

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

*Industrial Relations Act 1999* - ss. 140G and 140GC - Variation of modern award  
ss. 140G(3)(a) and 140GC(2)(a) - Commission acting on its own initiative

**QUEENSLAND PARLIAMENTARY SERVICE AWARD - STATE 2015**

**Matter No. MA/2016/8**

DEPUTY PRESIDENT O'CONNOR  
DEPUTY PRESIDENT KAUFMAN  
INDUSTRIAL COMMISSIONER NEATE

26 August 2016

**DETERMINATION**

This matter coming on for hearing before the Commission at Brisbane on 26 August 2016 this Commission orders that the said Award be varied as follows as from 1 September 2016:

1. By deleting clause 1 and inserting the following in lieu thereof:

**1. Title**

This Award is known as the *Queensland Parliamentary Service Award - State 2015*.

2. In clause 3:

- (a) By deleting the definition of "classification level" and inserting the following in lieu thereof:

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

- (b) By deleting the definition of "commission" and inserting the following in lieu thereof:

**Commission** means the Queensland Industrial Relations Commission

- (c) By inserting a new definition for "union" as follows:

**union** means one of the industrial organisations of employees mentioned in clause 4.1(c)

3. By deleting clause 4.1(a) and inserting the following in lieu thereof:

- (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; and

- (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

4. By updating the reference in clause 4.2 to "Schedule 4" to become "Schedule 7".
5. By deleting clause 5 and inserting the following in lieu thereof:

**5. The Queensland Employment Standards and this Award**

This Award together with the QES provide for a minimum safety net of enforceable conditions of employment for employees covered by this Award.

6. By deleting clause 6.1(c) and inserting the following in lieu thereof:
  - (c) Any proposed genuine agreement reached between the employer and employees in an enterprise is contingent upon the agreement being submitted to the Commission in accordance with Chapter 6 of the Act and is to have no force or effect until approval is given.
7. By deleting clauses 6.2(d) and (f) and inserting the following in lieu thereof:
  - (d) In determining the outcome from facilitative provisions neither party should unreasonably withhold agreement.
  - (e) ...
  - (f) Where a provision refers to agreement by the majority of employees affected, all employees directly affected shall be consulted. This consultation shall be undertaken where practicable as a group, or in groups. Should the consultation process identify employees with specific concerns which relate to either equity or occupational health and safety issues, such concerns may be catered for on an individual basis subject to operational requirements.
8. By deleting the heading of clause 7.1 and inserting the following in lieu thereof:

**7.1 Prevention and settlement of disputes - Award matters**

9. By deleting clauses 7.1(d)(ii) and (iv) and inserting the following in lieu thereof:
  - (ii) if the matter is not resolved as per clause 7.1(d)(i), it shall be referred by the union representative and/or the employee/s to the appropriate management representative who shall arrange a conference of the relevant parties to discuss the matter. This process should not extend beyond 7 days;
  - (iii) ...
  - (iv) if the matter is not resolved then it may be referred by either party to the Commission.
10. By deleting clause 7.2 and inserting the following in lieu thereof:

**7.2 Employee grievance procedures - other than Award matters**

- (a) The objectives of the procedure are to promote the prompt resolution of grievances by consultation, co-operation and discussion to reduce the level of disputation and to promote efficiency, effectiveness and equity in the workplace.
- (b) The following procedure applies to all industrial matters within the meaning of the Act:

Stage 1: In the first instance the employee shall inform such employee's immediate supervisor of the existence of the grievance and they shall attempt to solve the grievance. It is recognised that an employee may exercise the right to consult such employee's union representative during the course of Stage 1.

Stage 2: If the grievance remains unresolved, the employee shall refer the grievance to the next in line management ("the manager"). The manager will consult with the relevant parties. The employee may exercise the right to consult or be represented by such employee's union representative during the course of Stage 2.

Stage 3: If the grievance is still unresolved, the manager will advise the Clerk and the aggrieved employee may submit the matter in writing to the Clerk if such employee wishes to pursue the matter further. If desired by either party the matter shall also be notified to the relevant union.

- (c) The Clerk shall ensure that:
- (i) the aggrieved employee or such employee's union representative has the opportunity to present all aspects of the grievance; and
  - (ii) the grievance shall be investigated in a thorough, fair and impartial manner.
- (d) The Clerk may appoint another person to investigate the grievance. The Clerk may consult with the relevant union in appointing an investigator. The appointed person shall be other than the employee's supervisor or manager.
- (e) If the matter is notified to the union, the investigator shall consult with the union during the course of the investigation. The Clerk shall advise the employee initiating the grievance, such employee's union representative and any other employee directly concerned of the determinations made as a result of the investigation of the grievance.
- (f) The procedure is to be completed in accordance with the following time frames unless the parties agree otherwise:
- Stage 1: Discussions should take place between the employee and such employee's supervisor within 24 hours and the procedure shall not extend beyond 7 days.
  - Stage 2: Not to exceed 7 days.
  - Stage 3: Not to exceed 14 days.
- (g) If the grievance is not settled the matter may be referred to the Commission by the employee or the union.
- (h) Subject to legislation, while the grievance procedure is being followed normal work is to continue except in the case of a genuine safety issue. The *status quo* existing before the emergence of a grievance or dispute is to continue while the procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.
- (i) Where the grievance involves allegations of sexual harassment an employee should commence the procedure at Stage 3.

