportunities for promotion or tenure); or
- (iv) an alteration of hours of work; or
- (v) the need to retrain employees; or
- (vi) the need to relocate employees to another workplace; or
- (vii) the restructuring of jobs.

8. Dispute resolution

8.1 Procedure for resolution of disputes arising under this award or the QES

- (a) This clause applies to a dispute regarding—
 - (i) a matter arising under this award; or
 - (ii) the QES.
- (b) An employee who is a party to the dispute may appoint a representative for the purposes of the procedures in this clause if the representative is a union entitled to represent the employee's industrial interests.
- (c) In the first instance, the parties to the dispute must try to resolve the dispute at the workplace level, by discussions between the employee and relevant supervisors or management, or both.
- (d) If discussions at the workplace level do not resolve the dispute, a party to the dispute may refer the matter to the commission.
- (e) The commission may deal with the dispute as follows—
 - (i) the commission may first attempt to resolve the dispute as it considers appropriate, including by mediation, conciliation, expressing an opinion or making a recommendation;
 - (ii) if the commission does not resolve the dispute under clause 8.1(e)(i), the commission may then deal with the dispute in accordance with its jurisdiction under the Act.

Note—

- 1. If the commission arbitrates the dispute, it may also use the powers that are available to it under the Act.
 - 2. Chapter 9 of the Act provides for appeals against particular decisions made by the commission.
- (f) While the dispute resolution procedure is being conducted, work must continue in accordance with this award and the Act.

- (g) Subject to applicable work health and safety legislation, an employee must not unreasonably fail to comply with a direction by the employer to perform work, whether at the same or another workplace, that is safe and appropriate for the employee to perform.
- (h) The parties to the dispute agree to be bound by a decision made by the commission in accordance with this clause.

8.2 Procedure for resolution of individual disputes

- (a) The matters to be dealt with under this procedure include all grievances or disputes between an employee and an employer in respect to any industrial matter **other than** a dispute regarding a matter arising under this award or the QES, which are to be dealt with in accordance with clause 8.1. The procedure applies to a grievance or dispute involving a single employee or any number of employees.
- (b) The objective of this dispute resolution procedure shall be to avoid disputes by the resolution of issues through measures based on consultation, co-operation and discussion and to avoid interruption to the performance of work and consequential loss of production and salaries.
- (c) In the event of an employee/s having a grievance or dispute the employee/s shall in the first instance attempt to resolve the matter with the immediate supervisor, who shall respond to such request as soon as reasonably practicable under the circumstances. Where the grievance or dispute concerns alleged actions of the immediate supervisor or allegations of sexual harassment the employee/s may bypass this level in the procedure.
- (d) If the grievance or dispute is not resolved, the employee/s or their representative may refer the matter to the next higher level of management for discussion. Such discussion should take place as soon as possible after the request by the employee/s or their representative.
- (e) If the dispute remains unresolved after the parties have genuinely attempted to achieve a settlement thereof, then notification of the existence of the dispute is to be given to the commission in accordance with the provisions of the Act.
- (f) Whilst all of the above procedure is being followed, normal work shall continue except in the case of a genuine safety issue. Further, the *status quo* existing before the emergence of the grievance or dispute is to continue whilst the disputes procedure is being followed.
- (g) All parties to the dispute shall give due consideration to matters raised or any suggestion or recommendation made by the commission with a view to the prompt settlement of the dispute.
- (h) Any Order or Decision of the commission (subject to the parties' right of appeal under the Act) will be final and binding on all parties to the dispute.
- (i) Discussions at any stage of the procedure shall not be unreasonably delayed by any party, subject to acceptance that some matters may be of such complexity or importance that it may take a reasonable period of time for the appropriate response to be made. If genuine discussions are unreasonably delayed or hindered, it shall be open to any party to give notification of the dispute in accordance with the provisions of the Act.

PART 3—Types of Employment and Termination of Employment

9. Types of employment

An employee may be employed on a full-time, part-time or casual basis.

9.1 Full-time employment

A full-time employee is one that is engaged to work an average of 36.25 ordinary hours per week, unless 38 hours is specified elsewhere in this award.

9.2 Part-time employment

- (a) A part-time employee is an employee who:
 - (i) is engaged to work a regular pattern of ordinary hours each fortnight which are less than the ordinary hours worked by an equivalent full-time employee; and
 - (ii) receives, on a *pro rata* basis, the same salary and conditions of employment to those of an equivalent full-time employee who performs the same kind of work.
- (b) For each ordinary hour worked, a part-time employee will be paid no less than:
 - (i) 1/36.25th of the minimum weekly rate of pay for their classification where an equivalent full-time employee's ordinary hours of work are 36.25 hours per week; or
 - (ii) 1/38th of the minimum weekly rate of pay for their classification where an equivalent full-time employee's ordinary hours of work are 38 hours per week.
- (c) A part-time employee may be appointed to more than one position provided that the maximum number of ordinary hours for which they are employed does not exceed 72.5 or 76 hours per fortnight, as the case may be.
- (d)
 - (i) by mutual agreement with their employer, a part-time employee may elect to work additional ordinary hours above their regular hours, up to and including full-time equivalent hours. The additional hours so worked are also to be taken into account in the *pro rata* calculation of all entitlements.
 - (ii) any such additional hours worked within the spread of ordinary hours prescribed in clause 15.2 are to be paid for at the ordinary hourly rate.
- (e) Where a part-time employee is authorised to work additional hours outside the spread of hours prescribed in clause 15.2 the employee is eligible for payment of overtime in accordance with the provisions of clause 18.2 or 18.3, as the case may be.
- (f) Part-time employees are eligible for payment of salary increments in accordance with the provisions of clause 12.10 or 12.11, as the case may be.
- (g) Where an electorate office worker is, or has been, engaged to work less than 12 hours per week on a regular basis, the employee may elect to be engaged as either a casual employee or a part-time employee.

9.3 Casual employment

- (a)
 - (i) A casual employee is an employee who is engaged and paid as such.
 - (ii) A casual employee can not be employed to work more ordinary hours than are worked by an equivalent full-time employee each week or fortnight, as the case might be.
- (b) A casual employee is entitled to receive, on a *pro rata* basis, the same pay and conditions of employment, other than leave entitlements, to those of an equivalent full-time employee who performs the same kind of work.

- (c) For each hour worked, a casual employee will be paid no less than:
 - (i) 1/36.25th of the minimum weekly rate of pay for their classification where an equivalent full-time employee's ordinary hours of work are 36.25 hours per week; or
 - (ii) 1/38th of the minimum weekly rate of pay for their classification where an equivalent full-time employee's ordinary hours of work are 38 hours per week,plus a casual loading of 23%.
- (d) Each casual engagement stands alone, with a minimum payment as for 2 hours' work in respect to each engagement.
- (e) The casual loading of 23% is paid instead of annual leave, paid personal/carer's leave, notice of termination, redundancy benefits and the other attributes of full-time or part-time employment. The loading constitutes part of the casual employee's salary for the purpose of calculating overtime, weekend penalties, public holiday and shift payments, where relevant.
- (f) Casual employees are eligible for payment of salary increments in accordance with the provisions of clause 12.10 or 12.11, as the case may be.
- (g) The long service leave entitlement of casual employees is recorded in clause 23.

9.4 Probationary employment

- (a) A person appointed to the Parliamentary Service shall be appointed on probation for a period of not less than 12 months.
- (b) An employee of the Parliamentary Service who is appointed by way of promotion shall be appointed on probation for a period of not less than 6 months.
- (c) The conditions of appointment on probationary service of every employee are those prescribed in section 35 of the *Parliamentary Service Act 1988* existing at the date of this award and any amendments thereto apply to employees covered by this award.

9.5 Anti-discrimination

- (a) In fulfilling their obligations under this award, the parties must take reasonable steps to ensure that neither the award provisions nor their operation are directly or indirectly discriminatory in their effects. Discrimination includes:
 - (i) discrimination on the basis of sex, relationship status, family responsibilities, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality and association with, or in relation to, a person identified on the basis of any of the above attributes;
 - (ii) sexual harassment; and
 - (iii) racial and religious vilification.
- (b) Nothing in clause 9.5 is to be taken to affect:
 - (i) any different treatment (or treatment having different outcomes) which is specifically exempted under the *Anti-Discrimination Act 1991*;

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

10. Termination of employment

10.1 Notice by the employer

Notice of termination is provided for in Division 9 of the QES. Clauses 10.2 to 10.7 supplement the QES provisions.

10.2 Notice of termination by employee

Unless otherwise agreed between the employer and an employee the notice of termination required by an employee, other than a casual employee, will be 2 weeks or 2 weeks' salary forfeited in lieu. If an employee fails to give the required notice the employer will have the right to withhold monies due to the employee with a maximum amount equal to the ordinary time rate of salary for the period of notice.

10.3 Notice cannot be offset

In the absence of mutual agreement between the employer and the employee, annual leave or any part thereof cannot be considered as or nominated as notice for the purpose of giving notice of termination of employment.

