

STEPS DISABILITY QLD INC.

And

**Employees of
STEPS DISABILITY QLD INC.**

COLLECTIVE AGREEMENT

PART A - APPLICATION AND OPERATION OF AGREEMENT

1. Collective Agreement

THIS AGREEMENT is made in pursuance of the *Workplace Relations Act 1996*, this(being the date on which the first party signed this Agreement), between STEPS DISABILITY QLD Inc. and its employees.

This Agreement

This agreement is made in pursuance of the *Workplace Relations Act 1996* thisday of2007 being the date on which the agreement was lodged with the Workplace Authority.

2. Binding Preamble

- A.** This agreement replaces all terms and conditions, including any protected award conditions, of any relevant industrial instrument or any other current workplace agreement.
- B.** This agreement must be read in conjunction with any specific terms offered to and accepted by any specific employee in writing.
- C.** The terms of this agreement take precedence over all those State and Territory laws referred to in the *Workplace Relations Act 1996*.
- D.** All statutory protected award conditions are hereby excluded and replaced by the terms and conditions contained herein.
- E.** Should any condition contained herein or supplemented at a later date be a prohibited condition, such condition shall not be binding on the employee.
- F.** It is not the intention of this agreement to avoid any of the minimum standards referred to in the Act and should there be any breach of the Act, this agreement will be read down to comply with its provisions.

3. Title

- (1) The Agreement shall be known as the "STEPS Disability Qld Inc." Collective Agreement.

4. Arrangement

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5. Interpretation

"Act" means the *Workplace Relations Act 1996* and its Regulations as amended.

"APCS" means the Australian Pay and Classifications Scale.

"Fair Pay Commission" means the Fair Pay Commission established pursuant to the *Workplace Relations Act 1996* as amended.

"The Company" means STEPS Disability Qld Inc T/as STEPS Employment, also T/as STEPS Training, also T/as STEPS Support, and also T/as STEPS Job Placement Services.

"The Employer" means STEPS Disability Qld Inc T/as STEPS Employment, also T/as STEPS Training, also T/as STEPS Support, and also T/as STEPS Job Placement Services.

"Employee/s" means the employee/s of STEPS Disability Qld Inc T/as STEPS Employment, also T/as STEPS Training, also T/as STEPS Support, and also T/as STEPS Job Placement Services.

"The Business", or "business" means the various training and other business activities conducted by STEPS Disability Qld Inc T/as STEPS Employment, also T/as STEPS Training, also T/as STEPS Support, and also T/as STEPS Job Placement Services.

"Paypoint" means a level of pay paid to an employee at the particular classification for that employee.

"SDQ" means STEPS Disability Queensland Inc.

6. Parties Bound

(1) This agreement shall apply to:

- (a) STEPS Disability Qld Inc. T/as STEPS Employment; STEPS Training; STEPS Support; STEPS Job Placement Services

And

- (b) All employees of STEPS Disability Qld Inc. T/as STEPS Employment; STEPS Training; STEPS Support; STEPS Job Placement Services

7. No extra claims

(1) The parties to the Agreement agree that during the life of this Agreement, no extra claims will be made for wage or salary increases save for any wage increase which has been agreed to in clause 42 of this Agreement.

8. Exclusions

(1) Employees appointed to a salaried position and paid in excess of \$55,000.00 per annum shall be excluded from clauses 32 (Hours of Work) and 33 (Overtime) of this Agreement.

9. Duration

This Agreement shall operate from the beginning of the first pay period on or after the date of lodgement until 30 June 2012.

10. Posting of Agreement

A copy of this agreement is available in the Employer's office and an up-to-date copy of this Agreement shall be available electronically on the Employer's intranet.

11. Variation of Agreement

- (1) There shall be no variation of this Agreement unless it is agreed to in writing between the parties and by the Workplace Authority.

12. Intent and Objectives of Agreement

- (1) This agreement is entered into:
 - (a) To create a clear understanding of employment conditions and entitlements.
 - (b) To increase flexibility in order to enable the organisation to respond to the needs of clients, employees, business opportunities and the current labour market.

13. Agreement Review / Modernisation

- (1) The parties are committed to reviewing the Agreement four years and six months from the date of commencement of its operation in order to draft its replacement and to ensure that it reflects the needs of the Employer's business and to eliminate or amend provisions which restrict the ability of the Employer's business to adapt quickly and efficiently to changes affecting its business.
- (2) The parties are committed to ensuring that the Agreement caters for the needs for more flexible working arrangements, improves the quality of working life, and enhances skills and position satisfaction of Employees within the specific needs of the business.

14. Relationship to Awards and Certified Agreements

- (1) This Agreement shall replace any other relevant agreement or industrial instrument in existence at the time this agreement is entered into, except registered Australian Workplace Agreements (AWAs).

15. Australian Workplace Agreements

- (1) The employer may enter into Australian Workplace Agreements (AWAs) with any employees covered by this agreement. These AWAs may either operate to the

exclusion of this agreement or prevail over those terms to the extent of any inconsistency as specified in each AWA.

16. Dispute Resolution

16.1 Model Dispute Resolution Process

- (1) The object of this Clause is to encourage the Employer and Employees who are parties to a dispute to genuinely attempt to resolve it at the workplace level.
- (2) In the event of an Employee having a grievance or dispute, the Employee shall in the first instance attempt to resolve the matter with the immediate supervisor or branch manager.
- (3) If the grievance or dispute is still unresolved after discussion as required in Sub-clause (2) hereof, the employee may refer the matter to the appropriate level of senior Management for discussion and resolution.
- (4) Where a dispute cannot be resolved at the workplace level, a party to the dispute may elect to use an alternative dispute resolution process in an attempt to resolve the matter.

16.2 Alternative Dispute Resolution Process

- (1) The alternative dispute resolution process is to be conducted by a person agreed between the parties in dispute. If the parties cannot reach agreement on who is to conduct the alternative dispute resolution process, a party to the dispute may notify the Industrial Registrar.
- (2) The Industrial Registrar will provide the parties with prescribed information. If the parties cannot agree within 14 days of the last day of the Industrial Registrar providing the prescribed information, a party to the dispute can apply to the Commission to have the alternative dispute resolution process conducted by the Commission.
- (3) If an alternative dispute resolution process is used to resolve the matter in dispute, the parties to the dispute must genuinely attempt to resolve the dispute using that process.

16.3 The Commission

- (1) An alternative dispute resolution process is a procedure for the resolution of disputes, and includes:
 - (a) conferencing; and

- (b) mediation; and
 - (c) assisted negotiation; and
 - (d) neutral evaluation; and
 - (e) case appraisal; and
 - (f) conciliation; and
 - (g) arbitration, or other determination of the rights and obligations of the parties in dispute; and
 - (h) a procedure or service specified in the regulations.
- (2) A person may apply to the Commission to have an alternative dispute resolution process conducted by the Commission in relation to a matter/s in dispute if:
- (a) The dispute is one that may be resolved using the model dispute resolution process; and
 - (b) The parties to the dispute on the matter/s have been unable to resolve the dispute at the workplace level.
- (3) Application must be made in accordance with provisions set out in Division 3 of the *Workplace Relations Act 1996* and the Commission may refuse application.
- (4) The alternative dispute resolution process is completed when:
- (a) The parties agree that the matter/s in dispute are resolved; or
 - (b) The party who elected to use the alternative dispute resolution process has informed the Commission that the party no longer wishes to continue with the process.

16.4 Conduct during dispute

- (1) An employee who is a party to a dispute must, while the dispute is being resolved:
- (a) continue to work in accordance with his or her contract of employment, unless the employee has a reasonable concern about an imminent risk to his or her health or safety; and
 - (b) comply with any reasonable direction given by his or her employer to perform other available work, either at the same workplace or at another workplace.
- (2) In directing an employee to perform other available work, an employer must have regard to:
- (a) the provisions (if any) of the law of the Commonwealth or of the State dealing with occupational health and safety that apply to that Employee or that other work; and
 - (b) whether that work is appropriate for the Employee to perform.
- (3) Any party shall, not unreasonably delay discussions at any stage of this procedure.

17. Severability

- (1) If any term or condition of this Agreement becomes illegal, invalid or unenforceable then such a term or condition will be severed and the other terms and conditions of this Agreement will not be affected

PART B – EMPLOYMENT STANDARDS

18. Discrimination/Equal Opportunity/Harassment

- (1) It is the policy of the Employer to comply with current anti-discrimination, equal employment opportunity (EEO) and sex discrimination laws and manage its operations with a positive awareness of the spirit and intent of such laws.

19. Engagement

- (1) An employee shall, on or prior to commencing employment, be provided by the employer with a written statement outlining the Employee's:
 - (a) Employment Category, which shall be either:
 - I. Full-time
 - II. Part-time
 - III. Casual
 - IV. Specific period and/or
 - V. Specific task
 - VI. Multi tasked employee
 - (b) Classification level
 - (c) Ordinary hours of duty
 - (d) Rate of Pay
 - (e) Date of Appointment
 - (f) Any specific conditions to apply to the employee, and
 - (g) That the employee is bound by all the terms and conditions contained in the Collective Agreement a copy of which is kept in the Employer's office as well as being retained on the Employer's electronic system, and which the Employee is invited to read prior to signing the letter of appointment.

20. Qualifying Period of Employment/Probation

- (1) New employees engaged under the terms and conditions of this agreement are subject to a qualifying period of employment of 6 months, or for the full employment period if employment period is for less than 6 months.