11. By deleting clause 8.1 and inserting the following in lieu thereof:

### **8.1 Full-time employment**

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

12. By deleting clause 8.2(b) and inserting the following in lieu thereof:

- (b) For each ordinary hour worked a part-time employee shall be paid no less than:

- (i) 1/72.5th of the minimum fortnightly 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) 1/76th of the minimum fortnightly rate of pay for their classification where an equivalent full-time employee's ordinary hours of work are 38 hours per week.
13. By deleting clause 8.3(a)(ii) and inserting the following in lieu thereof:
  - (ii) A casual employee cannot 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.
14. By deleting clause 8.3(c) and inserting the following in lieu thereof:
  - (c) For each hour worked a casual employee shall be paid no less than:
    - (i) 1/72.5th of the minimum fortnightly 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) 1/76th of the minimum fortnightly 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%.
15. By deleting clause 8.4(c) and inserting the following in lieu thereof:
  - (c) The conditions of appointment on probationary service of every employee are those prescribed in section 35 of the *Parliamentary Service Act 1988* existing as at the date of commencement of this Award and any amendments thereto apply to employees covered by this Award.
16. By deleting clause 9.1 and inserting the following in lieu thereof:

**9.1 Notice of termination by the employer**

Notice of termination by the employer is provided for in Division 9 of the QES. Clauses 9.2 to 9.7 supplement the QES provisions.
17. By deleting clause 9.2 and inserting the following in lieu thereof:

**9.2 Notice of termination by an employee**

  - (a) 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.
  - (b) 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 not provided.
18. By deleting clause 9.4 and inserting the following in lieu thereof:

**9.4 Job search entitlement**

Where the employer has given notice of termination to an employee for reasons other than redundancy, the 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.

19. By deleting clause 9.5 and inserting the following in lieu thereof:

**9.5 Statement of employment**

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

20. By deleting clause 9.6(b) and inserting the following in lieu thereof:

- (b) Termination of employment by way of clauses 9.6(a)(ii) or (iii) allows for the application of the provisions of clause 9.7.

21. By deleting clause 9.7(a) and inserting the following in lieu thereof:

- (a) An employee whose employment is terminated pursuant to clauses 9.6(a)(ii) or (iii), will be entitled to the following severance payments dependant on the length of service at the date of termination:

22. By deleting clause 10.1 and inserting the following in lieu thereof:

**10.1 Redundancy pay**

Redundancy pay is provided for in Division 9 of the QES. Clauses 10.2 to 10.9 supplement the QES provisions.

*Note: Where a directive about redundancy and retrenchment covers an employee, the provisions of the directive apply to the employee to the extent it provides a more generous entitlement.*

23. By deleting clause 10.2 and inserting the following in lieu thereof:

**10.2 Consultation before termination**

- (a) Where the employer decides that the employer no longer wishes the job an employee/s has been doing to be done by anyone, and this is not due to the ordinary and customary turnover of labour, and that decision may lead to termination of employment, the employer shall consult the employee/s directly affected and, where relevant, their union/s.
- (b) The consultation shall take place as soon as it is practicable after the employer has made a decision which will invoke the provisions of clause 10.2(a) and shall cover the reasons for the proposed terminations and measures to avoid or minimise the terminations and/or their adverse effects on the employee/s concerned.
- (c) For the purpose of the consultation the employer shall, as soon as practicable, provide in writing to the employee/s concerned and, where relevant, their union/s, all relevant information about the proposed terminations including the reasons for the proposed terminations, the number and categories of employees likely to be affected, the number of workers normally employed and the period over which the terminations are likely to be carried out.
- (d) Notwithstanding the provision of clause 10.2(c), the employer shall not be required to disclose confidential information, the disclosure of which would be adverse to the employer's interests.

24. By deleting clause 10.3(c) and inserting the following in lieu thereof:

- (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.

25. By deleting the heading of clause 10.4 and inserting the following in lieu thereof:

**10.4 Employee leaving during notice period**

26. By deleting clause 10.6(a) and inserting the following in lieu thereof:

- (a) Where a business is, whether before or after the date of commencement of this Award, transmitted from the employer (transmittor) to another employer (transmittee) and an employee who at the time of such transmission was an employee of the transmittor of the business becomes an employee of the transmittee:
  - (i) the continuity of the employment of the employee shall be deemed not to have been broken by reason of such transmission; and
  - (ii) the period of employment which the employee has had with the transmittor or any prior transmittor shall be deemed to be service of the employee with the transmittee.