10.4 Job search entitlement

Where the employer has given notice of termination to an employee, an employee must be allowed up to one day's time off without loss of pay for the purpose of seeking other employment. The time off is to be taken at times that are convenient to the employee after consultation with the employer.

10.5 Statement of employment

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

10.6 Electorate office staff

- (a) The employment of an employee may be terminated:
 - (i) by way of resignation with the giving of 2 weeks' notice; or
 - (ii) subject to justification to the Clerk, on behalf of the Legislative Assembly, by the Member giving the appropriate notice as set out in the Act, provided that no less than 2 weeks' notice is given; or
 - (iii) on the Member's death, resignation, retirement or defeat, upon the return of the Writ for the Election or By-Election of a new Member for the relevant electoral district by giving the appropriate notice as set out in the QES, provided that no less than 2 weeks' notice shall be given.
- (b) Termination of employment by way of clauses 10.6(a)(ii) and 10.6(a)(iii) allows for the application of the provisions of clause 10.7.

10.7 Electorate office staff – severance entitlement

- (a) An employee whose employment is terminated pursuant to clauses 10.6(a)(ii) or 10.6(a)(iii), will be entitled to the following severance payments dependant on the length of service at the date of termination:

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

- (b) An employee engaged upon a temporary basis, as a result of a secondment of an electorate office staff member which is of an indeterminate period of time, shall also be entitled to severance payments if their employment is terminated as a result of the termination of the secondment.
- (c) Where the employee has at least one year of continuous service, the employee shall be entitled to the payment of accrued long service leave, on the basis of 1.3 weeks for each year of continuous service and a proportionate amount for an incomplete year of service.

11. Redundancy

11.1 Redundancy pay

Redundancy pay is provided for in Division 9 of the QES. Clauses 11.2 to 11.4 supplement the QES provisions.

11.2 Transfer to lower paid duties

- (a) Where an employee is transferred to lower paid duties by reason of redundancy 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 the redundancy pay provisions of the QES.
- (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.

11.3 Employee leaving during notice

An employee given notice of termination in circumstances of redundancy may terminate their employment during the period of notice. The employee is entitled to receive the benefits and payments they would have received under this clause had they remained in employment until the expiry of the notice, but is not entitled to payment instead of notice.

11.4 Job search entitlement

- (a) An employee given notice of termination in circumstances of redundancy must 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 must, at the request of the employer, produce proof of attendance at an interview or the employee will not receive payment for the time absent. For this purpose a statutory declaration will be sufficient.
- (c) Clause 11.4 applies instead of clause 10.4 in cases of redundancy.

PART 4—Minimum Wage Rates and Related Matters

12. Classifications and minimum salary rates

12.1 Classification Structure

All employees are to be allocated to the stream in which their duties predominantly fall and where mandatory requirements specified for positions in other streams are not essential for effective performance.

(a) Administrative stream

- (i) the administrative stream comprises those roles, the duties of which apply to the functional areas identified in clause 12.1(a)(ii), the incumbents of which are required to possess a range of skills appropriate to the stream.
- (ii) the functional areas include: electorate office staff, agency administration, human resource management, finance, customer service, development and implementation of policy, information and advisory services.

(b) Professional stream

The professional stream comprises roles:

- (i) to which are attached a mandatory degree qualification or agreed equivalent as determined by the Clerk; and
- (ii) the duties of which reflect;
 - (A) a combination of practitioner and/or specialist responsibilities; or

(B) an identifiable specialisation/management in a profession.

(c) **Technical stream**

The technical stream comprises roles:

- (i) to which are attached a mandatory diploma, advanced diploma or agreed equivalent as determined by the Clerk of the Parliament; and
- (ii) the duties of which reflect:
 - (A) a combination of practitioner and/or specialist responsibilities providing direct assistance to, but on occasion acting in isolation from, other employees; and/or
 - (B) supervision of employees in this or other streams.

(d) **Operational stream**

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

12.2 Allocation to stream and classification levels

Allocation of employees to the administrative, professional, technical and operational streams and to classification levels within those streams shall be in accordance with the generic level statements contained in Schedule 2. These statements reflect the degree of complexity and responsibility of duties, skills and knowledge proceeding from the lowest to the highest classification levels. Their purpose is to provide an indication as to the classification level appropriate to any packaging of duties.

12.3 Minimum salary levels

(a) The minimum salaries payable to employees covered by this award other than electorate office staff, which are prescribed in clause 12.3(b), are prescribed in the tables below:

Administrative stream				Professional stream			
Classification level	Pay point	Award Rate ¹ Per Fortnight ³ \$	Annual Salary ¹ \$ ⁴	Classification level	Pay point	Award Rate ¹ Per Fortnight ³ \$	Annual Salary ¹ \$ ⁴
Level 1	1	1194	30,566	Level 1	1	1,222	31,294
	2	1265	32,429		2	1,334	34,229
	3	1336	34,284		3	1,449	37,164
At age 21 ²				4	1,649	43,032	
				5	1,717	44,801	
				6	1,785	46,577	
				7	1,863	48,594	
Level 2 At age 21 ²	1	1,584	41,312	Level 2	1	2,007	52,356
	2	1,623	42,353		2	2,115	55,179
	3	1,664	43,423		3	2,223	57,986
	4	1,706	44,495		4	2,331	60,812
	5	1,747	45,581		5	2,439	63,642
	6	1,789	46,684		6	2,546	66,431
	7	1,835	47,882				
	8	1,885	49,178				
Level 3	1	2,009	52,411	Level 3	1	2,671	69,687
	2	2,083	54,354		2	2,751	71,759

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Administrative stream				Professional stream			
Classification level	Pay point	Award Rate ¹ Per Fortnight ³ \$	Annual Salary ¹ \$ ⁴	Classification level	Pay point	Award Rate ¹ Per Fortnight ³ \$	Annual Salary ¹ \$ ⁴
	3	2,158	56,290		3	2,830	73,828
	4	2,231	58,208		4	2,910	75,907
Level 4	1	2,361	61,592	Level 4	1	3,092	80,679
	2	2,436	63,564		2	3,170	82,706
	3	2,512	65,542		3	3,248	84,730
	4	2,588	67,527		4	3,325	86,757
Level 5	1	2,724	71,054	Level 5	1	3,474	90,637
	2	2,800	73,058		2	3,556	92,779
	3	2,877	75,054		3	3,638	94,913
	4	2,953	77,050		4	3,720	97,042
Level 6	1	3,113	81,224	Level 6	1	3,841	100,199
	2	3,184	83,074		2	3,913	102,098
	3	3,255	84,921		3	3,985	103,968
	4	3,325	86,757		4	4,058	105,860
Level 7	1	3,474	90,637				
	2	3,556	92,779				
	3	3,638	94,913				
	4	3,720	97,042				
Level 8	1	3,841	100,199				
	2	3,913	102,098				
	3	3,985	103,968				
	4	4,058	105,860				

Notes:

- ¹ Includes the arbitrated wage adjustment payable under the 1 September 2013 Declaration of General Ruling.
- ² Identifies the minimum salary payable to an employee aged 21 years and over classified in that particular stream.
- ³ Rounded to the nearest dollar.
- ⁴ Annual salaries are for reference purposes only.

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Technical stream				Operational stream			
Classification level	Pay point	Award Rate ¹ Per Fortnight ³ \$	Annual Salary ¹ \$ ⁴	Classification level	Pay point	Award Rate ¹ Per Fortnight ³ \$	Annual Salary ¹ \$ ⁴
Level 1 At age 21 ²	1	1,222	31,294	Level 1	1	1,057	26,995
	2	1,334	34,229		2	1,140	29,168
	3	1,449	37,164		3	1,224	31,357
	4	1,649	43,032		4	1,308	33,535
	5	1,717	44,801		5	1,392	35,719
	6	1,785	46,577		6	1,479	37,903
	7	1,863	48,594				
Level 2	1	1,893	49,374	Level 2 At age 21 ²	1	1,584	41,312
	2	1,960	51,125		2	1,626	42,413
	3	2,027	52,891		3	1,669	43,535
	4	2,096	54,670		4	1,712	44,654
	5	2,163	56,442				
	6	2,231	58,208				
Level 3	1	2,361	61,592	Level 3	1	1,737	45,325
	2	2,423	63,220		2	1,771	46,194
	3	2,485	64,827		3	1,807	47,136
	4	2,546	66,431		4	1,844	48,117
Level 4	1	2,671	69,687	Level 4	1	1,920	50,078
	2	2,755	71,868		2	1,980	51,652
	3	2,838	74,044		3	2,040	53,222
					4	2,100	54,782
Level 5	1	2,953	77,050	Level 5	1	2,153	56,175
	2	3,038	79,270		2	2,222	57,973
	3	3,124	81,498		3	2,292	59,791
	4	3,209	83,718		4	2,361	61,592
Level 6	1	3,311	86,374	Level 6	1	2,461	64,214
	2	3,393	88,511		2	2,525	65,881
	3	3,474	90,637		3	2,588	67,527
				Level 7	1	2,709	70,681
					2	2,774	72,361
					3	2,838	74,044

Notes:

- ¹ Includes the arbitrated wage adjustment payable under the 1 September 2013 Declaration of General Ruling.
- ² Identifies the minimum salary payable to an employee aged 21 years and over classified in that particular stream.
- ³ Rounded to the nearest dollar.
- ⁴ Annual salaries are for reference purposes only.