- (2) The purpose of the qualifying period of employment is for both the employer and employee to assess their respective suitability for the position of employment offered. Either party may terminate the employment during the probationary period by giving the following notice or forfeiture of monies for such period of notice:
- (a) Full time or Part time 1 Week
 - (b) Casual 2 Hours

21. Types of Employment

21.1 Full-time Employee

- (1) Full-time employee shall mean an employee who works:
- (a) 38 hours per week, or an average of 38 hours per week averaged over an averaging period not in excess of 12 months, and
 - (b) Reasonable additional hours.

21.2 Part-time Employee

- (1) Part-time employee shall mean an employee who is engaged as such on an agreed regular pattern of hours whose hours shall be:
- (a) Less than 38 per week; or
 - (b) An agreed number of hours less than 38 in any one week averaged over an averaging period not in excess of 12 months.
- (2) By mutual agreement between the employer and an employee, the hours worked by a part-time employee may be varied up to a maximum of 38 hours per week.

21.3 Casual Employee

- (1) A casual employee shall mean an employee who is described as such, who may work up to 38 hours ordinary time each week and who is engaged by the hour with a minimum of one (1) hour for each engagement. Each day shall stand alone.
- (2) A casual employee when working ordinary time shall be paid an hourly rate calculated on the basis on 1/38th of the relevant weekly wage for the level of work being performed plus a loading of 23%.

21.4 Specific period employees

- (1) Specific period employees shall mean employees who are employed for a specific and fixed term and whose employment will commence on a specific date and whose employment will terminate on a later fixed, per-determined, date. The start and finish dates will be agreed before or at the commencement of the employment.

- (2) The termination date of such fixed term may be extended on one or more than one occasion at the discretion of the employer.
- (3) A fixed term employee may be subsequently appointed to a full time, part time or casual position with the employer at the discretion of the employer, and any such appointment will be advised in writing.

21.5 Specific task employees

- (1) A specific task employee shall mean an employee appointed to execute a specific defined purpose or task and whose employment will commence at the beginning of the execution of such task and cease at the conclusion of such task.
- (2) The employer will be the sole determinant of the date of the completion of the task.

21.6 Multi - tasked employee

- (1) A multi-tasks employee shall mean an employee engaged as such and who is to perform one or more of the various classifications herein e.g. in the administration and any other equivalent level in another classification stream, and in such cases the remuneration package will be as contained in the letter of appointment.

21.7 Junior Employees

- (1) Shall mean an employee under 20 years of age and paid in accordance with clause 44 of this agreement.

22. *Smoke Free Policy*

- (1) The Employer supports a smoke free environment and operates a strict smoke free policy in all enclosed spaces including its vehicles.

23. *Workplace Health and Safety*

- (1) The parties to this agreement are committed to providing a safe and healthy workplace and work practices. The parties recognise that illness or injury at the workplace is costly to the Employer and Employee.
- (2) To facilitate healthy and safe work practices, the parties to the agreement are committed to discussing workplace health and safety issues as they apply to the operations of the Employers business.
- (3) The parties to the agreement also acknowledge that all Employees will abide by all workplace health and safety rules of any client or customer whilst performing their task at such client or customers work site.

- (4) Any breach of company rules reported by a client or customer may, following a full investigation by the Employer, warrant a first and final warning which may lead to the termination of employment.
- (5) All employees shall personally ensure that they keep up to date with any changes to employer policies relating to workplace health and safety and abide by any changes or amendments relating thereto.

24. Drug and Alcohol Abuse

- (1) As safety is of paramount concern to the parties to this agreement, it is acknowledged that drugs and alcohol have an impact on the Employee's ability to perform the Employee's work without risk to the Employee, or to clients, or to the Employee's fellow work mates and the public in general.
- (2) Furthermore, in the event that the employer has reasonable cause to believe that the Employee is affected by drugs or alcohol, the Employer may instruct the Employee to cease work for the remainder of that day, with loss of pay for that day.
- (3) The aforementioned conduct during working hours may constitute serious misconduct, which in turn may lead to summary dismissal.

25. Notice of Resignation

- (1) The notice of termination required to be given by an employee shall be two (2) weeks.
- (2) If an employee fails to give notice, the employer shall have the right to withhold monies due to the employee with a maximum amount equal to ordinary time rate of pay for the period of notice.

26. Notice of Termination of Employment

- (1) In order to terminate the employment of a full-time or part-time employee the employer shall give to the employee two (2) weeks' notice of termination except in the case of a probationary employee where the period of notice of termination shall be one (1) week.
- (2) In addition to this notice, employees over 45 years of age, at the time of the giving of the notice with not less than two years' continuous service, shall be entitled to an additional week's notice or an additional week's pay in lieu of notice.
- (3) Employees who are employed as either fixed term or specific purpose employees will not be entitled to such notice if their employment continues up

- to the conclusion of either the fixed term or the specific purpose project. If, however, the employment of an employee employed for a fixed term or specific purpose is terminated prior to the conclusion of either the fixed term or specific purpose the employee shall be given two (2) weeks.
- (4) Where the employer does not require the employee to work all or part of the notice period as stated in sub-clauses 26(1) or 26(2), the employee will receive payment in lieu of notice for the full or remaining portion of the notice period.
 - (5) The required amount of payment in lieu of notice must equal or exceed the total of all amounts that, if the employee's employment had continued until the end of the required period of notice, the employer would have become liable to pay to the employee because of the employment continuing during that period. That total must be calculated on the basis of:
 - (a) the employee's ordinary hours of work (even if not standard hours); and
 - (b) the amounts ordinarily payable to the employee in respect of those hours, including (for example) allowances, loading and penalties; and
 - (c) any other amounts payable under the employee's contract of employment.
 - (6) The period of notice in this clause does not apply:
 - (a) in the case of dismissal for serious misconduct (see clause 65);
 - (b) to employees engaged for a specific period of time or for a specific task or tasks at the time of the conclusion of the specific period or specific task;
 - (c) to apprentices/trainees whose employment under an apprenticeship/traineeship agreement or an approved apprenticeship/traineeship is for a specific period or is, for any other reason, limited to the duration of the agreement; or
 - (d) to casual employees who shall receive two hours notice.

27. Non-Solicitation

- (1) The Employee agrees that the Employee will not during the course of the Employee's employment, or for a period of 6 months from the date of termination of the employment:
 - (a) Canvas, solicit or endeavour to entice away from the Employer any of the Employer's clients who were clients of the Employer at the time of the Employee's employment; and/or

- (b) Interfere with the relationship between the Employer and any of its clients, suppliers, contractors, officers or employees; and/or
 - (c) Canvas or solicit for the Employee, or any other person, persons or entity, any person who at the time of the Employee's employment was an employee of the Employer.
- (2) The breach of any of the provisions of this clause will be considered a serious breach of this agreement and may lead to the termination of employment.

28. Return of Employer's Property

- (1) On termination of employment, however occurring, the Employee must immediately return to the Employer all property of whatever nature belonging to the Employer and which is in the possession, or under the control of the Employee.
- (2) Such property shall include, without limitation, all confidential information and intellectual information of the Employer including all records, photographs, documents of whatever nature and electronically stored documents with any copies or extracts thereof, made or acquired by the Employee during the course of the Employee's employment.
- (3) The Employee acknowledges that such records and documents shall remain the property of the Employer at all times.

29. Confidentiality

- (1) It is recorded that the Employee will become aware of confidential information of the Employer and its clients during the course of the Employee's employment. Such information may include oral or written information, or information recorded or stored by electronic, magnetic, electromagnetic or other form of process or otherwise in a machine readable form.
- (2) The Employer considers all the business operations of the Employer are confidential and those operations include, without limitation;
 - (a) general knowledge of the Employer and skills connected with the Employee's position;
 - (b) all client lists and property lists;
 - (c) detailed information confidential to the operation of the Employer, including without limitation, system of design, process of dealing with clients, marketing strategies and plans, budgets, achievements, client lists, prospects or potential business contacts, training programmes, research and development information, business records, data bases, records, notes, products,

- (d) know how, trade secrets, or other data including client files;
 - (e) all aspects of the Employer's clients' affairs; and
 - (f) all intellectual property of the Employer.
- (3) The Employee must not during the Employee's employment or subsequent to its termination disclose any such information to any third party or use any such information for the Employee's benefit or for that of any third party without the prior written consent of the Employer.
- (4) No confidential information may be copied without the consent of the Employer except where necessary for legitimate employment purposes.
- (5) Any breach of confidentiality is considered to be fundamental and will be treated as serious misconduct which could lead to termination of employment and/or proceedings through the Courts including injunctive relief, at the discretion of the Employer.
- (6) The Employee must not disclose any confidential information to any other employee who is not authorised to receive it.

30. *Intellectual Property*

- (1) Any work, process, design or other material produced, or to be published by the Employee and arising from the Employee's employment shall remain the property of the Employer. The Employer shall retain full property rights to such work, process, design or other property whether or not it exercises such rights during the employment or after its cessation.

31. *Vehicle Use and Driver's License*

- (1) Where driving is part of the duties of the Employee the Employee shall at all times hold a current and valid driver's license to be able to operate a vehicle for the purpose of executing the various duties incidental to the Employee's duties.
- (2) While driving a vehicle in the course of the Employee's employment, the Employee may not use a mobile phone, private or otherwise, save with a hands free car kit.
- (3) Loss of the said license or failure to obtain a necessary license for any appropriate vehicle may lead to the termination of the employment at the Employer's discretion.
- (4) The employee hereby indemnifies the employer against any penalty incurred by the employee as a consequence of operating any vehicle in contravention of any traffic law or regulation.