27. By deleting clause 10.7(a) and inserting the following in lieu thereof:

- (a) where the employee accepts employment with the transmittee which recognises the period of continuous service which the employee had with the transmittor and any prior transmittor to be continuous service of the employee with the transmittee; or

28. By deleting clause 10.8 and inserting the following in lieu thereof:

**10.8 Alternative employment**

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

29. By deleting clause 10.9 and inserting the following in lieu thereof:

**10.9 Employees exempted**

Clauses 10.1 to 10.8 shall not apply:

- (a) where employment is terminated as a consequence of misconduct on the part of the employee; or
- (b) to an employee engaged for a specific period or task/s; or
- (c) to a casual employee; or
- (d) to an employee with less than one year's continuous service, in which case the general obligation on the employer should be no more than to give the relevant employee an indication of the impending redundancy at the first reasonable opportunity and to take such steps as may be reasonable to facilitate the obtaining by the employee of suitable alternative employment.

30. By deleting clauses 11.2(a) and (d) and inserting the following in lieu thereof:

- (a) The employer shall consult the employees affected and, where relevant, their union/s about the introduction of the changes, the effects the changes are likely to have on employees (including the number and categories of employees likely to be dismissed, and the time when, or the period over which, the employer intends to carry out the dismissals) and ways to avoid or minimise the effects of the changes (e.g. by finding alternate employment).
- (b) ...
- (c) ...
- (d) Notwithstanding the provision of clause 11.2(c) the employer shall not be required to disclose confidential information, the disclosure of which would be adverse to the employer's interests.

31. By deleting the heading of Part 4 in both the Table of Contents and the Award itself and inserting in lieu thereof:

**PART 4 - Minimum Salary Levels, Allowances and Related Matters**

32. By inserting a Note immediately below the heading for Part 4 as follows:

*(Note: The wage rates and salary levels prescribed in this Award do not apply to employees to whom the provisions of Schedule 6 (Supported Wage System) apply.)*

33. By replacing the stream titles which commence without a capital letter, wherever they appear in the Award, so as to commence with a capital letter, in the manner shown in the table below:

administrative stream	<i>replace with</i>	Administrative stream
professional stream	<i>replace with</i>	Professional stream
technical stream	<i>replace with</i>	Technical stream
operational stream	<i>replace with</i>	Operational stream

34. By deleting clause 12.2 and inserting the following in lieu thereof:

**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 Schedules 2 to 5. 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.

35. By deleting clause 12.3 and inserting the following in lieu thereof:

**12.3 Minimum salary rates**

**(a) Administrative stream**

The minimum salaries payable to employees within the Administrative stream, including employees under 21 years of age, are prescribed in the table below:

Classification Level	Paypoint	Relativity to Age 21 Rate %	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
<b>Level 1</b>	<b>1</b>	77	1,318	34,385
	<b>2</b>	82	1,404	36,629
	<b>3</b>	87	1,489	38,847

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Classification Level	Paypoint	Relativity to Age 21 Rate %	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
Level 2 Age 21 <sup>4</sup>	1	100	1,712 <sup>4</sup>	44,664
	2		1,755	45,786
	3		1,799	46,934
	4		1,844	48,108
	5		1,889	49,282
	6		1,934	50,456
	7		1,983	51,734
	8		2,039	53,195
Level 3	1		2,172	56,665
	2		2,253	58,779
	3		2,333	60,866
	4		2,412	62,927
Level 4	1		2,553	66,605
	2		2,634	68,718
	3		2,717	70,884
	4		2,799	73,023
Level 5	1		2,944	76,806
	2		3,027	78,971
	3		3,110	81,137
	4		3,193	83,302
Level 6	1		3,366	87,816
	2		3,443	89,824
	3		3,519	91,807
	4		3,595	93,790
Level 7	1		3,755	97,964
	2		3,845	100,312
	3		3,933	102,608
	4		4,021	104,904
Level 8	1		4,152	108,322
	2		4,231	110,383
	3		4,309	112,418
	4		4,386	114,426

*Notes:*

- <sup>1</sup> Includes the arbitrated wage adjustment payable under the 1 September 2016 Declaration of General Ruling.
- <sup>2</sup> Rounded to the nearest dollar.
- <sup>3</sup> Annual salaries (fortnightly rate x 26.089) are for reference purposes only.
- <sup>4</sup> Identifies the minimum salary payable to an employee aged 21 years and over classified in the Administrative stream.

(b) **Professional stream**

The minimum salaries payable to employees within the Professional stream, including employees under 21 years of age, are prescribed in the table below:

Classification Level	Paypoint	Relativity to Age 21 Rate %	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
Level 1 Age 21 <sup>4</sup>	1	76	1,355	35,351
	2	83	1,480	38,612
	3	90	1,605	41,873
	4	100	1,783 <sup>4</sup>	46,517
	5		1,857	48,447
	6		1,930	50,352
	7		2,013	52,517
Level 2	1		2,170	56,613
	2		2,286	59,639



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Classification Level	Paypoint	Relativity to Age 21 Rate %	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
	3		2,402	62,666
	4		2,520	65,744
	5		2,638	68,823
	6		2,754	71,849
<b>Level 3</b>	1		2,888	75,345
	2		2,974	77,589
	3		3,060	79,832
	4		3,146	82,076
<b>Level 4</b>	1		3,343	87,216
	2		3,427	89,407
	3		3,511	91,598
	4		3,595	93,790
<b>Level 5</b>	1		3,755	97,964
	2		3,845	100,312
	3		3,933	102,608
	4		4,021	104,904
<b>Level 6</b>	1		4,152	108,322
	2		4,231	110,383
	3		4,309	112,418
	4		4,386	114,426

*Notes:*

<sup>1</sup> Includes the arbitrated wage adjustment payable under the 1 September 2016 Declaration of General Ruling.

