

# QUEENSLAND FIRE AND EMERGENCY SERVICE COMMUNICATIONS CENTRES MODERN AWARD 2016

## 1.1 Title

This Award is known as the Queensland Fire and Emergency Service Communications Centres Modern Award 2016.

## 1.2 Arrangement

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## **SCHEDULE 1 – CLASSIFICATION STRUCTURE**

### **PART 1 - APPLICATION AND OPERATION**

#### **1.3 Award Coverage**

This Award shall apply to employees of the Queensland Fire and Emergency Service whose rates of pay are prescribed herein and to the Queensland Fire and Emergency Service as employer in relation to such employees.

#### **1.4 Date of operation**

This Award takes effect from 1 January 2016.

#### **1.5 Area of operation**

For the purpose of this Award, the Divisions and Districts shall be as follows:

##### **1.5.1 Divisions**

Northern Division - That portion of the State along or north of a line commencing at the junction of the sea coast with the 21st parallel of south latitude; then by that parallel of latitude due west to 147 degrees of east longitude due south to 22 degrees 30 minutes of south latitude; then by that parallel of latitude due west to the western border of the State.

Mackay Division - That portion of the State within the following boundaries:

Commencing at the junction of the sea coast with the 21st parallel of south latitude; then by that parallel of latitude due west to 147 degrees of east longitude; then by that meridian of longitude

due south to 22 degrees of south latitude; then by that parallel of latitude due east to the sea-coast; then by the sea coast northerly to the point of commencement.

Southern Division - That portion of the State not included in the Northern or Mackay Divisions.

#### 1.5.2 Districts

Northern Division:

Eastern District - That portion of the Northern Division along or east of 144 degrees 30 minutes of east longitude.

Western District - The remainder of the Northern Division.

Eastern District - That portion of the Southern Division along or east of a line commencing at the junction of the southern border of the State with 150 degrees of east longitude; then by that meridian of longitude due north to 25 degrees of south latitude; then by that parallel of latitude due west to 147 degrees of east longitude; then by that meridian of longitude due north to the southern boundary of the Mackay Division.

Western District - The remainder of the Southern Division.

### 1.6 Definitions

- 1.6.1 The "Act" means the *"Industrial Relations Act 1999"* as amended or replaced from time to time.
- 1.6.2 "Classification Level" comprises a number of paypoints through which employees will be eligible to progress.
- 1.6.3 "Commission" means the Queensland Industrial Relations Commission.
- 1.6.4 "Commissioner" means the Commissioner of Queensland Fire and Emergency Service or the Commissioner's delegate.
- 1.6.5 "Continuous Shift Work" means a roster pattern that continually provides for work to be performed over a period of 24 hours a day, 7 days per week, 365 days per year.
- 1.6.6 "Eligible Employee" means an employee of the Queensland Fire and Emergency Service who is employed under this Award.
- 1.6.7 "Ordinary Time Earnings" means the applicable classification rate under this Award plus divisional and district parities and shift and weekend penalty rates in relation to those employees who are entitled to such penalties.
- 1.6.8 "Part-time Employee" means an employee engaged as such and appointed to work on a regular basis to work a set amount of hours fewer than those prescribed for full-time employees.
- 1.6.9 "Shift Work" means a roster pattern that consistently provides for work to be performed 7 days per week, which may include night shifts, week-ends and public holidays.

- 1.6.10 "Superannuation Fund" means "The Queensland Fire and Rescue Services Superannuation Plan – Accumulation Account", Q Super or Go Super or any other scheme as approved by the Governor in Council in accordance with the *Fire and Rescue Service Act 1990*.
- 1.6.11 "Temporary Employee" means an employee engaged as such in either a full-time or part time capacity for a defined project or a specified period.
- 1.6.12 "Union" means the United Firefighters' Union of Australia, Union of Employees, Queensland.

## **PART 2 - FLEXIBILITY**

### **2.1 Enterprise flexibility**

- 2.1.1 As part of a process of improvement in productivity and efficiency, discussion should take place at each enterprise to provide more flexible working arrangements, improvement in the quality of working life, enhancement of skills, training and job satisfaction and to encourage consultative mechanisms across the workplace.
- 2.1.2 The consultative processes established in an enterprise in accordance with clause 2.1 may provide an appropriate mechanism for consideration of matters relevant to clause 2.1.1. Union delegates at the place of work may be involved in such discussions.
- 2.1.3 Any proposed genuine agreement reached between an employer and employee(s) in an enterprise is contingent upon the agreement being submitted to the Commission in accordance with the requirements of Chapter 6 of the Act and is to have no force or effect until approval is given.