- (5) Should the employee drive any motor vehicle in a such a manner that a driving conviction is entered against the employee, the employee will immediately inform the Employer of such a conviction.

PART C – WORK HOURS AND FLEXIBLE WORK ARRANGEMENTS

32. Hours of Work

32.1 Ordinary time hours

- (1) The ordinary working hours of employees shall be as defined in clause 21 and may, by agreement be up to 10 hours in any one day.

32.2 Spread of hours

- (1) The ordinary hours of work for a full-time employee shall be up to 7.6 hours per day over a twenty day workday cycle with no accrued time off.
- (2) The ordinary hours of work shall be worked between the hours of 6am and 8pm Monday to Friday.
- (3) Except where ordinary working hours are extended by agreement between the Employer and the employees the normal starting and finishing times will be 8:30 am to 4:36 pm.
- (4) The starting and finishing times of ordinary hours can be staggered between the hours of 6am and 8pm as required by the employer to meet the needs of clients and/or business priorities.
- (5) An employee may request a variation in their ordinary hours of work and a Manager will consider this request having regard to the needs of the clients, business processes and other employees.
- (6) Managers will establish rosters should the business needs require same for the purposes of support and contact with clients and the requirements of the business generally. An employee shall be rostered so as to provide two consecutive days off in any seven-day period.
- (7) An employee shall receive the following payment for working any of their ordinary hours as follows:
 - a) A loading of 20% on their ordinary rate of pay for work performed beyond 8:00 pm and midnight Mondays to Friday inclusive;

- b) A loading of 35% on their ordinary rate of pay for work performed between the hours of 12:00 midnight and 6:00 am between midnight Sunday to 6:00 am on Fridays;
 - c) A loading of 75% on their ordinary rate of pay for work performed between midnight Friday and midnight Saturday;
 - d) A loading of 100% on their ordinary rate of pay for work performed between midnight Saturday and midnight Sunday.
- (8) The arrangements specified in sub-clause 32.2(7) above shall not affect an employee receiving payment for overtime in accordance with clause 33 provided that where an employee is entitled to overtime such employee shall not receive any loading prescribed in this clause in addition to payment for overtime.

33. Overtime

- (1) Overtime shall only be worked with the prior approval of the employer. Approval shall be sought and given in writing such consent includes consent by email.
- (2) Employees may work overtime without specific prior approval in the case of an emergency.
- (3) A full-time and part-time and casual employee shall be entitled to overtime where the employee is approved to work in excess of those hours as defined in clause 32.1 herein (more than 38 hours in one week or more than 10 hours in any one day).
- (4) Employees who are required or approved to work overtime shall be entitled to payment at time and one half for the first two (2) hours of overtime worked on any one day and double time thereafter.

34. Rest Pauses

- (1) Employees who work a full day shall be entitled to rest pause of 10 minutes in the first half of each day.
- (2) Employees who work less than a full day, but a minimum of four hours shall be entitled to a 10 minute rest paused therein.
- (3) Rest pauses shall not be taken at a time that interrupts the operations of the business.

35. Meal Breaks

- (1) A full-time employee must take an unpaid meal break of not less than 30 minutes and no more than 60 minutes each day. A full-time employee shall not work more than (5) five hours without completing an unpaid meal break.
- (2) Employees shall co-operate with the employer in ensuring that the requirements of the workplace are given priority in the arrangement of meal breaks.
- (3) A part-time employee may forego their unpaid meal break provided that they take an unpaid meal break on any day in which they work more than six hours continuously.
- (4) Employees who work through lunch breaks without prior authorization shall not be able to claim either payment for such nor will the employee be permitted to use such time as part of their working hours.

36. Incidental and Peripheral Tasks

- (1) The Employer may direct an Employee to carry out such duties as are reasonably within the limits of the Employee's skill provided that such duties are not designed to promote de-skilling. For the purpose of this clause, "Employee's skill" shall not be limited to the Employee's competence and training as described in the classification structure of this Agreement.
- (2) The Employer may direct an Employee to carry out such duties and use such tools and equipment as may be required, provided that the Employee has been properly trained, should such training be required, in the use of such tools and equipment.
- (3) Any direction issued by the Employer pursuant to the above subclauses shall be consistent with the Employer's responsibilities to provide a safe and healthy working environment.

37. Enterprise Flexibility

- (1) As part of a process of improvement in productivity and efficiency, discussion should take place between the parties to this agreement to provide more flexible working arrangements, improvement in efficiency and productivity, and enhance skills, training and job satisfaction.
- (2) Multi tasking of employees is seen as a normal part of employment in the business and will be encouraged and adopted where appropriate at all levels of employment.

PART D – CLASSIFICATIONS, WAGES, SALARIES, AND RELATED MATTERS

38. Classification Structure

38.1 Classification of Positions

- (1) Classification descriptions are guidelines to determine the appropriate classification level within each stream contained in this Agreement and consist of characteristics and typical duties/skills.
- (2) Characteristics are designed to indicate the basic level of knowledge, comprehension of issues, problems and procedures required and the level of responsibility/accountability of the position.
- (3) The employer may appoint an employee on a paypoint other than the entry point based on an employee's previous relevant experience.
- (4) The duties/skills are a non-exhaustive list and are an indicative guide only. At any particular level an employee may be asked to undertake duties of any lower level than their own.

38.2 Reclassification of Positions

- (1) An employee may make a written application for reclassification of his/her position where there has been either:
 - (a) Significant identifiable changes in the nature of work and duties performed; or
 - (b) Significant changes in the skills, knowledge and experience required when undertaking the duties; or
 - (c) Significant increases in responsibilities.
- (2) Where an employee's application for reclassification of their position is successful the date of effect shall be the date of the application.

39. Administrative Stream

39.1 Administrative Stream Introduction

This stream includes positions that involve the application of an appropriate level of skill, knowledge (including technical and professional knowledge) and experience necessary to undertake the role and function of administering relevant contracts, funding deeds,

legislation, regulations, procedures, policies and programs. This stream includes all positions undertaking clerical work. No formal mandatory qualifications are prescribed for incumbents of positions in this stream. Qualifications may be required for the performance of work in some positions, and include amongst others, such fields as commerce, business or public administration and accountancy.

39.2 Administrative Stream Level 1

Characteristics of the level

The incumbent must have the ability to carry out a range of general and routine cleaning activities. Grade 1 can be paid while an employee is undertaking induction for a maximum period of 3 months. Grade 2 becomes payable after 3 months induction.

Duties/Skills

Wiping surfaces, vacuuming, dusting etc.

39.3 Administrative Stream Level 2

Characteristics of the level

To perform this work, employees will need a basic knowledge of administrative practices and procedures to be able to complete a range of routine clerical and financial duties under close supervision. Duties are clearly defined. Over time the employee may be expected to exercise discretion and solve problems arising within the course of their duties within clearly defined procedures, guidelines and policies.

Duties/Skills

Perform routine administrative duties including: filing, maintaining records, reception, data entry, word processing and proficiency in available office technology. Have a detailed understanding of the organisation's business operations. With experience an incumbent shall be able to perform more complex administrative duties including, but not limited to petty cash, ordering, invoicing and direct support to clients undertaking self paced instructional packages and/or limited pre-employment activities. This level of employee shall not be required to supervise other staff or volunteers.

39.4 Administrative Stream Level 3

Characteristics of the level

Perform and be responsible for a range of administrative duties requiring the application of acquired skills and knowledge, including but not limited to financial, accounting and clerical duties ranging from simple to complex. Duties may be specialised and non-routine and may include the provision of assistance to customers. The employee is expected to work with routine supervision, guidance is generally provided by standard

procedures, in non-standard circumstances guidance is provided by a more senior employee. Employees are responsible for managing time, planning and organising their own work and may be required to oversight and/or guide a number of lower level employees.

Duties/Skills

In Addition to level 2 the employee will be able to administer a book-keeping and/or accounting system, produce timely and accurate financial reports, under direction prepare budgets, supervise and provide training to other office administrative and/or support staff. Operate payroll, asset registers, set up and maintain a range of data bases and record management and statistical information systems. Demonstrate computer literacy and expertise in a range of software and/or financial systems. Employees in this level may also be required to assist more senior employees with specific projects. No formal qualifications are required for this level of employment.

39.5 Administrative Stream Level 4

Characteristics of the level

Employees at this level would have obtained organisation or industry specific knowledge sufficient for them to give advice and/or information to the organisation and external stakeholders in relation to specific areas of responsibility. Work is undertaken with general direction and the employee may be responsible for establishing goals/objectives and outcomes for their own work; performance is checked on completion. Guidance will be readily available. At this level employees may be required to supervise lower classified staff in their day-to-day work and may undertake planning and co-ordination of activities within a defined area of the organisation, they would be expected to have a basic knowledge of the principles of human resource management. An employee at this level may have qualifications to Diploma level or relevant industry experience.

Duties/Skills

Undertake responsibility for various activities within a specialised area, or a function within the organisation. The employee may be required to use initiative as solutions to problems may not be readily found in existing policies and procedures. Competent in the operation of office technology. An employee at this level may undertake duties or provide information within a specialised area using their professional or specialised knowledge.

39.6 Administrative Stream Level 5

Characteristics of the level

At this level an employee would be responsible for producing outcomes to agreed objectives and working with minimal direction. Duties are specialised within an area/s of expertise. An individual employed at this level will be degree qualified; other qualifications and experience require approval by the CEO.