<sup>2</sup> Rounded to the nearest dollar.

<sup>3</sup> Annual salaries (fortnightly rate x 26.089) are for reference purposes only.

<sup>4</sup> Identifies the minimum salary payable to an employee aged 21 years and over classified in the Professional stream.

(c) **Technical stream**

The minimum salaries payable to employees within the Technical stream, including employees under 21 years of age, are prescribed in the table below:

Classification Level	Paypoint	Relativity to Age 21 Rate %	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
<b>Level 1</b>	1	76	1,355	35,351
	2	83	1,480	38,612
	3	90	1,605	41,873
	4	100	1,783 <sup>4</sup>	46,517
	5		1,857	48,447
	6		1,930	50,352
	7		2,013	52,517
<b>Level 2</b>	1		2,046	53,378
	2		2,118	55,257
	3		2,191	57,161
	4		2,265	59,092
	5		2,339	61,022
	6		2,412	62,927
<b>Level 3</b>	1		2,553	66,605
	2		2,619	68,327
	3		2,686	70,075
	4		2,754	71,849
<b>Level 4</b>	1		2,888	75,345
	2		2,978	77,693
	3		3,068	80,041
<b>Level 5</b>	1		3,193	83,302

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Classification Level	Paypoint	Relativity to Age 21 Rate %	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
	2		3,285	85,702
	3		3,377	88,103
	4		3,469	90,503
<b>Level 6</b>	1		3,579	93,373
	2		3,667	95,668
	3		3,755	97,964

*Notes:*

- <sup>1</sup> Includes the arbitrated wage adjustment payable under the 1 September 2016 Declaration of General Ruling.
- <sup>2</sup> Rounded to the nearest dollar.
- <sup>3</sup> Annual salaries (fortnightly rate x 26.089) are for reference purposes only.
- <sup>4</sup> Identifies the minimum salary payable to an employee aged 21 years and over classified in the Technical stream.

(d) **Operational stream**

The minimum salaries payable to employees within the Operational stream, including employees under 21 years of age, are prescribed in the table below:

Classification Level	Paypoint	Relativity to Age 21 Rate %	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
<b>Level 1</b>	1	68	1,164	30,368
	2	74	1,267	33,055
	3	79	1,352	35,272
	4	85	1,455	37,959
	5	90	1,541	40,203
	6	96	1,644	42,890
<b>Level 2</b> Age 21 <sup>4</sup>	1	100	1,712 <sup>4</sup>	44,664
	2		1,757	45,838
	3		1,804	47,065
	4		1,850	48,265
<b>Level 3</b>	1		1,878	48,995
	2		1,915	49,960
	3		1,954	50,978
	4		1,995	52,048
<b>Level 4</b>	1		2,075	54,135
	2		2,140	55,830
	3		2,206	57,552
	4		2,270	59,222
<b>Level 5</b>	1		2,328	60,735
	2		2,402	62,666
	3		2,478	64,649
	4		2,553	66,605
<b>Level 6</b>	1		2,660	69,397
	2		2,730	71,223
	3		2,799	73,023
<b>Level 7</b>	1		2,929	76,415
	2		2,998	78,215
	3		3,068	80,041

*Notes:*

- <sup>1</sup> Includes the arbitrated wage adjustment payable under the 1 September 2016 Declaration of General Ruling.
- <sup>2</sup> Rounded to the nearest dollar.
- <sup>3</sup> Annual salaries (fortnightly rate x 26.089) are for reference purposes only.

- <sup>4</sup> Identifies the minimum salary payable to an employee aged 21 years and over classified in the Operational stream.

(e) **Salaries - Electorate officers**

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 this Award, as set out in the table below:

Level	Equivalent Classification Level	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
Level 1	AO 3 - 3	2,333	60,866
Level 2	AO 3 - 4	2,412	62,927
Level 3	AO 4 - 1	2,553	66,605
Level 4	AO 4 - 2	2,634	68,718
Level 5	AO 4 - 3	2,717	70,884
Level 6	AO 4 - 4	2,799	73,023
Level 7	AO 5 - 1	2,944	76,806
Level 8	AO 5 - 2	3,027	78,971
Level 9	AO 5 - 3	3,110	81,137
Level 10	AO 5 - 4	3,193	83,302

*Notes:*

- <sup>1</sup> Includes the arbitrated wage adjustment payable under the 1 September 2016 Declaration of General Ruling.  
<sup>2</sup> Rounded to the nearest dollar.  
<sup>3</sup> Annual salaries (fortnightly rate x 26.089) are for reference purposes only.