(b) Salaries – electorate officers and assistant electorate officers

- (i) the salaries paid to electorate officers shall be based on the rates applicable to the administrative stream, between level 3, paypoint 3, and level 5, paypoint 4, of the award, as set out in the table below clause 12.3(b)(ii).
- (ii) the salaries paid to assistant electorate officers shall be as per the rates applicable to the administrative stream level 3 of the award as set out below.

Electorate officers				Assistant electorate officers			
Level	Equivalent Classification Level	Award Rate ¹ Per Fortnight ³ \$	Annual Salary ³ \$	Level	Equivalent Classification Level	Award Rate ¹ Per Fortnight ³ \$	Annual Salary ³ \$
				1	AO 3 – 1	2,009	52,411
				2	AO 3 – 2	2,083	54,354
1	AO 3 – 3	2,158	56,290	3	AO 3 – 3	2,158	56,290
2	AO 3 – 4	2,231	58,208	4	AO 3 – 4	2,231	58,208
3	AO 4 – 1	2,361	61,592				
4	AO 4 – 2	2,436	63,564				
5	AO 4 – 3	2,512	65,542				
6	AO 4 – 4	2,588	67,527				
7	AO 5 – 1	2,724	71,054				
8	AO 5 – 2	2,800	73,058				
9	AO 5 – 3	2,877	75,054				
10	AO 5 – 4	2,953	77,050				

Notes:

- ¹ Includes the arbitrated wage adjustment payable under the 1 September 2013 Declaration of General Ruling.
- ² Rounded to the nearest dollar.
- ³ Annual salaries are for reference purposes only.

- (c) Salaries shall be paid fortnightly and may at the discretion of the Clerk be paid by electronic funds transfer.

12.4 Work allocation

An employee appointed to or relieving in a role within a classification level may be allocated and subsequently reallocated to any role within that particular classification level.

12.5 Incidental or peripheral tasks

An employee may be directed to carry out duties that are within the particular employee's skill, competence and training provided:

- (a) The direction does not affect the employee's entitlement to higher or other duties allowances provided in this award; and
- (b) All such directions are consistent with the employer's responsibilities to provide a safe and healthy working environment.

12.6 Recognition of qualifications

- (a) An employee appointed to the administrative stream who has satisfied assessment requirements for an AQF 3, AQF4, AQF5 or AQF6 qualification acceptable to the Clerk shall be paid no less than classification level 2, paypoint (1).
- (b) An employee appointed to the **administrative stream** who has satisfied examined requirements for a degree or other post-secondary qualification acceptable to the Clerk must be paid not less than classification level 2, paypoint (7).
- (c) An employee appointed to level 1 of the **professional or technical stream** having obtained the prerequisite qualification shall be appointed to the minimum rate prescribed in level 2 of such stream.

12.7 Recognition of previous service for determining salary levels – electorate officers

- (a) Upon commencement, electorate officers shall be commenced at level 1, and become eligible for an increment after 12 month's continuous service.
- (b) An officer may make application to the Clerk for a salary at a level higher than level 1 based on previous service in one of the following areas:
 - (i) service as an electorate officer or electorate assistant with a Federal or State Member;
 - (ii) service in the office of a State or Federal Minister; and
 - (iii) service with a Councillor of a Local Government.
- (c) On the production of documentary evidence of any type, the commencing salary may be adjusted by the Clerk up to a maximum of level 6 (AO4.4) within the scale.
- (d) Existing Queensland public sector employees, appointed or seconded to a position, will commence at a salary level that is at least equivalent to their existing salary level within the public sector, up to a maximum of level 6 (AO4.4) within the scale.
- (e) An electorate officer holding a recognised tertiary qualification and having at least one year clerical or administrative work experience may commence at level 2 (AO3.4) within the scale.
- (f) An electorate officer having at least 3 years' clerical or administrative work experience may commence at level 2 (AO3.4) within the scale.
- (g) An electorate officer having at least 6 years' clerical or administrative work experience may commence at level 3 (AO4.1) within the scale.
- (h) Clerical or administrative work experience considered appropriate may include some of the following tasks/activities:
 - (i) proficiency in the use of computer equipment and associated software packages;
 - (ii) proficiency in the use of general office equipment;
 - (iii) interpersonal and electronic communication;
 - (iv) general accounts;
 - (v) drafting correspondence, reports, briefing papers;
 - (vi) reception and telephone skills; and
 - (vii) organisation of meetings/functions.

12.8 Movement between classification levels

- (a) Except as provided below, movement between classification levels will be based on appointment on merit to advertised vacancies.
- (b) Annual increments will continue to apply in accordance with the relevant provisions of clause 12.10 to employees moving between classification level 1 and classification level 2 of the administrative stream.

- (c) An employee upon attaining the age of 21 years is entitled to payment at the specific age 21 salary as indicated within the various streams. This provision does not apply on promotion or as otherwise prescribed.
- (d) Movement of employees from level 2 to level 3 within the professional and technical streams will be subject to:
 - (i) the employee concerned having served at least 12 months on the maximum salary prescribed for a level 2 employee; and
 - (ii) a recommendation from a selection panel that the applicant is worthy of promotion. The merit of the applicant is to be evaluated in relation to the prescribed criteria (see clause 12.9) through:
 - (A) an assessment of a written application from the applicant; and
 - (B) an interview of the applicant; and
 - (C) a certificate addressing the prescribed criteria, from the director of the division or branch in which the employee is working or a senior employee knowledgeable in the employee's capabilities, that the employee is worthy of promotion based on assessment of the employee.
- (e) An employee promoted to a position at a higher classification level within the same stream shall be appointed to paypoint one of that higher classification level.

12.9 Prescribed criteria for movement between classification levels

(a) Professional stream

Applicants for movement within the professional stream from level 2 to level 3 shall be assessed by a selection panel on the following criteria:

- (i) demonstrated professional expertise in one or more areas of a discipline as shown by:
 - (A) detailed knowledge of standard professional tasks;
 - (B) examples of modifications to standard procedures and practices and contributions to the development of new techniques and methodologies;
 - (C) professional contribution relevant to the discipline at a local level.
- (ii) possession of postgraduate qualifications or postgraduate developmental experience through attendance at specialist seminars or in-service presentations relevant to the discipline.
- (iii) evidence of recognition by peers, industry or other client groups as shown by one or more of the following (the activities used as evidence will vary with the discipline of the applicant):
 - (A) original in-service presentations;
 - (B) published papers;
 - (C) active involvement in conferences and seminars;
 - (D) consultancies;

- (E) recognition as a resource person who collects, collates and imparts knowledge in a particular area;
- (F) preparation of significant internal reports.
- (iv) demonstrated levels of performance and innovation through:
 - (A) a history of satisfactory performance;
 - (B) demonstrated high levels of efficiency and effectiveness;
 - (C) demonstrated high level of responsibility and initiative.

(b) **Technical stream**

Applicants for movement within the technical stream from level 2 to level 3 shall be assessed by a selection panel on the following criteria:

- (i) demonstrated technical expertise in one or more areas of a discipline as shown by:
 - (A) detailed technical knowledge and experience;
 - (B) high levels of accuracy and precision in undertaking procedures;
 - (C) technical contribution at a local level.
- (ii) possession of higher technical qualifications or developmental experience through attendance at specialist seminars or in-service presentations relevant to the discipline.
- (iii) evidence of recognition by peers, industry or other client groups as shown by one or more of the following (the activities used as evidence will vary with the discipline of the applicant):
 - (A) original in-service presentations;
 - (B) published papers;
 - (C) active involvement in conferences and seminars;
 - (D) consultancies;
 - (E) recognition as a resource person who collects, collates and imparts technical knowledge in a particular area;
 - (F) preparation of significant internal reports.
- (iv) demonstrated levels of performance and innovation through:
 - (A) a history of satisfactory performance;
 - (B) demonstrated high levels of efficiency and effectiveness;
 - (C) demonstrated high level of responsibility and initiative.

12.10 Movement within classification levels – increments – other than electorate officers

Movement within classification levels for employees other than electorate officers is based on meeting the following requirements:

- (a) Except in the case of an employee who is paid the prescribed basic salary on attaining the age of 21 years or in the case of a promotion, or transfer and promotion from one classification level to another, an increase is not to be made to the salary of any employee until the employee has received a salary at a particular classification and paypoint for a period of 12 months.
- (b) Notwithstanding anything contained elsewhere in this award, an employee is not entitled to move to the next salary increment level by virtue of the award unless:
 - (i) in the case of employees:
 - (A) in levels 1 and 2 of the **administrative, professional and technical** streams; and
 - (B) in levels 1, 2 and 3 of the **operational** stream,the conduct, diligence and efficiency of the employee has been certified by the employer to have been and to be satisfactory;
 - (ii) in the case of employees in all other classification levels, performance objectives have been achieved as certified by the employer.