Duties/Skills

An employee at this level is expected to demonstrate professional expertise through:

- Applying detailed knowledge of standard professional tasks;
- Modifying and/or developing and implementing policies, procedures and practices
- Developing, implementing and evaluating strategies to achieve the organisation's strategies
- Preparation of information for tenders/funding documents
- Act as a resource person who collects, collates and imparts knowledge in a particular professional area
- May co-ordinate or manage other staff

40. Operational Stream

The work undertaken by positions in this stream involve the application of knowledge and skills relevant to the provision of any/all elements of a service delivery model used by STEPS Disability QLD Inc to fulfill the aims of specific divisions or programmes.

The levels in this stream include positions relevant to the operation, supervision, co-ordination, direction and management of the work related to each division or programme.

40.1 Operational Stream Level 1

Characteristics of the level

This level would require the employee to have a basic knowledge of the services provided by the organisation. The employee would be able to provide a service to clients using the established work methods and procedures. Work would be carried out under the direction of a manager or more senior employee and assistance would be readily available. The employee would not exercise sole responsibility for the functions they undertake.

Duties/Skills

At this level performance of training duties would be limited to one vocational area. The employee would participate in components of service model where procedures and/or instructions are readily available. An employee may be required to talk to service model stakeholders about the service provided by the organisation. From time to time the employee may assist more senior employees with special projects.

40.2 Operational Stream Level 2

Characteristics of the level

This level would require the employee to assist with, and monitor the progress of clients/participants through the relevant service delivery model and/or training course. The employee would be able to provide recommendations and advice to clients/participants within the employee's range of knowledge, skills and experience (this would include sales and marketing). Problem solving will typically be similar from day-to-day and can be solved with reference to established work methods, procedures and by using the employee's knowledge skills and experience; advice and guidance will be readily available in new or unfamiliar situations. Work is undertaken with close supervision, although as an employee gains experience and familiarity with the standard procedures under which they operate this may reduce to routine supervision, or general direction. The employee will be guided by clear instructions, policies and procedures although there is some flexibility for the employee to plan and organize tasks to maximize efficiency and effectiveness. Any budget parameters will be set and monitored by senior staff.

Duties/Skills

Provide detailed information to clients/participants on the programme in general, and the STEPS Disability QLD Inc service model/training division/course in particular. The ability to case manage, or co-ordinate various activities and/or referrals to progress a client/participant through the relevant elements of the STEPS Disability QLD Inc service model, and where appropriate achieve expected outcomes. Record keeping that complies with any relevant policies, procedures, legislation and contractual requirements. Provision of information to individual's or groups; this includes the development and delivery of training courses. The employee will be able to use various forms technology in the workplace, and quickly familiarise themselves with any changes or new technology. This level will not require the supervision of other staff.

In general, no academic qualifications are prescribed for entry to this stream although evidence of appropriate knowledge and ability to undertake the work is required, however, some qualifications may be required to be qualified to deliver certain training courses.

40.3 Operational Stream Level 3

Characteristics of the level

At this level an employee will require a detailed knowledge of the organisations business operations, the relevant service model and/or training course/s. The employee will also possess a detailed understanding and be able to use all relevant data processing systems used by the organisation. Work is undertaken with general direction performance is checked on completion. The employee will be responsible for planning and organization their duties as well as assisting or guiding other lower level employees to achieve clear objectives, the employee will require approval to vary the set objectives. Problem solving may range from the typically day-to-day situations to those which require analysis and interpretation of relevant policies and occasionally research.

Duties/Skills

The ability to case manage and where relevant achieve expected outcomes. Maintain records that comply with any relevant policies, procedures, legislation and contractual requirements. The employee may supervise other staff and provide information and guidance. The employee must possess excellent interpersonal and communication skills. This level will require the employee to provide recommendations and advice to internal and external clients and may involve report/submission writing. The employee may be expected to operate within budget parameters and may assist in the development of the budget. Written and oral communication is expected to be of a high level may involve negotiations, formal presentations and/or the development and delivery of training

While no academic qualifications are prescribed for entry to this level it is expected that the individual has displayed personal aspirations in their work performance seeking continuous self-improvement to enhance performance, having confidence and taking responsibility and would be prepared to undertake further professional development.

40.4 Operational Stream Level 4

Characteristics of the level

To perform the functions of this level an employee would need knowledge and experience sufficient to management/co-ordination functions of all or part of a programme, contract or division. The employee will be responsible for the achievement of the objective, this may include the development of plans to achieve objectives and assessing and monitoring various resources, performance is measured against the objective. Work is undertaken with either general or broad direction, there is limited detailed guidance available. The employee's recommendations and advice may lead to changes in policies and procedures. Problem solving may require innovation and initiative.

Duties/Skills

The employee will operate within the policy parameters of STEPS Disability QLD Inc and may be required to develop policies and procedures relevant to all or part of a programme, contract or division for which they are responsible. The employee may also assist with the development and implementation of strategies. At this level the employee may supervise other staff and will need to exercise a staff management and leadership role, they may be expected to be involved in a range of human resource functions. An employee at this level may be required to represent STEPS Disability QLD Inc in dealings with various stakeholders. This level may involve report/submission writing. The employee may be expected to prepare and operate within budget parameters.

An individual employed at this level will be tertiary qualified, other qualifications and experience requires approval by the CEO.

41. Community Services Stream

- (1) This stream includes positions that involve the application of skills, knowledge and experience where the predominant function is the provision of social and community services. This will include work designed to assist individuals, groups or communities to attain satisfying standards of life through activities that improve personal and social relationships. This may include:
 - (a) Counselling (supportive and/or crisis counseling) and/or social welfare support;
 - (b) Provision of supported accommodation and/or related support services for people who are unable to live independently, or who are not living in a family setting (this does not include nursing and/or medical services);
 - (c) Co-ordination of activities and/or facilities for the development of
 - (d) independent living skills and/or social skills;
 - (e) Assessment of individual needs and/or the development, implementation and assessment and/or maintenance of individual casework programs, which may include relevant referrals and liaison with other professionals, agencies, community groups, organisations or governments;
 - (f) Research and analysis of social, welfare and/or community issues, needs or problems to enable social welfare or community planning, policy development, interpretation and/or implementation and/or the development and maintenance of community resources;
 - (g) Representation, advocacy, negotiation and mediation within and between communities, agencies, institutions, and governments, or with individuals;

41.1 Community Services Stream Level 1

Characteristics of the Level

The employee should have a sound knowledge of work activities and procedural methods undertaken by the organization and the guidelines or statutory obligations relevant to the organization. At this level an employee would be able to solve problems of limited difficulty using knowledge, judgment and work organisation skills acquired through qualifications and/or previous work experience, assistance will be available from senior employees. The employee should be able to exercise initiative in the application of established work procedures. A position at this level may utilize professional or specialized knowledge. Problems can usually be solved by reference to procedures; assistance is available when problems occur. An employee at this level may be responsible for activities in a specialized area or for a function within the organization. A prerequisite for entry into this level will be a three year degree, or a lesser tertiary qualification combined with experience of previous appointments, service and/or study equivalent to the level of expertise and experience required to undertake the range of activities required.

Duties/Skills

An employee of this level will be able to provide advice and/or information to the organization and clients in relation to their specific areas of their responsibilities. Employees may be required to supervise a limited number of lower level employees in their day-to-day work. They will be responsible for planning and organizing their own work and assisting other staff to do the same. Proficient in the operation of the computer. Plan and co-ordinate elementary community-based projects or programs and/or perform moderately complex functions including social planning, demographic analysis, survey design and analysis.

41.2 Community Services Stream Level 2

Characteristics of the Level

To perform the duties at this level the employee will need to apply skills and knowledge which are gained through qualifications and/or previous experience in a discipline. The employee will undertake activities that involve the exercising of judgement and/or contribute critical knowledge and skills where procedures are not clearly defined. Guidelines and work procedures are established. The employee is free to act within defined established practices and problems can usually be solved by reference to procedures, and assistance is available when problems occur. The employee will take responsibility for various functions within a work area; this may include developing work methods and setting outcomes within the clear objectives of the organization and within budgetary constraints.

Duties/Skills

At this level an employee may provide assistance on grant applications, or assist a more senior employee in planning, co-ordinating, implementing and administering the activities and policies including preparation of budgets. Administrative duties may include computer operations requiring technical expertise and/or development, control and administration of a records management system. Where responsibility primarily lies in a specialised field duty may include liaison with other professionals, leading a team in a specialised project, provision of information, reference and research for others. Specialist will require an understanding of the underlying principles the discipline and sound knowledge of the discipline gained through either a three (3) or four (4) year degree with one or two year relevant experience respectively or lesser formal qualifications with substantial years of relevant experience. An employee at this level may supervise other staff and/or volunteers or works in a specialised field.

41.3 Community Services Stream Level 3

Characteristics of the Level

An employee at this level would require a detailed knowledge of the organisation's structure, services, programs, policies and activities. A degree with relevant experience is a prerequisite for entry to this level, however specialized skills attained through lesser

qualifications and/or experience that results in the level of experience and expertise required to undertake the range of activities will be acceptable. An employee would exercise a degree of autonomy and operate under limited direction from senior employees or management and exercise judgement and initiative where procedures are not clearly defined. While solutions to problems can generally be found in policies and procedures assistance is available when required, an employee at this level may assist in the development of operational guidelines, policies and procedures. An employee at this level may undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration. An employee may supervise and set outcomes for lower level staff.