(f) **Salaries - Assistant electorate officers**

The salaries paid to assistant electorate officers shall be as per the rates applicable to the Administrative stream level 3 of this Award as set out in the table below:

Level	Equivalent Classification Level	Award Rate <sup>1</sup> Per Fortnight \$ <sup>2</sup>	Annual Salary <sup>3</sup> \$ <sup>2</sup>
Level 1	AO 3 - 1	2,172	56,665
Level 2	AO 3 - 2	2,253	58,779
Level 3	AO 3 - 3	2,333	60,866
Level 4	AO 3 - 4	2,412	62,927

*Notes:*

- <sup>1</sup> Includes the arbitrated wage adjustment payable under the 1 September 2016 Declaration of General Ruling.  
<sup>2</sup> Rounded to the nearest dollar.  
<sup>3</sup> Annual salaries (fortnightly rate x 26.089) are for reference purposes only.

(g) **Payment of salaries**

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

36. By deleting clause 12.6 and inserting the following in lieu thereof:

**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.

37. By deleting clauses 12.7(c) to (g) and inserting the following in lieu thereof:

- (c) On the production of satisfactory documentary evidence of any type, the commencing salary may be adjusted by the Clerk up to a maximum of level 6 (i.e. AO4 - 4) within the scale set out in the table in clause 12.3(e).
- (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 of 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.

38. By deleting clauses 12.12(a) and (b) and inserting the following in lieu thereof:

- (a) An employee directed to temporarily fill a position for more than three 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 three 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.

39. By deleting clause 13.1 and inserting the following in lieu thereof:

### **13.1 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 an additional \$7.99 per day for each day so worked.

40. By deleting clause 13.2 and inserting the following in lieu thereof:

### **13.2 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 additional allowance of \$30.70 per fortnight. 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.

41. By deleting clause 13.3 and inserting the following in lieu thereof:
- (a) A cleaner in charge of other cleaners shall be paid the following additional amounts according to the number of persons in the cleaner's charge:
    - (i) less than 15 cleaners - \$26.10 per week;
    - (ii) more than 15 cleaners - \$38.40 per week.
  - (b) Leading hand allowances shall be taken into consideration in the computation of overtime, payment for annual leave, sick leave, superannuation and public holidays.

42. By deleting clause 13.4 and inserting the following in lieu thereof:

**13.4 Meal allowance during overtime - all employees**

- (a) 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 \$12.85 in lieu of the provision of such meal.
- (b) Where the employer requires the employee to continue working for a further 4 hours of continuous overtime work, the employee shall be paid an additional meal allowance of \$12.85.
- (c) 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, the employee shall be paid a meal allowance of \$12.85 for such prepared meal.

*Note: Where a directive about overtime meal allowance covers an employee, the provisions of the directive apply to the employee to the extent it provides a more generous entitlement.*

43. By deleting clause 13.5 and inserting the following in lieu thereof:

**13.5 Motor vehicle allowance - all employees**

- (a) Where the employer requires an employee to use their own vehicle in or in connection with the performance of their duties, the employee shall be paid an allowance for each kilometre of authorised travel as follows:
  - (i) motor vehicle - \$0.77 per kilometre; and
  - (ii) motorcycle - \$0.26 per kilometre.
- (b) The employer may require an employee to record full details of all such official travel requirements in a log book.

*Note: Where a directive about motor vehicle allowances covers an employee, the provisions of the directive apply to the employee to the extent it provides a more generous entitlement.*

44. By deleting clause 13.6 and inserting the following in lieu thereof:

**13.6 Toilet cleaning allowance - cleaners**

All cleaners who are required to clean toilets shall be paid an additional allowance of \$1.84 per day for up to 10 toilets and \$2.46 per day for more than 10 toilets.

45. By deleting the heading of clause 13.7 and inserting the following in lieu thereof:

**13.7 Uniforms and laundry allowance - cleaners and gardeners**

46. By deleting clause 13.8 and inserting the following in lieu thereof:

**13.8 Adjustment of monetary allowances**

- (a) Other than the expense related allowances at clauses 13.4 (meal allowance during overtime), 13.5 (motor vehicle allowance) and 13.7 (uniforms and laundry allowance), respectively, all other monetary allowances specified in clause 13 shall be automatically adjusted from the same date and in the same manner as monetary allowances are adjusted in any State Wage Case decision or other decision of the Commission adjusting minimum salary levels in this Award.
- (b) The examples recorded in clause 21.2(c) (sick leave - security officers working 12 hour shift operations) shall also be adjusted to reflect new wage rates in clause 12.3(d) after any State Wage Case decision or other decision of the Commission adjusting minimum salary levels in that clause.
- (c) At the time of any adjustment to the salary levels in this Award the expense related allowances at clauses 13.4 (meal allowance during overtime), 13.5 (motor vehicle allowance) and 13.7 (uniforms and laundry allowance), respectively, shall be automatically adjusted 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.
- (d) The applicable index figure is the index figure published by the Australian Bureau of Statistics for the Eight Capitals Consumer Price Index, as follows:

<u>Allowance</u>	<u>Eight Capitals Consumer Price Index</u> <u>(ABS Cat No. 6401.0 - Table 7)</u>
Motor vehicle allowance <i>(last adjusted 1 September 2014)</i>	Private motoring sub-group
Overtime meal allowance <i>(last adjusted 1 September 2016)</i>	Take-away and fast foods sub-group
Uniform and laundry allowance <i>(last adjusted 1 September 2014)</i>	Clothing and footwear group

47. By deleting clause 14 and inserting the following in lieu thereof:

**14. Superannuation**

- (a) Subject to Commonwealth legislation and clause 14(b), the employer must comply with superannuation arrangements prescribed in the *Superannuation (State Public Sector) Act 1990* (and associated Deed, Notice and Regulation).
- (b) Where Commonwealth 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 the appropriate fund prescribed in the abovementioned Queensland legislation.

48. By deleting the heading of Part 5 in both the Table of Contents and the Award itself and inserting in lieu thereof:

**PART 5 - Hours of Work and Related Matters**

49. By deleting the word "work" where it appears in the heading of clause 15 and inserting the word "duty".

50. By deleting the introductory paragraph in clause 15.3 and inserting the following in lieu thereof:

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

51. By deleting the words "one half" in clause 15.3(b), and wherever they appear in the Award thereafter, and replace them with the term "one-half".

52. By deleting clause 15.4(a) and inserting the following in lieu thereof:

- (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 their base salary in lieu of additional payments for working shift work, weekend work, work on public holidays and annual leave loading.

53. By deleting clause 15.5(b) and inserting the following in lieu thereof:

- (b) Notwithstanding clause 15.5(a), a Member and an employee may also agree to hours of work arrangements that allow part-days off.

54. By deleting clause 16.1(a) and inserting the following in lieu thereof:

- (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 third and sixth hours of duty.

55. By deleting clause 17(a) and inserting the following in lieu thereof:

- (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:

56. By deleting clauses 18.3(b) and (c) and inserting the following in lieu thereof:

- (b) Security officers requested to perform overtime shall 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 shall 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.

57. By deleting clause 19.1(a) and inserting the following in lieu thereof:
- (a) The ordinary hours of duty of employees working shift work shall be in accordance with a roster determined by the Clerk following consultation with affected employees.

58. By deleting clause 19.1(d) and inserting the following in lieu thereof:
- (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 salary whilst so engaged. However, this extra shift rate shall not apply to shift work performed on a Saturday or Sunday where the extra payment prescribed in clause 15.3 applies.

59. By deleting clause 20.1 and inserting the following in lieu thereof:

**20.1 Additional leave**

- (a) The Clerk shall have the discretion to grant up to an additional two 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 six weeks per annum of which four weeks shall be counted as ordinary annual leave and the remaining two weeks as special leave in part compensation for any overtime that may be worked. The additional leave does not attract annual leave loading.

60. By deleting clause 20.2(b) and inserting the following in lieu thereof:

- (b) A shift worker proceeding on annual leave is entitled to receive the following payment:

61. By deleting Examples 1 and 2 contained in clause 21.2(c) and inserting the following in lieu thereof:

**Example 1 - officer level OO4 04 \$2270 - officer is absent for 12 hours**

Base rate	\$ 2270
Hourly rate	\$ 29.87
Shift allowance (33.0618%)	\$ 750.50
29.6967% of hourly rate =	\$ 8.87

An officer absent for 12 hours would have \$106.44 deducted, which represents:

12 (number of hours absent) multiplied by \$8.87 (29.6967% of \$29.87, the hourly rate) equals \$106.44.

**Example 2 - officer level OO3 04 \$1995 - officer absent for 4 hours**

Base rate	\$ 1995
Hourly rate	\$ 26.25
Shift allowance (33.0618%)	\$ 659.58
29.6967% of hourly rate =	\$ 7.80

An officer absent for 4 hours would have \$31.20 deducted, which represents:

4 (number of hours absent) multiplied by \$7.80 (29.6967% of \$26.25, the hourly rate) equals \$31.20.



62. By deleting clause 22 and inserting the following in lieu thereof:

**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)
  - (i) An employee who is pregnant, whether or not she has given her employer written notice of the date/s on which she proposes to start and/or end maternity leave, must:
    - (A) commence maternity leave at least 6 weeks prior to the expected date of birth of her child; and
    - (B) remain on maternity leave until at least 6 weeks after the birth of the child.
  - (ii) An employer may at the request of the employee and on receipt of a certificate from a medical practitioner certifying that in the opinion of the medical practitioner:
    - (A) the employee is fit for duty until a specified date - reduce the period mentioned in clause 22(c)(i)(A); or
    - (B) the employee is fit to resume duty - reduce the period mentioned in clause 22(c)(i)(B).
  - (iii) If the employer makes a decision under clause 22(c)(ii)(A) to reduce the period, the approval is of effect until:
    - (A) the day specified in the medical certificate; or
    - (B) the day 14 days after the day the employer revokes the decision by giving written notice to the employee; or
    - (C) the employee commences maternity leave; or
    - (D) the day of the employee's confinement,whichever happens first.
- (d) 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.
- (e) 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.