12.11 Increments and progression – electorate officers

- (a) Progression through the increments for electorate officers from level 1 to level 10 and for assistant electorate officers from level 1 to level 4 shall occur annually subject to the officer having received the salary at a particular level for a period of 12 months.
- (b) If any increase prescribed by this award is withheld from or refused to be granted to any employee, such employee shall be given an opportunity to show cause to the Clerk why such increase should not be withheld.

12.12 Higher duties

- (a) An employee directed to temporarily fill a position for more than 3 consecutive working days at a higher classification level within the same stream shall be paid extra remuneration at the first paypoint of the classification level of the position being temporarily filled.
- (b) An employee directed to temporarily fill a position for more than 3 consecutive working days at a classification level within a different stream as determined by this award shall be paid extra remuneration either:
 - (i) at the first paypoint of the classification level of the position being temporarily filled; or
 - (ii) at the next highest paypoint above their existing salary level, within the classification level of the position being temporarily filled,whichever is higher.
- (c) Parliamentary security officers required to undertake the full duties and responsibilities of the position of parliamentary security supervisor will be eligible for payment at the applicable higher classification level provided that the minimum period of relieving undertaken is 12 consecutive hours.

13. Allowances

(a) Broken work allowance – cleaners

All cleaners engaged on work where the ordinary hours of duty are subject to a break in continuity other than for the purposes of meal breaks to a maximum of one hour and rest pauses shall be paid in addition to the ordinary rate of pay prescribed an allowance at the rate of \$7.39 per day for each day so worked.

(b) First aid allowance – all employees

An employee holding a certificate in first aid issued by the Queensland Ambulance Service or equivalent qualification who is appointed in writing by the Clerk as a first aid attendant/officer shall be paid an allowance of \$28.70 per fortnight in addition to the ordinary rate of pay. This allowance shall be treated as part of the ordinary fortnightly salary for the purposes of annual leave (but not loading on leave), sick leave, long service leave and all other paid leave.

(c) Leading hand allowance – cleaners

(i) a cleaner in charge of other cleaners shall be paid the additional amounts according to the number of persons in the cleaner's charge:

(A) less than 15 cleaners – \$ 24.10 per week;

(B) more than 15 cleaners – \$ 35.40 per week.

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

(d) Meal allowance during overtime – all employees

(i) an employee required to work overtime for more than 2 hours after ordinary ceasing time or for more than one hour continuing beyond 1800 in the case of a day worker on any normal working day, shall be provided with an adequate meal at the employer's expense or paid a meal allowance of \$12.10 in lieu of the provision of such meal.

(ii) where the employer requires the employee to continue working for a further four hours of continuous overtime work, the employee will be paid an additional meal allowance of \$12.10.

(iii) where an employee has been given notice to work overtime as aforesaid, on the previous working day, or prior thereto, and has brought to work a prepared meal and such overtime is cancelled, such employee shall be paid a meal allowance of \$12.10 for such prepared meal.

(e) Motor vehicle allowance – all employees

(i) where the employer requires an employee to use their own vehicle in or in connection with the performance of their duties, such employee will be paid an allowance for each kilometre of authorised travel as follows:

(A) motor vehicle—\$0.75 per kilometre; and

(B) motorcycle—\$0.25 per kilometre.

(ii) the employer may require an employee to record full details of all such official travel requirements in a log book.

(f) Toilet cleaning allowance – cleaners

All cleaners who are required to clean toilets shall be paid an allowance of \$1.74 per day for up to 10 toilets and \$2.26 per day for more than 10 toilets in addition to their ordinary rate of pay.

(g) Uniforms allowance – cleaners and gardeners

(i) where uniforms are required to be worn by a cleaner or gardener, the employee shall be supplied suitable uniforms of good quality as approved by the employer. Uniforms shall be replaced by the employer on a fair wear and tear basis.

(ii) where a cleaner or gardener is required to wear uniforms the employer shall launder the uniform without charge to the employee or pay the employee an allowance of \$2.50 per week.

(h) Adjustment of allowances

(i) other than the expense related allowances at clauses 13(d), (e) and (g), respectively, all other allowances specified in clause 13 will be automatically increased from the same date and in the same manner as such monetary allowances are adjusted in any State Wage Case decision or other decision of the commission adjusting minimum wage rates in this award.

(ii) also at the time of any adjustment to the wage rates in this award, expense related allowances at clauses 13(d), (e) and (g), respectively will be automatically increased by the relevant adjustment factor. The relevant adjustment factor for this purpose is the percentage movement in the applicable index figure most recently published by the Australian Bureau of Statistics since the allowance was last adjusted.

(iii) the applicable index figure is the index figure published by the Australian Bureau of Statistics for the Eight Capitals Consumer Price Index (Cat No. 6401.0), as follows:

<u>Allowance</u>	<u>Applicable Consumer Price Index figure</u>
Overtime meal allowance	Take-away and fast foods sub-group
Uniforms and laundry allowance	Clothing and footwear group
Motor vehicle allowance	Private motoring sub-group

14. Superannuation

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

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

PART 5—Hours of Work, Breaks, On Call, Overtime, Shift Work, Weekend Work

15. Hours of work

15.1 Ordinary hours of duty

- (a) Employees of the parliamentary service who do not work ordinary hours of duty because of their involvement with parliamentary sittings shall have their hours of duty set and arranged by the Clerk.
- (b) The maximum ordinary hours of duty for all employees covered by this award, exclusive of meal breaks, shall be an average of 36.25 hours per week or 7.25 hours per day, or other hours as recorded in the table below:

Department, classification, group or area	Ordinary hours of work per week	Ordinary hours of work per day
(i) Catering staff	38	7hrs 36mins
(ii) Cleaners	38	A maximum of 10 hours (Where the ordinary working hours are to exceed 8 on any day, the arrangements of hours shall be subject to agreement between the Clerk and the majority of employees concerned)
(iii) Gardening and miscellaneous staff	38	7hrs 36mins
(iv) Security officers working 12 hour shift operations (Note: shift roster operations are provided for in clause 19).	38 (to be worked in accordance with clause 15.1(c)(iv))	A maximum of 12 hours

- (c) The ordinary hours of employees working 38 hours per week are to be worked on one of the following bases as determined by the Clerk following consultation with employees directly affected:
- (i) 38 hours within a work cycle not exceeding 7 consecutive days; or
 - (ii) 76 hours within a work cycle not exceeding 14 consecutive days; or
 - (iii) 114 hours within a work cycle not exceeding 21 consecutive days; or
 - (iv) 152 hours within a work cycle not exceeding 28 consecutive days.
- (d) Notwithstanding the working hours arrangements recorded in clause 15.1(b), the employer and an employee or groups of employees may agree that the ordinary hours of work are to exceed the nominated maximum ordinary hours on any day, thus enabling more than one day to be taken off during a particular work cycle.
- (e) Subject to the provisions of clause 15.5 the ordinary hours of duty for electorate office staff shall be arranged by agreement between the employee and the Member to generally be worked on 5 days per week, Monday to Friday inclusive.

- (f) All employees covered by this award are entitled to not less than two whole consecutive days off duty in each week.
- (g) The Clerk may require specific attendance or exempt employees who occupy specified positions from a system for recording attendance.

15.2 Spread of ordinary hours of duty – day workers

The spread of ordinary hours of duty for day workers shall be 0700 to 1800 Monday to Friday, or other spread of hours as recorded in the table below:

Department, classification, group or area	Spread of ordinary hours
(a) Catering staff	0600 to 2030, Monday to Friday
(b) Cleaners	0600 to 1800, Monday to Friday
(c) Gardening and miscellaneous staff	0600 to 1800, Monday to Friday

15.3 Payment for working ordinary hours – shift workers other than security officers working 12 hour shift operations

Ordinary hours of duty are worked by a shift worker, other than security officers undertaking 12 hour shift operations, according to a roster covering a 24 hour per day operation over a 7 day week and will be paid for as follows:

- (a) Between 0000 and 2400 on Monday to Friday – ordinary time;
- (b) Between 0000 and 2400 on a Saturday – time and one half;
- (c) Between 0000 and 2400 on a Sunday – double time; and
- (d) Between 0000 and 2400 on a public holiday – at the rate prescribed in clause 24.1.

15.4 Payment for working ordinary hours – security officers working 12 hour shift operations

- (a) In addition to their base salary, parliamentary security officers employed under this award, who work 12 hour shift operations, are entitled to a block pay roster allowance of 33.0618% of base salary in lieu of additional payments for working shift work, weekend work, work on public holidays and annual leave loading.
- (b) The allowance is **excluded** from the calculation of superannuation and overtime entitlements.
- (c) The allowance is **included** in salary for workers' compensation calculations.