Duties/Skills

An employee may assist with the preparation of, or prepare organisation or program budgets in liaison with management. Set priorities and monitor work flow in the area of responsibility and provide expert advice to employees classified at a lower level and/or volunteers. An employee would require an understanding of all areas of computer operation and would be responsible for monitoring and interpreting legislation, regulations and other agreements relating to the organisation. They may undertake analysis/design for the development and maintenance of projects and may exercise responsibility for a specialised area. Where the employee is operating as a specialist in the relevant discipline decisions made and taken rest with the employee with no reference to a more senior employee. Duties may involve the development, planning, co-ordination, implementation, supervision and administration or educational and/or developmental programs; and/or the operation of a multi-functional service. Where the prime responsibility lies in professional services, employees at this level would exercise professional judgement, carry out planning, studies or research for particular projects including aspects of design, formulation of policy, and implementation of procedures and provide reports on progress of program activities including recommendations. An employee would require a high level of interpersonal skills in dealing with the public, other stakeholders and staff.

41.4 Community Services Stream Level 4

Characteristics of the Level

Employees require a comprehensive knowledge of the policies, procedures and the long term goals of the organization. The employee will also require specialist skills and/or supervisory/management abilities. Employees will have the scope, degree of autonomy and expertise to influence the operational activities of the organization and establish procedures which impact on the organization. Work would be under the direction of senior employees or board of management. At this level the employee would be responsible for decision making in the particular work area, the provision of expert advice, delegated authority and may exercise managerial responsibility.

A degree with substantial experience would be a prerequisite for this level, or post graduate qualifications or lesser qualifications with previous appoints, service or study with a combination of experience, expertise and competence sufficient to carry out the duties required at this level.

Duties/Skills

Employees at this level will be expected to contribute to the management of the organisation, assist or prepare budgets, establish policies and procedures and/or provide assistance and advice to other employees. Employees may be required to negotiate matters on behalf of the organisation. The employee would possess excellent time management skills and have a high level of interpersonal skills.

42. Wages / Salary Increase

- (1) This Agreement provides for a minimum increase to the base salary of employees from the first pay period on or after:
- | | |
|----------------------------------|----|
| (a) Date of commencement | 2% |
| (b) 1 st January 2008 | 2% |
| (c) 1 st January 2009 | 3% |
| (d) 1 st January 2010 | 3% |
| (e) 1 st January 2011 | 3% |
| (f) 1 st January 2012 | 3% |

42.1 Wages/Salaries of Administration Stream

Classification	Date of Commencement	2% increase 1 st January 2008	3% increase 1 st January 2009	3% increase 1 st January 2010	3% increase 1 st January 2011	3% increase 1 st January 2012
Level 1						
Paypoint A	\$28,652.00	\$29,225.04	\$30,101.79	\$31,004.84	\$31,934.99	\$32,893.04
Paypoint B	\$29,837.60	\$30,434.35	\$31,347.38	\$32,287.80	\$33,256.44	\$34,254.13
Level 2						
Paypoint A	\$32,882.23	\$33,539.87	\$34,546.07	\$35,582.45	\$36,649.93	\$37,749.42
Paypoint B	\$33,488.97	\$34,158.75	\$35,183.51	\$36,239.02	\$37,326.19	\$38,445.97
Paypoint C	\$34,784.39	\$35,480.08	\$36,544.48	\$37,640.81	\$38,770.04	\$39,933.14
Paypoint D	\$35,976.09	\$36,695.61	\$37,796.48	\$38,930.37	\$40,098.28	\$41,301.23
Level 3						
Paypoint A	\$38,007.89	\$38,768.05	\$39,931.09	\$41,129.02	\$42,362.90	\$43,633.78
Paypoint B	\$39,318.87	\$40,105.24	\$41,308.40	\$42,547.65	\$43,824.08	\$45,138.81
Paypoint C	\$40,762.60	\$41,577.85	\$42,825.19	\$44,109.94	\$45,433.24	\$46,796.24
Paypoint D	\$42,204.26	\$43,048.34	\$44,339.79	\$45,669.98	\$47,040.08	\$48,451.29
Level 4						
Paypoint A	\$45,000.00	\$45,900.00	\$47,277.00	\$48,695.31	\$50,156.17	\$51,660.85
Paypoint B	\$46,367.00	\$47,294.34	\$48,713.17	\$50,174.57	\$51,679.80	\$53,230.20
Paypoint C	\$47,990.00	\$48,949.80	\$50,418.29	\$51,930.84	\$53,488.77	\$55,093.43
Paypoint D	\$49,670.00	\$50,663.40	\$52,183.30	\$53,748.80	\$55,361.27	\$57,022.10
Paypoint E	\$50,666.00	\$51,679.32	\$53,229.70	\$54,826.59	\$56,471.39	\$58,165.53
Paypoint F	\$52,000.00	\$53,040.00	\$54,631.20	\$56,270.14	\$57,958.24	\$59,696.99
Paypoint G	\$53,560.00	\$54,631.20	\$56,270.14	\$57,958.24	\$59,696.99	\$61,487.90
Paypoint F	\$55,166.00	\$56,269.32	\$57,957.40	\$59,696.12	\$61,487.01	\$63,331.62
Level 5						
Paypoint A	\$57,000.00	\$58,140.00	\$59,884.20	\$61,680.73	\$63,531.15	\$65,437.08
Paypoint B	\$58,995.00	\$60,174.90	\$61,980.15	\$63,839.55	\$65,754.74	\$67,727.38
Paypoint C	\$61,060.00	\$62,281.20	\$64,149.64	\$66,074.13	\$68,056.35	\$70,098.04
Paypoint D	\$63,200.00	\$64,464.00	\$66,397.92	\$68,389.86	\$70,441.55	\$72,554.80
Paypoint E	\$65,410.00	\$66,718.20	\$68,719.75	\$70,781.34	\$72,904.78	\$75,091.92

42.2 Wages/Salaries of Operational Stream

Classification	Date of Commencement	2% increase 1 st January 2008	3% increase 1 st January 2009	3% increase 1 st January 2010	3% increase 1 st January 2011	3% increase 1 st January 2012
Level 1						
Paypoint A	\$36,566.24	\$37,297.56	\$38,416.49	\$39,568.98	\$40,756.05	\$41,978.73
Paypoint B	\$38,007.89	\$38,768.05	\$39,931.09	\$41,129.02	\$42,362.90	\$43,633.78
Paypoint C	\$39,318.87	\$40,105.24	\$41,308.40	\$42,547.65	\$43,824.08	\$45,138.81
Level 2						
Paypoint A	\$40,762.60	\$41,577.85	\$42,825.19	\$44,109.94	\$45,433.24	\$46,796.24
Paypoint B	\$42,205.29	\$43,049.40	\$44,340.88	\$45,671.11	\$47,041.24	\$48,452.48
Paypoint C	\$43,647.99	\$44,520.95	\$45,856.58	\$47,232.27	\$48,649.24	\$50,108.72
Paypoint D	\$45,089.64	\$45,991.44	\$47,371.18	\$48,792.32	\$50,256.09	\$51,763.77
Paypoint E	\$46,534.41	\$47,465.10	\$48,889.05	\$50,355.73	\$51,866.40	\$53,422.39
Level 3						
Paypoint A	\$47,976.07	\$48,935.59	\$50,403.66	\$51,915.77	\$53,473.24	\$55,077.44
Paypoint B	\$49,287.04	\$50,272.79	\$51,780.97	\$53,334.40	\$54,934.43	\$56,582.46
Paypoint C	\$50,729.74	\$51,744.33	\$53,296.66	\$54,895.56	\$56,542.43	\$58,238.70
Paypoint D	\$52,252.30	\$53,297.34	\$54,896.26	\$56,543.15	\$58,239.44	\$59,986.63
Level 4						
Paypoint A	\$53,615.13	\$54,687.43	\$56,328.05	\$58,017.90	\$59,758.43	\$61,551.18
Paypoint B	\$55,223.77	\$56,328.24	\$58,018.09	\$59,758.63	\$61,551.39	\$63,397.93
Paypoint C	\$56,878.04	\$58,015.61	\$59,756.07	\$61,548.76	\$63,395.22	\$65,297.07
Paypoint D	\$58,599.74	\$59,771.73	\$61,564.88	\$63,411.83	\$65,314.18	\$67,273.61
Paypoint E	\$60,357.73	\$61,564.88	\$63,411.83	\$65,314.18	\$67,273.61	\$69,291.82
Paypoint F	\$62,168.46	\$63,411.83	\$65,314.18	\$67,273.61	\$69,291.82	\$71,370.57