- (f) 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.
- (g) If the position mentioned in clause 22(f) 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.
- (h) The employer must make a position to which the employee is entitled available to the employee.
- (i)
  - (i) An employee who is the parent of a child may apply, at any time, to their employer to work on a part-time basis in order to be the child's primary caregiver when not at work.
  - (ii) The requirements concerning the manner in which the employee may make an application to work part-time under clause 22(i)(i) are the same as those contained in the QES with respect to applications to return to work on a part-time basis for an employee on parental leave (i.e. s 71 GT).
  - (iii) The period in relation to which an application under clause 22(i) may be made cannot extend beyond the day the child is required to be enrolled for compulsory schooling under the *Education (General Provisions) Act 2006*.
  - (iv) The requirements concerning the manner by which the employer is to assess any application by an employee to work part-time are the same as those contained in the QES with respect to assessing applications to return to work on a part-time basis for an employee on parental leave (i.e. s 71GU).

*Note: Where a directive about paid parental leave covers an employee, the provisions of the directive apply to the employee to the extent it provides a more generous entitlement.*

63. By deleting clause 23(b) and inserting the following in lieu thereof:

- (b) In lieu of the provisions of section 71HB(2)(a) and (b) of the Act, all 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.

64. By deleting clause 24.1 and inserting the following in lieu thereof:

**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, shall 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 shall 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 shall 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)(ii) or (c) shall not apply where the work performed on the public holiday is immediately preceding and/or following ordinary hours.

65. By deleting clause 24.2 and inserting the following in lieu thereof:

**24.2 Payment for public holidays and for work on a public holiday - security officers working 12 hour shift operations**

- (a) A security officer who works ordinary rostered 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 one-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.

66. By deleting clause 24.3(a) and inserting the following in lieu thereof:

- (a) Subject to clauses 24.1 and 24.2, 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.

67. By deleting clause 24.5 and inserting the following in lieu thereof:

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

- (a) An employee who does not ordinarily work Monday to Friday of each week is 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, an employee who would ordinarily have worked on such Saturday or Sunday but who is not rostered to work on such day is 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.

68. By amending the Note under clause 25 as follows:

*Note: Where a directive about court attendance or jury service covers an employee, the provisions of the directive apply to the employee to the extent it provides a more generous entitlement.*

69. By deleting clauses 29(c) and (d) and inserting the following in lieu thereof:

- (c) A consultative mechanism and procedure involving representatives of the employer, employees and relevant unions shall be established as determined by the Clerk, having regard to the size, structure and needs of the employer.

- (d) Following consultation, the Clerk shall develop a learning and development strategy consistent with:
  - (i) the current and future needs of the employer;
  - (ii) the size, structure and nature of the operations of the employer; and
  - (iii) the need to develop vocational skills relevant to the employer through courses conducted wherever possible by accredited educational institutions and providers.

70. By deleting clauses 30(c) and (d) and inserting the following in lieu thereof:

- (c) Where employees are voluntarily participating in training on "rostered off" days, they shall 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 shall 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.

71. By deleting clauses 33(d) and (e) and inserting the following in lieu thereof:

- (d) Upon request and subject to approval by the employer, employees may be granted paid time off in special circumstances to attend management committee meetings, union conferences, and Australian Council of Trade Unions (ACTU) Congress.
- (e) The granting of industrial relations education leave or any additional special leave should not impact adversely on service delivery, work requirements or the effectiveness and efficiency of the employer. At the same time, such leave shall not be unreasonably refused.

72. By deleting clause 34(b)(i) and inserting the following in lieu thereof:

- (b) Entry procedure
  - (i) An authorised industrial officer may enter a workplace at which the employer carries on a calling of the officer's organisation, during the employer's business hours, to exercise a power under section 373 of the Act as long as the authorised industrial officer:
    - (A) has notified the employer or the employer's representative of the officer's presence; and
    - (B) produces their authorisation, if required by the employer or the employer's representative.

73. By deleting Schedules 1 to 4 and inserting Schedules 1 to 7 in lieu thereof:

## **Schedule 1 - Organisational Hours of Work Arrangements**

### **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.

### **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.

### **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.

### **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.

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

### **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.

### **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.

### **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) Clauses (a) and (b) immediately above do 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 - Administrative Stream**

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.

### **Administrative officer level 1 (AO1)**

#### **Work level description**

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

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

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

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

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

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

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

#### **Duties and skills**

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

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

### **Administrative officer level 2 (AO2)**

#### **Work level description**

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

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

### **Characteristics of the work**

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

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

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

### **Duties and skills**

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

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

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

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

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

## **Administrative officer level 3 (AO3)**

### **Work level description**

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

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

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

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

### **Characteristics of the work**

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



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

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

### **Duties and skills**

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

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

## **Administrative officer level 4 (AO4)**

### **Work level description**

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

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

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

### **Characteristics of the work**

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

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

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

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

Any 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.