15.5 Flexible working hours – electorate office staff

- (a) Clause 15.5 provides a framework within which hours of work arrangements and related conditions are to be implemented with the express purpose of providing electorate office staff with access to a full day/s off within a work cycle.
- (b) Notwithstanding clause 15.2, a member and an employee may also agree to hours of work arrangements that allow part-days off.

- (c) To achieve the purpose as stated in clauses 15.5(a) and (b), weekly hours of work may, subject to agreement between the employee concerned and the Member, be arranged in any of the following ways:
 - (i) the working of a 9 day fortnight;
 - (ii) the working of a 19 day month; and
 - (iii) the adoption of a flexible working hours arrangement that allows for the accrual and subsequent debit of time for hours of duty performed in excess of the ordinary hours of work. However authorised work outside the spread of hours of 0700 to 1800 weekdays or in excess of 9.5 hours exclusive of meal breaks on any one day shall not be recognised as part of a flexible working hours arrangement and will be compensated in accordance with the applicable overtime provisions of this award.

15.6 Organisational (flexible) hours of work arrangements – other than electorate office staff

- (a) These provisions provide a framework within which flexible hours of work arrangements and related conditions are to be implemented for those employees whose ordinary weekly hours are 36.25 per week (other than electorate office staff).
- (b) A part-time employee whose ordinary hourly rate is based upon a 36.25 hour week for equivalent full-time employees and who is engaged in a role where operational requirements allows for the application of organisational hours of work arrangements may, by mutual agreement, participate in organisational hours work arrangements.
- (c) Hours of work arrangements are to be determined by the Clerk after consultation with the employees directly affected.
- (d) Hours of work arrangements may include, but are not necessarily limited to, the following:
 - (i) bandwidth;
 - (ii) core times and variable periods;
 - (iii) standard hours;
 - (iv) credit time and debit time;
 - (v) settlement periods and carryover; and
 - (vi) time off in lieu and overtime.
- (e) Organisational hours of work arrangements are to be implemented in accordance with the provisions of Schedule 1.

16. Meal breaks

16.1 Employees other than security officers working 12 hour shift operations

- (a) All employees who work in excess of 5 hours on any day, other than security officers undertaking 12 hour shift operations, shall be allowed not less than 30 minutes for an unpaid meal break between the 3rd and 6th hours of duty.

- (b) Where it is mutually agreed between the employer and an employee, that in order to maintain the continuity of work, the hours of duty may be inclusive of meal times. Where this occurs no deduction shall be made from the employee's salary.
- (c) Security officers undertaking 12 hour shift operations shall be entitled to paid crib breaks in accordance with clause 19.4.

16.2 Security officers working 12 hour shift operations

Security officers shall be entitled to a paid 30 minute crib break in the first and second half of each 12 hour shift.

17. Rest pauses

- (a) All employees are entitled to a paid rest pause of 10 minutes' duration in the employer's time in the first and second half of the working day, subject to the following:
 - (i) a total of 10 minutes for an employee who works for more than 3 hours but less than 6 ordinary hours in any day; or
 - (ii) a total of 20 minutes for an employee who works for at least 6 ordinary hours in any day.
- (b) All rest pauses shall be taken at such times as will not interfere with the continuity of work where such continuity is necessary.

18. Overtime

18.1 Overtime – general

- (a) Employees shall work reasonable overtime whenever necessary in the opinion of the Clerk, but 24 hours' notice shall be given, where practicable, to an employee required to work overtime.
- (b) Overtime is to be calculated to the nearest quarter of an hour.

18.2 Payment for overtime – employees other than security officers working 12 hour shift operations

- (a) All authorised overtime worked by an employee in excess of their ordinary daily hours of duty or outside their spread of ordinary working hours on a Monday to Friday, inclusive, shall be paid at the rate of time and one half for the first 3 hours and double time thereafter.
- (b) All authorised overtime worked by an employee on a Saturday shall be paid at the rate of time and one half for the first 3 hours and double time thereafter with a minimum payment as for 2 hours' work.
- (c) All authorised overtime worked by an employee on a Sunday shall be paid at the rate of double time with a minimum payment as for 2 hours' work.
- (d) All authorised overtime worked by an employee on a public holiday shall be paid at the rate prescribed in clause 24.1.
- (e) The minimum payments provided in clauses 18.2(b) and (c) shall not apply where such overtime is performed immediately preceding and/or following ordinary hours.
- (f) An employee receiving higher duties payments in accordance with clause 12.12 is entitled to be paid for all authorised overtime at the rate applicable to the classification level and paypoint of the position being temporarily filled.

- (g) Notwithstanding clauses 18.2(a), (b) and (c), shift workers whose hours of work are regularly rotated in accordance with a shift roster covering 2 or more shifts per day, shall be paid for all overtime at the rate of double time.

18.3 Overtime – security officers working 12 hour shift operations

- (a) Security officers working 12 hour shift operations shall be paid for overtime at the rate of double time on their base hourly rate of pay (i.e. **excluding** the block pay roster allowance).
- (b) Security officers requested to perform overtime will be paid overtime as from:
 - (i) the actual time the officer commences travelling to the work place if the period of notice provided to the officer prior to the commencement of work is less than 12 hours; or
 - (ii) the actual time the officer commences work if the period of notice provided to the officer prior to the commencement of work is 12 hours or more.
- (c)
 - (i) except for overtime worked on a public holiday, security officers requested to perform overtime will be paid overtime at the rate of double their base hourly rate of pay with a minimum payment as for 2 hours work, except where such overtime is continuous with ordinary hours.
 - (ii) overtime worked on a public holiday is to be paid at the rate prescribed in clause 24.2.
- (d) Overtime duty should not normally be performed where it will fall within a period of 12 hours on either side of a normal day or night shift.
- (e) In all but highly exceptional circumstances the maximum length of time a person should have to remain on duty is 14 hours and this would include the 12 hour shift and a 2 hour overtime period before the commencement of a shift or a 2 hour overtime period after completing a shift and before being relieved.

18.4 TOIL

Time off in lieu of overtime (calculated at equivalent overtime rates) shall be available to electorate office staff.

18.5 Recall to duty

- (a) An employee having been recalled to perform duty shall be paid for the time worked, with a minimum payment of 2 hours for each call out at the prescribed overtime rate in clauses 18.2 or 18.3 provided that such minimum payment shall not apply where the overtime is performed immediately preceding and/or is continuous with ordinary hours of duty.
- (b) Should an employee be called out again within that 2 hour period, no further minimum payment shall apply to that work which shall be separately paid for at the prescribed overtime rates in clauses 18.2 or 18.3.

18.6 Transport costs on recall

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

19. Shift work

19.1 Shift work arrangements – other than security officers working 12 hour shift operations

- (a) The ordinary hours of employees working shift work shall be in accordance with a roster determined by the Clerk following consultation with affected employees.
- (b) A shift worker shall be notified one week in advance of the roster provided that notification by 1300 on Monday shall be sufficient notification for the week commencing the following Monday.
- (c) Except where rosters are changed due to emergent circumstances, changes within a roster shall be by agreement between the Clerk and employee concerned, but failing agreement, 24 hours' notice of a change of roster shall be given or double time shall be paid for the next shift.
- (d) A shift worker working afternoon shift or night shift work shall be paid an amount of 15% per shift in addition to their normal weekly wage whilst so engaged. However, this extra shift rate shall not apply to shift work performed on a Saturday and Sunday where the extra payment prescribed in clause 15.3 applies.

19.2 Security officers working 12 hour shift operations

- (a) Security officers engaged in 12 hour shift operations shall not be rostered to work more than 5 consecutive shifts, during which period every endeavour shall be made to ensure employees are not required to work more than 2 consecutive night shifts.
- (b) The hours of duty shall be worked in accordance with the roster at clause 19.3 or as otherwise determined by the Clerk following consultation with the employees affected.
- (c) Having regard to operational requirements, rostered days off and rostered shifts may be mutually exchanged between employees.

19.3 Roster cycle – security officers working 12 hour shift operations

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Week 1	D	D	N	N			
Week 2		D	D	N	N		
Week 3			D	D	N	N	
Week 4				D	D	N	N
Week 5					D	D	N
Week 6	N					D	D
Week 7	N	N					D
Week 8	D	N	N				

Notes:

D	Day Shift
N	Night Shift
Shift length	12 Hours
Coverage	24 Hours per day 7 days per week
Roster cycle	8 Weeks
Note: Each employee will be rostered off for one 12 hour shift in each period of 3 weeks.	

PART 6—Leave of Absence and Public Holidays

20. Annual leave

Annual leave is provided for in Division 3 of the QES. Clauses 20.1 to 20.3 supplement the QES.