42.3 Wages/Salaries of Community Services Stream

Classification	Date of Commencement	2% increase 1 st January 2008	3% increase 1 st January 2009	3% increase 1 st January 2010	3% increase 1 st January 2011	3% increase 1 st January 2012
Level 1						
Paypoint A	\$36,593.78	\$37,325.66	\$38,445.43	\$39,598.79	\$40,786.75	\$42,010.36
Paypoint B	\$37,724.49	\$38,478.98	\$39,633.35	\$40,822.35	\$42,047.02	\$43,308.43
Paypoint C	\$38,587.94	\$39,359.70	\$40,540.49	\$41,756.70	\$43,009.40	\$44,299.68
Paypoint D	\$39,430.83	\$40,219.44	\$41,426.03	\$42,668.81	\$43,948.87	\$45,267.34
Level 2						
Paypoint A	\$40,561.53	\$41,372.76	\$42,613.95	\$43,892.37	\$45,209.14	\$46,565.41
Paypoint B	\$42,055.03	\$42,896.13	\$44,183.02	\$45,508.51	\$46,873.76	\$48,279.98
Paypoint C	\$42,802.39	\$43,658.44	\$44,968.19	\$46,317.24	\$47,706.75	\$49,137.96
Paypoint D	\$43,830.30	\$44,706.91	\$46,048.12	\$47,429.56	\$48,852.45	\$50,318.02
Level 3						
Paypoint A	\$44,961.01	\$45,860.23	\$47,236.04	\$48,653.12	\$50,112.71	\$51,616.09
Paypoint B	\$45,988.93	\$46,908.70	\$48,315.97	\$49,765.44	\$51,258.41	\$52,796.16
Paypoint C	\$47,119.63	\$48,062.03	\$49,503.89	\$50,989.00	\$52,518.67	\$54,094.23
Level 4						
Paypoint A	\$48,229.78	\$49,194.38	\$50,670.21	\$52,190.31	\$53,756.02	\$55,368.70
Paypoint B	\$49,360.49	\$50,347.70	\$51,858.13	\$53,413.87	\$55,016.29	\$56,666.78
Paypoint C	\$50,491.19	\$51,501.02	\$53,046.05	\$54,637.43	\$56,276.55	\$57,964.85
Paypoint D	\$51,500.97	\$52,530.99	\$54,106.92	\$55,730.13	\$57,402.03	\$59,124.09
Paypoint E	\$52,531.10	\$53,581.72	\$55,189.18	\$56,844.85	\$58,550.20	\$60,306.70

43. Allowances

43.1 First Aid Allowance

First aid allowance - Where an employer appoints an employee who holds an appropriate first-aid certificate as a first-aid attendant an additional \$8.97 per week shall be paid to such employee.

43.2 Travelling Allowance and Reimbursement

43.2.1 Where an employee is required to use their own vehicle on the employer's business, the employee is to receive a vehicle allowance corresponding with the following table:

Ordinary Car:	Rotary Engine:	Rate of Allowance:
More than 3000 cubic centimeters (3 litres)	More than 1500 cubic centimeters (1.5 litres)	78.2 cents
More than 2000 cubic centimeters (2 litres) but not more than 3000 cubic centimeters (3 litres)	More than 1000 cubic centimeters (1 litre) but not more than 1500 cubic centimeters (1.5 litres)	74.7 cents
More than 1600 cubic centimeters (1.6 litres) but not more than 2000 cubic centimeters (2 litres)	More than 800 cubic centimeters (0.8 liters) but not more than 1000 cubic centimeters (1 litre)	72.4 cents
1600 cubic centimeters (1.6 litres) or less	800 cubic centimeters (0.8 litres) or less	68.5 cents

43.2.2 Where an employee is required to travel by other means in connection with their work they shall be reimbursed all reasonable traveling expenses so incurred with reasonable proof of such expenses to be provided by the employee to the employer.

43.2.3 Where an employee is required to stay away from home overnight they shall be reimbursed the cost of reasonable board, lodging and meals. Reasonable proof of costs is to be provided by the employee to the employer.

43.3 Remote Localities

Full-time and part-time employees stationed in the Northern Territory after each twelve months' continuous service shall be entitled to the equivalent in money of one return full economy class air ticket to Adelaide.

43.4 Toilet Cleaning

Employees required to clean toilets are to be paid an allowance of \$6.70 per week in addition to their ordinary wage rates.

44. Junior Rates

- (1) Percentage of the appropriate adult rate shall apply to all junior employees appointed during the term of this agreement:
 - (a) 16 and under 17 years 65%
 - (b) 17 and under 18 years 75%
 - (c) 18 and under 19 years 85%
 - (d) 19 and under 20 years 95%
 - (e) Over 20 years to be paid at the appropriate adult rate.

45. Incremental Progression

- (1) In May each year an annual performance review will be conducted for all employees (see clause 64). Employees shall be eligible for an incremental progression, effective from 1 July if:
 - (a) The employee has met *all objectives, behaviours and requirements of the position* over the preceding period (minimum of 6 months) in accordance with the *goals and measures* agreed in writing at the time of performance planning.
- (2) In cases where the performance review is delayed the increase, if any, will be paid retrospectively from 1 July.
- (3) A staff member must have been in their role for at least six (6) months to be considered for incremental progression. If a staff member's appointment or reclassification commenced less than 6 months prior to the annual review the staff member will become eligible for incremental progression the following year.
- (4) Employees who have achieved the top paypoint within a classification level will have the opportunity to receive a 2% increment if they exceed all the objectives, behaviours and requirements of the position (as per 45(1)(a) above) by 10%.

46. Time and Wages Records

- (1) The Employer shall keep and have available a complete record of Employees who are for the time being employed, or who were in employment at any time during the immediately preceding period of (7) seven years. These records will be in English and will be made available for inspection during work hours by workplace inspectors if required.
- (2) The records will comply with Part 19 of the Workplace Relations Regulations 2006 which sets out the details of the records that must be kept by an employer for each employee.

47. Superannuation

- (1) The organization will make payments for all eligible employees at the applicable rate of contribution into a complying fund as provided for under the *Superannuation Guarantee (Administration) Act 1992*.

48. Salary Sacrifice / Salary Packaging

- (1) Full-time and part-time employees have the ability to salary sacrifice up to the maximum value of \$30,000 "grossed up" as currently defined in the *Fringe Benefits Tax Act* for public benevolent institutions such as SDQ. If the total "grossed up value" of an employee's salary sacrifice exceeds \$30,000 in any one Fringe Benefit Tax Year then any Fringe Benefits Tax liability will be borne by the **employee** by deductions made on their base salary. Where an employee does not pay the fringe benefit tax liability arising from their salary sacrifice the employer may cease the employee's salary packaging arrangements.
- (2) To assist the employee in keeping their salary sacrifice below the \$30,000 "grossed up" value the employer will notify the employee of the actual "grossed up" value of salary sacrifice in January of each year to enable any adjustments.
- (3) The employer recommends that employees who are considering salary packaging seek independent financial advice. The Employer shall not be held responsible in any way for the cost or outcome of any such advice.
- (4) The configuration of the salary sacrifice shall be agreed in writing between the Employer and the Employee and will remain in force for the period agreed and may only be varied when agreed in writing between the parties (with the exception stated in sub-clause 48(1) above).
- (5) For all purposes under this Agreement, the employee's salary shall be taken to be the pre-packaged gross amount.

49. Payment of Salary

- (1) An employee's salary is paid three (3) days in arrears. The Employer shall deposit the salary by way of Electronic Funds Transfer (EFT). The Remuneration Package may be paid by way of EFT where available, or by a maximum of two (2) B-Pay debts or two (2) cheques into two accounts at no cost to the Employee.

50. Higher Duties

- (1) An employee who is called upon by the employer to undertake the duties and responsibilities of a higher position where it is determined that the employee has the skills and knowledge to complete the majority of tasks related to that position, (The level of knowledge and skill required and whether the employee has such skills and knowledge shall be at the discretion of the CEO) the employee shall be paid for the period for which duties and responsibilities are assumed for five (5) consecutive working days or more, according to 50(2) (a) and (b) below.

- (2) In all other cases where an employee who is called upon by the employer to undertake the duties and responsibilities of a higher position for ten (10) consecutive working days or more shall be paid for the period for which duties and responsibilities are assumed as follows:
- (a) where the employee is undertaking the duties and responsibilities of a higher position in the same stream in which they are currently employed they will be paid the minimum rate prescribed for the higher level, or
 - (b) in the circumstance where the employee assumes the duties and responsibilities of position in a different stream from that which they are currently employed they will be paid the minimum rate prescribed for the level in that stream, if the minimum rate prescribed is less than the relieving employee's current salary, the relieving employee shall be paid at the first pay point that exceeds their current salary.

51. *Jury Service*

- (1) A full-time or part-time employee (as defined) required to attend for jury service during the employee's ordinary working hours shall be:
- (a) reimbursed by the employer an amount equal to the difference between the amount paid in respect of the employee's attendance for such jury service and the amount of wage the employee would have received in respect of the ordinary time the employee would have worked had the employee not been on jury service; or
 - (b) the employer shall pay the full ordinary time wage to the employee, on the agreement that any funds received from attendance for jury service will be paid to the employer.
- (2) An employee shall notify the employer as soon as possible of the date upon which the employee is required to attend for jury service, and shall provide the employer with proof of this attendance, the duration of such attendance and the amount received in respect of such jury service. The employee must return to work as soon as practicable after the employee is dismissed from jury service (unless otherwise approved this is expected to be the next working day).

52. *Supported Wage for Employees with a disability*

52.1 Workers eligible for a supported wage

(a) This clause defines the conditions which will apply to employees who, because of the effects of a disability, are eligible for a supported wage under the terms of this agreement/Award. In the context of this clause, the following definitions will apply:

- (i) "Supported Wage System" means the Commonwealth Government System to promote employment for people who cannot work at full Award wages because of a disability, as documented in "[Supported Wage System: Guidelines and Assessment Process]".

(ii) "Accredited 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.

(iii) "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, as amended from time to time, or any successor to that scheme.

(iv) "Assessment instrument" means the form 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.