## **Administrative officer level 5 (AO5)**

### **Work level description**

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

- managing the operations of a discrete organisational element, program or activity; or
- the operations of an organisational element which is part of a larger office within the total organisational structure; or
- 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
- providing subject matter expertise or policy advice across a range of programs or activities undertaken by the agency.

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

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

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

### **Characteristics of the work**

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

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

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

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

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

### **Duties and skills**

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

Work at this level may require:

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

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

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

## **Administrative officer level 6 (AO6)**

### **Work level description**

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

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

Work also includes the preparation, or overseeing the preparation, of correspondence and replies to Parliamentary Questions, Ministerial representations and other briefing material; and representing the agency at meetings, conferences 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.

## **Administrative officer level 7 (AO7)**

### **Work level description**

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

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

## **Administrative officer level 8 (AO8)**

### **Work level description**

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.

## **Schedule 3 - Generic Level Statements - Professional Stream**

### **Professional officer level 1 (PO1)**

#### **Work level description**

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.

### **Professional officer level 2 (PO2)**

#### **Work level description**

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.

## **Professional officer level 3 (PO3)**

### **Work level description**

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

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

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

### **Characteristics of the work**

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

## **Professional officer level 4 (PO4)**

### **Work level description**

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

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

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

### **Characteristics of the work**

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

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

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

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

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

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

### **Duties and skills**

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

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

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

## **Professional officer level 5 (PO5)**

### **Work level description**

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

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

### **Characteristics of the work**

Work at this level may involve the exercise of substantial professional 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.

## **Professional officer level 6 (PO6)**

### **Work level description**

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

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

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

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

### **Characteristics of the level**

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

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

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

### **Duties and skills**

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

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

## **Schedule 4 - Generic Level Statements - Technical Stream**

### **Technical officer level 1 (TO1)**

#### **Work level description**

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.

### **Technical officer level 2 (TO2)**

#### **Work level description**

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.

## **Technical officer level 3 (TO3)**

### **Work level description**

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.

## **Technical officer level 4 (TO4)**

### **Work level description**

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

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

### **Characteristics of the work**

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

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

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

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

### **Duties and skills**

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

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

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

## **Technical officer level 5 (TO5)**

### **Work level description**

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

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



expected to work with only broad guidelines in accomplishing objectives and undertaking complex projects.

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

### **Characteristics of the work**

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

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

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

### **Duties and skills**

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

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

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

## **Technical officer level 6 (TO6)**

### **Work level description**

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.

## **Schedule 5 - Generic Level Statements - Operational Stream**

### **Operational officer level 1 (OO1)**

#### **Work level description**

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.

### **Operational officer level 2 (OO2)**

#### **Work level description**

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.

### **Operational officer level 3 (OO3)**

#### **Work level description**

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.

### **Operational officer level 4 (OO4)**

#### **Work level description**

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.

## **Operational officer level 5 (O05)**

### **Work level description**

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.

## **Operational officers levels 6 & 7 (OO6 & OO7)**

### **Work level description**

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 6 - Supported Wage System

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.

**Definitions** - 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](http://www.jobaccess.gov.au)

**sws wage assessment agreement** means the document in the form required by the Department of Social Services that records the employee's productive capacity and agreed wage rate

### 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*.

### 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 Table and Note:

Assessed capacity (see below)	Relevant minimum wage*
10%	10%
20%	20%
30%	30%
40%	40%
50%	50%
60%	60%
70%	70%
80%	80%
90%	90%

\*Note: The minimum amount payable to an employee receiving a supported wage must not be less than \$82 per week.

- (b) Where an employee's assessed capacity is 10%, the employee must receive a high degree of assistance and support.

### **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.

### **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.

### **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.

### **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.

### **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 recorded in the Note under the Table (above).
- (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 (see **Assessment of capacity** - above).



## **Schedule 7 - Directives Which Apply to Employees Covered by this Award**

Directives about the following matters apply to employees covered by this Award by the operation of Schedule 3 of the *Parliamentary Service Rule 2010*:

- Court attendance and jury service
- Domestic travelling and relieving expenses
- Entitlements for early retirement, redundancy and retrenchment
- Higher duties
- Hours, overtime and excess travel
- Leave without salary credited as service
- Long service leave
- Motor vehicle allowances
- Paid parental leave
- Recognition of previous service and employment
- Recreation leave
- Sick leave
- Special leave
- Transfer and appointment expenses

74. Updating the table of contents by deleting Schedules 2,3 and 4 and replacing it with the following:

**Schedule 2 - Generic Level Statements - Administrative Stream**

**Schedule 3 - Generic Level Statements - Professional Stream**

**Schedule 4 - Generic Level Statements - Technical Stream**

**Schedule 5 - Generic Level Statements - Operational Stream**

**Schedule 6 - Supported Wage System**

**Schedule 7 - Directives Which Apply to Employees Covered by this Award**

Dated: 26 August 2016

By the Commission,  
M. Shelley,  
Deputy Industrial Registrar.

Operative Date: 1 September 2016  
Determination - Correction of error

Released: 26 August 2016