20.1 Additional Leave

- (a) The Clerk shall have the discretion to grant up to an additional 2 weeks' special leave to any employee covered by this award in part compensation for any overtime that may be worked. The additional leave does not attract annual leave loading.
- (b) Annual leave shall be granted to parliamentary reporting staff, table staff and library staff who are required to attend Parliamentary sittings on the basis of 6 weeks per annum of which 4 weeks shall be counted as ordinary annual leave and the remaining 2 weeks as special leave in part compensation for any overtime that may be worked. The additional leave does not attract annual leave loading.

20.2 Payment for annual leave – other than security officers working 12 hour shift operations

- (a) An employee (other than a shift worker) proceeding on annual leave is entitled to receive the following payments:
 - (i) an amount equal to the salary level being paid to the employee immediately before the employee takes the leave for the period of such leave; and
 - (ii) a further amount equal to 17.5% of the salary payable for ordinary time in relation to the employee's substantive position for the period of such leave.
- (b) A shift worker proceeding on annual leave is entitled to receive the following payment(s):
 - (i) an amount equal to the salary level being paid to the employee immediately before the employee takes the leave for the period of such leave calculated according to the employee's roster or projected roster including shift, weekend or public holiday penalties; or
 - (ii) an amount equal to the salary level being paid to the employee immediately before the employee takes the leave for the period of such leave, plus a further amount equal to 17.5% of the salary payable for ordinary time in relation to the employee's substantive position for the period of such leave, excluding any shift, weekend or public holiday penalties,

whichever is the higher.

20.3 Payment for annual leave – security officers working 12 hour operations

Security officers working 12 hour shift operations, who are entitled to receive 190 hours of annual leave after 12 months' continuous service in such role, are entitled to receive an amount equal to the block pay roster rate of pay they were receiving immediately before proceeding on annual leave, for the period of such leave.

21. Personal leave

- (a) Personal leave is provided for in Division 4 of the QES and covers:
 - (i) sick leave;

- (ii) carer's leave;
 - (iii) bereavement leave; and
 - (iv) cultural leave.
- (b) In addition to the provisions of Subdivision 2 of Division 4 of the QES an employee is entitled to use any sick leave to which they have an entitlement for carer's leave purposes.
- (c) An employee may also elect, with the consent of the employer, to take annual leave for carer's leave purposes.
- (d) The provisions in clauses 21.1 and 21.2 supplement the QES.

21.1 Bereavement leave – security officers working 12 hour shift operations

For the purpose of calculating entitlements of security officers, two (2) days' bereavement leave per occasion will be regarded as two 12 hour shifts per occasion of leave.

21.2 Sick leave – security officers working 12 hour shift operations

For the purpose of calculating entitlements of security officers, the following principles apply:

- (a) For each absence, regardless of the day on which it falls, 29.6967% of an officer's hourly rate will be deducted for each hour absent. The lower percentage is used so that officers do not lose annualised leave loading.
- (b) For example: If an officer is absent on sick leave for 76 hours, the officer would have 76 x 29.6967% of the hourly rate deducted.
- (c) Further examples, covering other lengths of absence, are recorded below:

Example 1 – officer level OO4 04 \$2100 – officer is absent for 12 hours

Base rate	\$ 2100
Hourly rate	\$ 27.63
Shift allowance (33.0618%)	\$ 694.30
29.6967% of hourly rate =	\$ 8.21

An officer absent for 12 hours would have \$98.52 deducted, which represents:

12 (number of hours absent) multiplied by \$8.21 (29.6967% of \$27.63, the hourly rate) equals \$98.52.

Example 2 – officer level OO3 04 \$1844 – officer absent for 4 hours

Base rate	\$ 1844
Hourly rate	\$ 24.26
Shift allowance (33.0618%)	\$ 609.66
29.6967% of hourly rate =	\$ 7.20

An officer absent for 4 hours would have \$28.80 deducted, which represents:

4 (number of hours absent) multiplied by \$7.20 (29.6967% of \$24.26, the hourly rate) equals \$28.80.

22. Parental leave

- (a) Parental leave is provided for in Division 5 of the QES and covers:
 - (i) birth-related leave for an employee who is pregnant or whose spouse gives birth;
 - (ii) adoption leave; and
 - (iii) surrogacy leave.
- (b) Notwithstanding the provisions of Subdivision 2 of Division 5 of the QES, all full-time and part-time employees are entitled to parental leave upon commencement of employment.
- (c) An employee who is pregnant, during the term of her pregnancy until 6 weeks before the expected date of birth of her child, or lesser period as approved by the employer, may request to work part-time or other flexible work arrangements.
- (d) An employee who has taken leave to attend compulsory interviews or examinations as part of an adoption process or who has taken leave to attend compulsory interviews or court hearings associated with a surrogacy arrangement may request that such leave be taken as paid annual leave.
- (e) In addition to the provisions of Subdivision 6 of Division 5 of the QES an employee who has returned to work on a part-time basis may seek to return to the position they held prior to commencing parental leave.
- (f) If the position mentioned in clause 22(e) no longer exists but there are other positions available that the employee is qualified for and is capable of performing, the employee is entitled to be employed in a position that is, as nearly as possible, comparable in status and remuneration to that of the employee's former position.
- (g) The employer must make a position to which the employee is entitled available to the employee.

23. Long service leave

- (a) Long service leave, including for casual employees, is provided for in Division 6 of the QES. Clauses 23(b) and (c) supplement the QES.
- (b) In lieu of the provisions of section 71HB(2)(a) and (b) of the Act, 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.
- (c) For the purpose of calculating and paying long service leave entitlements of security officers working 12 hour shift operations the following provisions apply:
 - (i) when clearing long service leave balances, a minimum of one week leave must be taken;
 - (ii) on long service leave, or cash equivalent thereof, accrued:
 - (A) up to 29 May 1994 – no block pay allowance is payable;
 - (B) between 30 May 1994 and 28 January 2001 – a block pay allowance of 31.19% is payable; and
 - (C) from 29 January 2001 – a block pay allowance of 33.0618% is payable.

24. Public holidays

Public holidays are provided for in Division 7 of the QES. Clauses 24.1 to 24.5 supplement the QES provisions.

24.1 Payment for public holidays and for work on a public holiday - other than security officers working 12 hour shift operations

- (a) An employee (other than a casual employee) who would normally work on a day on which a public holiday falls and who:
 - (i) is not required to work on that day, will be paid for the ordinary hours the employee would normally have worked if that day had not been a public holiday;
 - (ii) is required to work on the public holiday will, in addition to the payment prescribed in clause 24.1(a)(i), be paid at the rate of time and one half for any hours worked, with a minimum payment as for 4 hours' work for the day.
- (b) An employee (including a casual employee) who would normally work on a day on which a public holiday falls and who performs authorised overtime outside the employee's ordinary working hours for that day will be paid for such time at double the overtime rate prescribed in clause 18.2.
- (c) An employee (including a casual employee) who would not normally be required to work on a public holiday but who is required to work on that day will be paid at the rate of double time and one-half for any hours worked, with a minimum payment as for 4 hours' work for the day.
- (d) The minimum payment provided in clauses 24.1(a) or (c) shall not apply where the work performed on the public holiday is immediately preceding and/or following ordinary hours.

24.2 Payment for working on a public holiday – security officers working 12 hour shift operations

- (a) A security officer who works ordinary roster hours on a public holiday is entitled to be paid at their usual rate of pay, including the block pay roster allowance of 33.0618%.
- (b) A security officer who works overtime on a public holiday is entitled to be paid at the rate of double time and a half on their base rate of pay, with a minimum payment as for 4 hours' work.
- (c) The minimum payment provided in clause 24.2(b) shall not apply where the work performed on the public holiday is immediately preceding and/or following ordinary hours.

24.3 Equivalent time off

- (a) An employee who performs work on any public holiday, or any day appointed under the *Holidays Act 1983* to be kept in place of any such holiday, may, by mutual agreement with the employer, receive time off equivalent to the number of hours worked, with a minimum of 4 hours.
- (b) Where an employee takes equivalent time off such employee shall, in addition, be paid at half the ordinary rate with a minimum as for 4 hours' work.
- (c) Employees will be required to take equivalent time off within 12 months of the day on which the work was performed. Equivalent time off will be forfeited if it is not taken within this period.

24.4 Employees who do not ordinarily work Monday to Friday of each week – all employees

Where Christmas Day falls on a Saturday or a Sunday and the public holiday is observed on another day, an employee required to work on Christmas Day (i.e. 25 December) is to be paid at the usual rate for work performed on a Saturday or Sunday, as the case may be, plus a loading of 50% of the ordinary hourly rate.

24.5 Employees who do not ordinarily work Monday to Friday of each week – other than security officers working 12 hour shift operations

- (a) Employees who do not ordinarily work Monday to Friday of each week are entitled to public holidays as follows:
 - (i) a full-time employee is entitled to either payment for each public holiday or a substituted day's leave.
 - (ii) where a public holiday would have fallen on a Saturday or a Sunday (e.g. Australia Day) but is substituted for another day, all employees who would ordinarily have worked on such Saturday or Sunday but who are not rostered to work on such day are entitled to payment for the public holiday or a substituted day's leave.
- (b) Nothing in clause 24.5 confers a right to any employee to payment for a public holiday as well as a substituted day in lieu.