52.2 Eligibility criteria

(a) Employees covered by this clause 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 agreement/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) The clause does not apply to any existing employee who has a claim against the employer which is subject to the provisions of workers' compensation legislation or any provision of this agreement/Award relating to the rehabilitation of employees who are injured in the course of their current employment.

(c) The agreement / Award does not apply to employers in respect of their facility, program, undertaking service or the like which receives funding under the Disability Services Act 1986 and fulfils the dual role of service provider and sheltered employer to people with disabilities who are receiving or are eligible for a disability support pension, except with respect to an organisation which has received recognition under Section 10 or under Section 12A of the Act, or if a part only has received recognition, that part.

52.3 Supported wage rates

(a) Employees to whom this clause applies shall be paid the applicable percentage of the minimum rate of pay prescribed by this Award/agreement for the class of work which the person is performing according the following schedule:

Assessed capacity (sub-clause (d))	% of prescribed award rate
10%*	10%
20%	20%
30%	30%
40%	40%
50%	50%
60%	60%
70%	70%
80%	80%
90%	90%

(Provided that the minimum amount payable shall be not less than \$66 per week or the amount required by law).

* Where a person's assessed capacity is 10 per cent, they shall receive a high degree of assistance and support.

52.4 Assessment of capacity

(a) For the purpose of establishing the percentage of the Award rate to be paid to an employee under this Award/agreement, the productive capacity of the employee will be assessed in accordance with the Supported Wage System and documented in an assessment instrument by either:

(i) the employer and a union party to the Award/agreement, in consultation with the employee or, if desired by any of these;

(ii) the employer and an accredited Assessor from a panel agreed by the parties to the Award and the employee.

52.5 Lodgment of assessment instrument

(a) (i) All assessment instruments under the conditions of this clause, wage to be paid to the employee, shall be lodged by the employer with the Registrar of the Industrial Relations Commission.

(ii) All assessment instruments shall be agreed and signed by the parties to the assessment, provided that where a union which is party to the Award/agreement, is not a party to the assessment, it shall be referred by the Registrar to the union by certified mail and shall take effect unless an objection is notified to the Registrar within 10 working days.

52.6 Review of assessment

The assessment of the applicable percentage should be subject to annual review or earlier on the basis of a reasonable request for such a review. The process of review shall be in accordance with the procedures for assessing capacity under the Supported Wage System.

52.7 Other terms and conditions of employment

Where an assessment has been made, the applicable percentage shall apply to the wage rate only. Employees covered by the provisions of the clause will be entitled to the same terms and conditions of employment as all other workers covered by this Award/agreement paid on a pro-rata basis.

52.8 Workplace adjustment

An employer wishing to employ a person under the provisions of this clause shall 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 in consultation with other workers in the area.

52.9 Trial period

(i) In order for an adequate assessment of the employee's capacity to be made, an employer may employ a person under the provisions of this clause for a trial period not exceeding 12 weeks, except that in some cases additional work adjustment time (not exceeding four weeks) may be needed.

(ii) During that trial period the assessment of capacity shall be undertaken and the proposed wage rate for a continuing employment relationship shall be determined.

(iii) The minimum amount payable to the employee during the trial period shall be no less than \$66 per week or the minimum required by law.

(iv) Work trials should include induction or training as appropriate to the job being trialed.

(v) Where the employer and employee wish to establish a continuing employment relationship following the completion of the trial period, a further contract of employment shall be entered into based on the outcome of assessment under subclause 52.4 hereof.

PART E – LEAVE

53. Annual Leave

- (1) Full-time employees shall be entitled to 190 hours (5 weeks) annual leave on full pay for each continuous twelve months of service with the employer.
- (2) Part-time employees shall be entitled to five weeks paid annual leave calculated on the basis of the weekly average number of hours worked for each continuous twelve months service with the Employer.
- (3) By agreement with the employer the employee may forego up to 50% of the accrued annual leave and subject to clause 54 (Christmas-New Year leave) receive pay in lieu for the amount of leave foregone.
- (4) Should the employee forego such annual leave he/she will be entitled to be paid at the rate of the ordinary rate of pay whilst working through such leave foregone.
- (5) Employees shall not be permitted to accumulate more than eight (8) weeks annual leave.
- (6) The employer may direct any employee to take any annual leave / which has been outstanding for a period in excess of 12 months / above eight (8) weeks annual leave by giving two (2) weeks notice in writing.

(7) All untaken annual leave will be paid out on termination.

(8) Annual leave will be exclusive of any public holiday.

54. Christmas-New Year Leave

(1) The employer closes between Christmas and New Year. The employer will deduct such time from annual leave for all employees to cover this period.

(2) Where an employee does not have adequate annual leave for this period they will be able to go into deficit in relation to annual leave hours.

(3) Where an employee is required by their supervisor to work on any of the three days between Christmas and New Year, the supervisor and staff member will agree to an alternative day/s leave.

55. Public Holidays

(1) An employee shall be entitled to holidays on the following days without deduction of pay:

(a) News Years Day; Good Friday, Easter Saturday, Easter Monday, Christmas Day and Boxing Day, and

(2) The following days, as prescribed in the relevant States and Territories and localities:

(b) Australia Day;

(c) ANZAC Day;

(d) Queens Birthday; and

(e) Labour Day; and

(f) One other day on the day gazetted for the local show for the appropriate area.

(3) Where in a State, Territory or locality, public holidays are declared or prescribed on days other than those set out in 55(1) and 55(2) above, those days shall constitute additional holidays for the purpose of this award.

(4) An employee who works on a public holiday as defined above, shall be paid at the holiday rate of double time and a half of the appropriate hourly rate of pay.

(5) An employer and his/her employees may agree to substitute another day for any prescribed in this clause. For this purpose, the consent of the majority of affected employees shall constitute agreement.

56. Personal Leave

(1) Personal leave shall include Sick Leave and Carer's Leave

(2) Paid personal leave is available to an employee, other than a casual employee, when they are absent:

- (a) Due to personal illness or injury in which case the employee will be entitled to sick leave; or
 - (b) For the purposes of caring for an immediate family or household member who is sick and requires the employee's care and support or who requires care due to an unexpected emergency, in which case the employee will be entitled to carer's leave.
- (3) Immediate family or household is defined as:
- (a) A member of the employee's immediate family; or
 - (b) A member of the employee's household.
- (4) The term family includes:
- (a) Spouse of the employee; and
 - (b) Child or an adult child (including an adopted child, a step child or an ex-nuptial child), and
 - (c) parent, grandparent, grandchild or sibling of the employee or spouse of the employee.

56.1 Sick Leave

- (1) In the event of a full-time Employee becoming sick and unfit for duty, and certified as such by a duly qualified Medical Practitioner, they shall be entitled to 7.6 hours paid Sick Leave for each completed month of service.
- (2) In the case of a part-time Employee, their Sick Leave entitlement shall be a fraction of 7.6 hours per month based on their weekly hours as a proportion of 38 hours.
- (3) Once an employee's entitlement to paid sick leave has been used up an employee may take unpaid sick leave by the provision of a doctor's certificate by agreement with the Employer.
- (4) In the case of a full-time Employee, not more than a total of 22.8 hours consecutively may be taken without the production of a Medical Certificate. In respect of a part-time Employee, this period shall be the equivalent in hours of 60% of their average weekly hours worked.
- (5) Where no such Medical Certificate is produced within the time pursuant to clause 56.1(4) herein the employee will not be entitled to paid sick leave.
- (6) Untaken Sick Leave shall accrue from year to year and may be taken in minimum units of one hour.
- (7) Untaken Sick Leave is not paid out on termination or retirement

56.2 Carer's Leave

- (1) An employee with responsibilities in relation to either members of their immediate family or members of their household who need their care and support shall be entitled to use any sick leave entitlement for absences to provide care and support for such persons when they are ill.
- (2) The entitlement to use personal leave for the purposes of carer's leave is subject to the person being either a member of the employee's immediate family or household.
- (3) In the case of a full-time Employee, not more than a total of 22.8 hours consecutively may be taken without the production of a Medical Certificate which must indicate the nature of the illness/injury suffered by the supported person and also indicating that the medical practitioner believes such support is necessary.
- (4) In respect of a part-time Employee, this period shall be the equivalent in hours of 60% of their average weekly hours worked.

56.3 Employee must give notice

- (1) The employee must, as soon as reasonably practicable and during the ordinary hours of the first day or shift of such absence, inform the employer of their inability to attend for duty and as far as practicable state the nature of the injury, illness or emergency and the estimated length of absence. If it is not reasonably practicable to inform the employer at this time, the employee will inform the employer within 24 hours of such absence.
- (2) When taking leave to care for members of their immediate family or household the employee must notify the employer of:
 - (a) The name of the person requiring care and support and their relationship to the employee;
 - (b) The reasons for taking such leave; and
 - (c) The estimated length of absence.

57. *Personal leave for Compassionate/Bereavement Purposes*

- (1) The provisions in this clause apply to full-time and part-time employees (on a pro-rata basis) but do not apply to casual employees.
- (2) A part-time employee is entitled to two days bereavement leave without loss of pay, up to a maximum of 3 days on the same basis as prescribed below for full-time employees, except that leave is only available where a part-time employee would normally work on either or both of the two working days following the death.

57.1 Paid leave entitlement

- (1) A full-time employee is entitled to up to 3 days bereavement leave on each occasion and on production of satisfactory evidence (if required by the employer) of the death of either a member of the employee's immediate family or household.

57.2 Unpaid Bereavement Leave

- (1) An employee may take additional unpaid bereavement leave by agreement with the employer.