25. Jury service

Jury service is provided for in Division 8 of the QES.

26. Defence force training – security officers working 12 hour shift operations

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

PART 7—Transfers, Training, Travelling and Working Away from Usual Place of Work

27. Transfer and appointment expenses

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

- (a) The conveyancing of self, family and effects to the centre to which the employee is appointed or transferred;
- (b) Board and lodging;
- (c) Other items of expenditure related to taking up duty.

28. Travelling and relieving expenses

Employees required to work away from their usual headquarters shall be provided where necessary as determined by the employer with reasonable transport, accommodation and paid reasonable compensation for fares, accommodation and meals.

29. Training – security officers working 12 hour shift operations

- (a) As far as possible, training for security officers will be arranged on "rostered on" shifts.
- (b) Where such training does not extend for the full shift, employees will, wherever practicable, complete the balance of their shift at their normal work location.
- (c) Where employees are voluntarily participating in training on "rostered off" days, they will be paid for the actual hours worked, or by mutual agreement shall receive equivalent time off in lieu.
- (d) Where employees are called to participate in training on "rostered off" days, they will be paid overtime at the rate of double time for the actual hours worked or, by mutual agreement, shall receive equivalent time off in lieu.

Schedule 1—Organisational Hours of Work Arrangements

S1.1 Arrangements

The purpose of Schedule 1 is to provide a framework within which the Parliamentary Service may arrange organisational hours of work and related conditions of employment to:

- (a) Provide management with greater flexibility in organising and administering the hours worked by employees in a way which enhances the operations of the Parliamentary Service; and
- (b) Provide some flexibility to employees in determining their hours of work.

Hours of work arrangements are to be recorded in writing and advised to affected employees.

S1.2 Bandwidth

- (a) **Bandwidth** is the time span between the earliest commencing time and the latest ceasing time permissible on an ordinary working day.
- (b) **Bandwidths** are between 0700 and 1800 Monday to Friday inclusive.

S1.3 Core times and variable periods

- (a) **Core times** are those periods during the day when all employees shall perform ordinary duty unless absent on an approved leave.

The **core times** are 0930 to 1200 and 1400 to 1600 Monday to Friday inclusive.

- (b) **Variable periods** are the time spans outside of **core times** and within a **bandwidth** during which an employee may vary their commencing and ceasing times.

Credit time will only be granted for attendance during **variable periods** if work is available for an employee to perform.

- (c) The **core times** and **variable periods** specified above do not apply to employees participating in rostered day off arrangements.
- (d) **Core time leave** means leave during **core times** and is subject to approval from the employee's supervisor and conditions established by the Clerk.

S1.4 Standard hours

Where an employee's time management is deemed to be unsatisfactory, the Clerk may direct the employee to work **standard hours**.

Unless otherwise agreed with the affected employee, **standard hours** shall be from 0900 to 1700 Monday to Friday inclusive, with a lunch break of 45 minutes between 1200 and 1400.

S1.5 Credit time and debit time

- (a) A **standard day** is 7.25 hours.
- (b) **Credit time** is the amount of time worked in excess of a **standard day** that an officer performs on an ordinary working day.

- (i) employees will accrue **credit time** for such work performed within the **bandwidth** up to 9 hours on any one day.
 - (ii) there is no limit to the amount of **credit time** that can be accumulated during a **settlement period**.
 - (iii) employees are not entitled to compensation for **credit time** existing on cessation of employment.
- (c) **Debit time** is the difference between a **standard day** and the amount of time worked less than a **standard day** on an ordinary working day.
- (i) a maximum of 4 hours of **debit time** can be accumulated within a **settlement period**.
 - (ii) **debit time** existing on cessation of employment will be deducted from any monies owed to the employee at the date of cessation.

S1.6 Settlement periods and carryover

- (a) A **settlement period** is the prescribed period of time during which employees may accumulate **credit time** and **debit time**.
- (i) the **settlement period** is 28 days, commencing at the beginning of a pay period.
 - (ii) during each **settlement period** of 28 days, an employee must accumulate 145 hours by way of time actually worked, approved leave, public holidays, **credit time** and/or **debit time**.
- (b) **Carryover** is the amount of accumulated **credit time** or **debit time** which an employee may carry over between consecutive **settlement periods**.
- (i) the maximum **carryover** allowed from one settlement period to another is 14.5 hours **credit time** and 4 hours **debit time**.
 - (ii) at the end of the **settlement period**, **debit time** in excess of 4 hours shall be deducted from the employee's pay.
 - (iii) at the end of the **settlement period**, **credit time** in excess of 14.5 hours shall be forfeited.
 - (iv) the Clerk may approve **carryover** of accruals in excess of the amounts prescribed above.

S1.7 Time off in lieu and overtime

- (a) Employees will be compensated for work performed outside of the **bandwidth** or in excess of 9 hours on any one day at the rates prescribed in clause 18.2, or by mutual agreement as equivalent time off.
- (b) Such equivalent time off is not to be counted as **credit time**, **debit time** or **carryover**. When equivalent time off is allowed during the **core times**, such absence is not deemed to be **core time leave**.
- (c) Clause S1.7 does not apply to employees attending sittings of parliament who have their hours of duty and related conditions set and arranged by the Clerk.

Schedule 2—Generic Level Statements

These statements reflect the degree of complexity and responsibility of duties, skills and knowledge proceeding from the lowest to the highest classification levels. Their purpose is to provide an indication as to the classification level appropriate to any packaging of duties.

S2.1 Administrative stream

(a) Administrative Officer level 1

Work level description (AO1)

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

Characteristics of the work

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

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

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

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

As individual employees develop more experience and knowledge they will be required to exercise greater judgement and make decisions in their allocated duties, although these will be confined by instructions, established practices and procedures of written guidelines.

Duties and skills

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

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

(b) Administrative Officer level 2

Work level description (AO2)

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

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

Characteristics of the work

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

The solution of problems may require the exercising of basic judgement, although knowledge required to perform work is usually related to precedents, guidelines, procedures, regulations and instructions and from senior staff. It may require some knowledge and application of specific procedures, instructions, regulations or other requirements relating to general administration and activities.

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

Duties and skills

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

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

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

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

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

(c) Administrative Officer level 3

Work level description (AO3)

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

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

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

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

Characteristics of the work

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

Decisions made or delegations exercised at this level may have an impact on the relevant agency's operations, but are normally of limited procedural or administrative importance.

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

Duties and skills

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

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

(d) Administrative officer level 4

Work level description (AO4)

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

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

Work at this level includes supervision of a work group small work area or office within the total organisational structure and 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 decisions taken or delegations exercised would be limited by the application of rules, regulations, guidelines or procedures.

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

Duties and skills

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

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

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

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

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

Work at this level may require the ability to investigate, interpret or evaluate information where legislation, regulations, instructions or procedural guidelines do not give adequate or specific answers.

(e) Administrative officer level 5

Work level description (AO5)

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

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

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

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

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

Characteristics of the work

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

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

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

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

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

Duties and skills

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

Work at this level may require:

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

This includes demonstrated personnel management skills, the ability to apply equal employment opportunity principles and procedures and industrial relations principles and occupational health and safety guidelines.

Responsibility for the identification of training needs and the development of appropriate training programmes for the work unit may be undertaken at this level.

(f) Administrative officer level 6

Work level description (AO6)

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

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

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

Characteristics of the work

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

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

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

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

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

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

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

Duties and skills

Management skills and abilities necessary to undertake the allocation and monitoring of resources, the review of operations to determine their effectiveness and contribute to the development of policy initiatives or corporate strategies are usually required at this level. A knowledge of financial program management techniques related to the activity or corporate goal of the work area is usually required at this level, together with demonstrated personnel management skills and the ability to apply equal employment procedures and implement training and staff development.

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

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

The ability to apply or interpret legislation, regulations, instructions or other guideline material relating to the operations, policies or functions of the work area; and the capacity to undertake high level research, reviews or investigations including the preparation of reports and associated papers may also be required.

(g) Administrative officer level 7

Work level description (AO7)

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

The work may include developing policy and/or providing policy, financial, specific subject matter or administrative advice, including specialist advice or undertaking high level project work; developing,

implementing and reviewing policy instructions and administrative or specialist procedures for the guidance of functional elements of the agency; initiating and formulating recommendations for agency programs; processing representations to the Minister, preparing replies to Parliamentary Questions, preparing Briefing Notes for senior level Managers, assisting in the preparation of Cabinet Submissions and correspondence; liaising with other government bodies and community organisations including the preparation of public information on programs, activities or services; and representing the office at meetings, conferences or seminars.

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

Characteristics of the work

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

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

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

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

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

Duties and skills

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

Work at this level requires the application of a high level of discipline, knowledge, a detailed knowledge of both government policies and procedures and an appreciation of their application in relation to agency operations. Staff at this level would be expected to have the ability to undertake personnel management functions and to plan, develop and implement programmes associated with equal employment opportunity, occupational health and safety, and staff development and counselling within the functional area of responsibility.