58. Parental Leave

- (1) Parental Leave applies to all employees, other than casual employees who are not eligible casual employees.
- (2) Eligible casual employees are employees who;
 - (a) have been engaged by a particular employer on a regular and systematic basis for a sequence of periods of employment during a period of at least 12 months; and
 - (b) who, but for an expected birth or an expected placement of a child, would have a reasonable expectation of continuing engagement by the employer on a regular and systematic basis.

58.1 Period of leave

- (1) Parental leave is unpaid leave with a maximum of 52 weeks less an amount equal to the total amount of related authorised leave (e.g. special maternity leave) taken:
 - (a) by the employee before or after the maternity leave; and
 - (b) by the employee's spouse before, during or after the maternity leave.
- (2) (All other rules relating to the taking of paternal leave are contained in the *Workplace Relations Act 1996* Part 7 Division 6)

59. Long Service Leave

- (1) All employees shall be entitled to paid long service leave in accordance with the legislation applying in the respective State/Territory in which he/she is employed.

60. Unauthorised Absence from Duty

- (1) The absence of an employee from work for a continuous period exceeding three (3) working days without the consent of the employer and without notification to

the employer, shall be prima facie evidence that the employee has abandoned such employment.

- (2) Where an employee has prima facie abandoned their employment all pay and other benefits provided under this Agreement will cease to be available until the employee resumes work, or is granted leave. The period of absence will not count as service for any purpose.
- (3) If within a period of seven (7) working days from their last attendance at work (or from the date of their absence where notification was given or consent granted) an employee has not established to the satisfaction of the CEO that they were absent with reasonable cause, the employee will be deemed to have abandoned their employment.
- (4) Termination of employment by abandonment in accordance with this sub-clause shall operate as from the date of the last attendance at work or the last day's absence in respect of which consent was granted, or the date of the last absence in respect of which notification was given to the employer, whichever is the later.
- (5) Where employment is terminated by abandonment the employee will not be entitled to notice of termination or payment in lieu of notice.

PART F – WORKFORCE MANAGEMENT

61. *Redeployment and Redundancy*

- (1) The employer recognises that, for a variety of reasons, employees may become excess to the needs of the organization and thus may need to be considered for redeployment or redundancy. Details and procedures for handling redeployment and redundancy are provided below:
- (2) An employee becomes excess if:
 - (a) The duties performed by the employee are no longer necessary for the efficient and economical working of the organisation; or
 - (b) The employee cannot be employed effectively because of economic, structural, operational or funding reasons or other changes in work methods, or because of changes in the nature, extent or organisation of the department; or
 - (c) The duties usually performed by the employee are to be performed at a different locality, the employee is not willing to perform duties at the locality, and the CEO has determined that these provisions will apply to the employee.
- (3) When the CEO is aware that an employee is likely to become excess to the needs of the organisation:

- (a) The CEO will take all reasonable steps, consistent with the efficient management of the department, to assign the employee to a suitable vacancy; and
 - (b) The CEO will at the earliest practicable time advise the employee.
- (4) The CEO will not advise an employee that he or she is excess until discussions have been held with the potentially excess employee to consider redeployment opportunities, including whether the employee seeks redeployment, whether voluntary redundancy may be appropriate and whether the employee wants to be offered voluntary redundancy. The employee may be accompanied by a person of their choice to provide support

61.1 Voluntary Redundancy

- (1) Where the CEO invites an excess employee to do so, the employee will have one (1) month to elect to be voluntarily retrenched. The CEO will not give notice of termination before the end of that period unless such election is received earlier. Within that month the ongoing employee must be given information on:
- (a) The amount of severance pay, pay in lieu of notice and the value of leave entitlements to be paid out; and
 - (b) The taxation rules applying to the various payments.
- (2) A redundant employee shall only be entitled to one offer of voluntary redundancy.

61.2 Period of Notice - redundancy

- (1) Where the employee agrees to voluntarily redundancy, the CEO can approve the employee's redundancy, and upon approval will give the required notice of termination as required under this agreement. The period of notice will be two (2) weeks. Where an employee separates or is made redundant at the beginning of, or within, the notice period, the employee will receive payment in lieu of notice for the unexpired portion of the notice period.

62. Redundancy

- (1) Where an employee elects voluntary redundancy or in circumstances where the position is made redundant:
- (a) the notice period referred to in clause 26; and
 - (b) an employee with a minimum of two (2) years continuous service will be entitled to 4 weeks' severance pay at the ordinary rate of pay

63. Move to lower classification

- (1) Employees may, by application or direction from the CEO be required to perform work at a lower classification level either temporarily or permanently, salary will be determined by the Chief Executive Officer (CEO) at a rate applicable to the lower level for the period specified.

- (2) In determining salary within the lower classification, the CEO will have regard to the experience, qualifications and skills of the employee, and the circumstances under which the move to lower classification occurred.

PART G – MANAGING PERFORMANCE

64. *Performance management and development*

- (1) The Performance Management and Development programme is a compulsory component of work for all SDQ staff
- (2) The SDQ Performance Management and Development programme is the process by which staff and managers can plan and review work, to evaluate performance, and to identify needs. It also helps staff make connections between their work and the objectives of their division and the organisation.
- (3) The Performance Management and development programme is a cycle that has three main phases during the financial year. These phases include – (i) performance planning, (ii) progress reviews and (iii) the annual performance and development review.
- (4) The annual performance management and development review must be completed before eligibility for an incremental progression can be assessed.

For further information about the Performance Management and Development procedure, including Unsatisfactory Performance please refer to the STEPS Quality Manual.

65. *Misconduct or Serious Misconduct*

65.1 Misconduct

- (1) Misconduct may include any of the following, but is not limited to:
 - (a) a breach of the SDQ Code of Conduct; (N.B. Must be signed by all employees and a copy of the signature retained in their file.)
 - (b) any willful breach of any SDQ policy;
 - (c) harassment or coercion of another employee;
 - (d) serious willful negligence or carelessness in the performance of duties or failure to perform duties assigned;
 - (e) any act or failure to act that has the possibility of damaging the reputation of SDQ;
 - (f) absence from duty without leave or good cause;
 - (g) knowing use of a substance including alcohol or a drug that results in impaired performance or improper conduct at the place of employment;

- (h) knowing provision of false or misleading information to SDQ in respect of an application for appointment or promotion, or in the course of employment;
 - (i) failure to remedy previous misconduct or failure to comply with former counselling or admonishment; and
 - (j) deliberate or reckless damage to or destruction of employer property or equipment.
- (2) Where an employee displays misconduct they will be given a written warning detailing:
- (a) details of the required standards for conduct and how the employee has failed to meet those standards;
 - (b) details of any assistance measures agreed to with the manager;
 - (c) details of how the employee's conduct will be assessed/monitored and over what time period;
 - (d) the possible consequences if the employee displays similar misconduct within the specified time period, and
 - (e) that the employee is requested to respond within 72 hours (either in writing, or at a meeting, where a support person may be present) with any relevant information.
- (3) At the end of the specified time period if the employee's conduct is assessed as meeting the required standard no further action need be taken under these provisions. All documentation will be destroyed after 6 months if there is no recurrence of misconduct.
- (4) If the employee's conduct does not meet the required standard, the manager will report this to their supervisor. The manager's supervisor will advise the employee of the finding and of the action that he or she proposes to take, which may include one or more of the following:
- I. termination of employment;
 - II. move to lower classification;
 - III. reassignment of duties; and/or
 - IV. some other appropriate action.
- (5) The employee will be given a minimum of twenty-four (24) hours from the receipt of the advice to respond to the findings and the action proposed by their manager's supervisor.
- (6) The manager's supervisor, having taken into account the manager's findings and the employee's response, will advise the employee in writing of his or her final decision.

65.2 Serious Misconduct

- (1) Serious misconduct shall include but shall not be limited to the following:-
- (a) Being drunk or under the influence of drugs; or
 - (b) Sexual harassment and other serious offensive or harassing behaviour;
 - (c) Theft — where the Employer has reasonable cause to believe that the Employee has committed any act of theft against the Employer, its clients or staff; or

- (d) Assault — where the Employer has reasonable cause to believe that the Employee has committed an act of assault against any person during working hours and which assault the Employer believes is of a serious nature; or
 - (e) Fraud — where the Employee commits any act of fraud or any act in the nature of deception to the detriment of the Employer, its clients, or staff and the Employer has reasonable cause to believe that such act is of a serious nature; or
 - (f) Any other misconduct which in the Employer's reasonable belief is of a serious nature.
- (2) In circumstances where the employer has reasonable course to believe an employee has committed an act of serious misconduct the employee will be notified in writing and will be expected to respond thereto within 24 hours of the notice and during such time the employee may be suspended on full pay.
- (3) Where in an employee is found to have committed any act of serious misconduct the employee may have his/her employment terminated with immediate effect.

66. Signatures

FOR THE EMPLOYER

Signed on behalf of STEPS Disability QLD Inc. (ABN: 77 168 213 648) by its authorised representative:

Signature: _____ Date: _____

Name in full (printed): _____

Position: _____

Address: _____

Witnessed By:

Signature: _____

Name in full (printed): _____

Witness Address: _____

FOR THE EMPLOYEES

Signed on behalf of the employees by the employees' representative:

Signature: _____ Date: _____

Name in full (printed): _____

Address: _____

Witnessed By:

Signature: _____

Name in full (printed): _____

Witness Address: _____