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

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

(h) **Administrative officer level 8**

Work level description (AO8)

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

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

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

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

Characteristics of the work

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

Management responsibilities are usually a significant function at this level, with management of a number of projects of significant within and outside the agency being involved.

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

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

Duties and skills

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

Work at this level requires the application of a high level of discipline and knowledge including detailed knowledge of both government policies and procedures and their application in relation to agency operations. Staff at this level with managerial responsibilities would be required to oversee the implementation of personnel management functions and to plan, develop and implement 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.

S2.2 Professional stream

(a) Professional officer level 1

Work level description (PO1)

Work at this level is restricted to those employees who have met the minimum entry requirements under the relevant legislation e.g. *Public Service Act 2008* plus the education requirements for acceptance into an appropriate tertiary institution.

Appointment to this level is solely for the purpose of fulfilling prerequisite education and/or training prior to appointment to the substantive grade UG–1 (Degree) in the professional stream.

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

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

Characteristics of the work

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

(b) Professional officer level 2

Work level description (PO2)

Positions at this level consist of employees with a minimum of a UG–1 (Degree) qualification or agreed equivalent and who are identified as belonging to the generic groupings listed in the definition statement.

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

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

Characteristics of the work

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

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

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

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

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

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

Duties and skills

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

Employees 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.

(c) Professional officer level 3

Work level description (PO3)

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

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

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

Characteristics of the work

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

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

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

Duties and skills

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

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

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

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

(d) Professional officer level 4

Work level description (PO4)

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

High levels of initiative are required to be exhibited in accomplishing objectives and undertaking complex projects, which may be either on an individual basis as a recognised specialist, a professional practitioner with responsibilities for complex duties or as a senior specialist or leader in a multi-disciplinary team and may deputise for a professional head of a work unit.

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

Characteristics of the work

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

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

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

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

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

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

Duties and skills

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

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

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

(e) Professional officer level 5

Work level description (PO5)

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

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

Characteristics of the work

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

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

This level requires that appointees be recognised by their peers as expert professionals in their field either as practitioners or as professional specialists. This recognition is acknowledged by higher qualifications or by publications in 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 or work flow and setting of local strategic plans is often a feature of this level. Assessment and review of the standard of work of subordinate professional staff may also be required.

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

Duties and skills

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

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

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

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

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

(f) Professional officer level 6

Work level description (PO6)

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

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

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

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

Characteristics of the level

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

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

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

Duties and skills

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

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

S2.3 Technical stream

(a) Technical officer level 1

Work level description (TO1)

Work at this level is restricted to those employees who have met the minimum entry requirements under the relevant legislation e.g. *Public Service Act 2008* plus the education requirements for acceptance into the appropriate tertiary institution.

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

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

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

Characteristics of the work

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

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

Skills and knowledge will be acquired and demonstrated on a progressive basis consistent with the formal and informal training undertaken. Positions at this level have no supervisory responsibility, although more experienced staff may be expected to assist new staff by providing basic advice and guidance.

Duties and skills

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

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

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

(b) Technical officer level 2

Work level description (TO2)

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

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

Characteristics of the work

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

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

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

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

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

Duties and skills

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

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

Skills are generally transferable within particular disciplines.

Employees shall be required to have technical knowledge as indicated by successful completion of the appropriate UG2 or UG3 tertiary qualification and be able to apply theoretical aspects of the relevant discipline to basic problems or minor phases of broader assignments.

(c) Technical officer level 3

Work level description (TO3)

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

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

Characteristics of the work

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

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

Duties and skills

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

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

(d) Technical officer level 4

Work level description (TO4)

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

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

Characteristics of the work

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

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

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

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

Duties and skills

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

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

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

(e) Technical officer level 5

Work level description (TO5)

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

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

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

Characteristics of the work

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

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

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

Duties and skills

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

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

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

(f) Technical officer level 6

Work level description (TO6)

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

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

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

Characteristics of the work

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

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

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

Duties and skills

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

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

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

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

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

S2.4 Operational stream

(a) Operational officer level 1

Work level description (OO1)

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

Characteristics of the level

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

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

Positions at this level have no supervisory responsibility.

Duties and skills

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

(b) Operational officer level 2

Work level description (OO2)

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

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

Characteristics of the level

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

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

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

Duties and skills

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

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

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

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

(c) Operational officer level 3

Work level description (OO3)

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

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

Characteristics of the level

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

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

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

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

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

Duties and skills

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

A sound knowledge of the operating procedures is required.

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

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

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

(d) Operational officer level 4

Work level description (OO4)

Work at this level requires specialised knowledge within the discipline.

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

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

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

Characteristics of the work

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

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

Duties and skills

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

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

(e) Operational officer level 5

Work level description (OO5)

Work at this level requires specialised knowledge of complex though conventional methods and techniques.

High levels of autonomy and initiative may be required to be exhibited in accomplishing objectives and undertaking projects.

Management of large work groups may be a factor.

Characteristics of the level

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

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

Duties and skills

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

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

(f) Operational officers levels 6 & 7

Work level description (OO6 & OO7)

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

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

Characteristics of the work

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

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

Duties and skills

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

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

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

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

Schedule 3—Supported Wage System

S3.1 This Schedule defines the conditions which will apply to employees who because of the effects of a disability are eligible for a supported wage under the supported wage system.

S3.2 In this Schedule:

approved assessor means a person accredited by the management unit established by the Commonwealth under the supported wage system to perform assessments of an individual's productive capacity within the supported wage system

assessment instrument means the tool provided for under the supported wage system that records the assessment of the productive capacity of the person to be employed under the supported wage system

disability support pension means the Commonwealth pension scheme to provide income security for persons with a disability as provided under the *Social Security Act 1991* (Cth), or any successor to that scheme

relevant minimum wage means the minimum wage prescribed in this award for the class of work for which an employee is engaged

supported wage system (sws) means the Commonwealth Government system to promote employment for people who cannot work at full award wages because of a disability, as documented in the Supported Wage System Handbook. The Handbook is available from the following website: www.jobaccess.gov.au

sws wage assessment agreement means the document in the form required by the Department of Education, Employment and Workplace Relations that records the employee's productive capacity and agreed wage rate

S3.3 Eligibility criteria

- (a) Employees covered by this Schedule will be those who are unable to perform the range of duties to the competence level required within the class of work for which the employee is engaged under this award, because of the effects of a disability on their productive capacity, and who meet the impairment criteria for receipt of a disability support pension.
- (b) This Schedule does not apply to any existing employee who has a claim against the employer which is subject to the provisions of the *Workers' Compensation and Rehabilitation Act 2003*.

S3.4 Supported wage rates

- (a) Employees to whom this Schedule applies will be paid the applicable percentage of the relevant minimum wage according to the following Schedule:

Assessed capacity (see clause S3.5) %	Relevant minimum wage %
10	10
20	20
30	30
40	40
50	50
60	60
70	70
80	80
90	90

- (b) Provided that the minimum amount payable must be not less than \$80 per week.
- (c) Where an employee's assessed capacity is 10%, the employee must receive a high degree of assistance and support.

S3.5 Assessment of capacity

- (a) For the purpose of establishing the percentage of the relevant minimum wage, the productive capacity of the employee will be assessed in accordance with the sws by an approved assessor, having consulted the employer and employee and, if the employee so desires, a union which the employee is eligible to join.
- (b) All assessments made under this Schedule must be documented in a sws wage assessment agreement, and retained by the employer as a time and wages record in accordance with the Act.

S3.6 Review of assessment

The assessment of the applicable percentage should be subject to annual or more frequent review on the basis of a reasonable request for such a review. The process of review must be in accordance with the procedures for assessing capacity under the sws.

S3.7 Other terms and conditions of employment

Where an assessment has been made, the applicable percentage will apply to the relevant minimum wage only. Employees covered by the provisions of this Schedule will be entitled to the same terms and conditions of employment as other workers covered by this award on a *pro rata* basis.

S3.8 Workplace adjustment

If the employer wishes to employ a person under the provisions of this Schedule it must take reasonable steps to make changes in the workplace to enhance the employee's capacity to do the job. Changes may involve re-design of job duties, working time arrangements and work organisation.

S3.9 Trial period

- (a) In order for an adequate assessment of the employee's capacity to be made, the employer may employ a person under the provisions of this Schedule for a trial period not exceeding 12 weeks, except that in some cases additional work adjustment time (not exceeding four weeks) may be needed.
- (b) During that trial period the assessment of capacity will be undertaken and the percentage of the relevant minimum wage for a continuing employment relationship will be determined.
- (c) The minimum amount payable to the employee during the trial period must be no less than the amount prescribed in clause S3.4(b).
- (d) Work trials should include induction or training as appropriate to the job being trialled.
- (e) Where the employer and employee wish to establish a continuing employment relationship following the completion of the trial period, a further contract of employment will be entered into based on the outcome of assessment under clause S3.5.