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

### **3.1 Disputes and grievance procedures**

- 3.1.1 There shall be an effective means of consultation between the Queensland Fire and Emergency Service and its employees and the Union on all matters of mutual interest and concern, irrespective of whether the matters are likely to give rise to dispute. Particular attention shall be given to both formal and informal means of consultation and information sharing between management and employees.

Failure to observe this fundamental principle of consultation would be contrary to the intention of this procedure.

The objectives of the procedure are to:

- (a) promote the prompt resolution of grievances by consultation, co-operation and discussion;
- (b) reduce the level of disputation; and
- (c) promote efficiency, effectiveness and equity in the workplace.

3.1.2 The Union shall notify the Commissioner in writing of its duly accredited delegates at all levels.

3.1.3 This procedure applies to all industrial matters within the meaning of the Act.

3.1.4 Stage 1

In the first instance, an employee shall inform such employee's immediate supervisor of a claim or the existence of a grievance in writing and they shall attempt to resolve the matter. It is recognised that an employee may wish to exercise the right to consult such employee's Union representative during the course of Stage 1.

3.1.5 Stage 2

If the claim or grievance remains unresolved, the employee or the local Union representative on the employee's behalf shall refer the matter to the next in line manager. The manager will consult with the parties. The employee may exercise the right to consult or be represented by such employee's Union representative during the course of Stage 2.

3.1.6 Stage 3

If the grievance is still unresolved, the Manager will advise the Commissioner and the aggrieved employee may submit the matter in writing to the Commissioner if such employee wishes to pursue the matter further. If desired by either party, the matter shall also be notified to the Union.

3.1.7 The procedure is to be completed in accordance with the following time frames unless the parties agree otherwise:

Stage 1: Discussions should take place between the employee and such employee's supervisor within 48 hours and the procedure shall not extend beyond 7 days.

Stage 2: Not to exceed 7 days.

Stage 3: Not to exceed 14 days.

3.1.8 If the matter is still unable to be resolved, the parties may seek the assistance of the Commission.

3.1.9 Until the dispute or grievance is determined (and except when a *bona fide* safety issue is involved), work shall continue in accordance with normal operational procedures existing before the emergence of the dispute or grievance. No party shall be prejudiced as to the final settlement by the continuation of work.

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

### **4.1 Contract of employment**

Employees may be engaged in a full-time, part-time, temporary or casual employment capacity subject to the provisions of the *Fire and Rescue Service Act 1990*.

## **4.2 Part-time employment**

### **4.2 Part-time employment**

4.2.1 Prior to the introduction of part-time employment, consultation shall occur between the parties. The following provisions will apply:

- (a) The spread of ordinary hours shall be the same as those prescribed for a full-time employee under this Award.
- (b) A part-time employee shall be employed for no less than an average of 8 hours and no more than 32 hours per week.
- (c) A part-time employee shall be paid at the same hourly rate as a full-time employee would have been paid for performing duty at the same Classification Level. A part-time employee shall also be entitled to allowances as and where prescribed by this Award and on a *pro rata* basis where appropriate.
- (d) The public holiday provisions of this Award shall apply on a *pro rata* basis to part-time employees.
- (e) All leave provisions of this Award applying to full-time employees shall apply *pro rata* to part-time employees.

4.2.2 All time worked outside the ordinary working hours as provided for in clause 4.2.1 and all time worked in excess of the hours as mutually arranged in clause 4.2.1 will be overtime and paid for at the rates prescribed in clause 6.2 (Overtime).

## **4.3 Temporary employment**

4.3.1 "Temporary Employee" means an employee engaged as such in either a full-time or part-time capacity for a defined project or a specified period.

4.3.2 Eligibility for temporary employment will be dependent upon satisfying the competency standard prescribed for the position. Temporary employees shall be required to maintain this standard for the duration of the temporary engagement.

4.3.3 A temporary employee may be engaged in either a full-time or part-time capacity for a predetermined period, which will not usually exceed 6 months.

4.3.4 The method of working ordinary hours shall be the same as those prescribed for a full-time employee under this Award.

4.3.5 All leave provisions of this Award applying to full-time employees shall apply *pro rata* to temporary employees.

- 4.3.6 Upon permanent appointment, temporary service shall be counted as service provided that no more than 3 months has elapsed between the completion of temporary service and taking up a permanent appointment.

#### **4.4 Casual employment**

- 4.4.1 "Casual" means an employee who is engaged and paid on an hourly basis to work hours, which are not expected to continue on a defined basis and are fewer than those prescribed for full-time employees.
- 4.4.2 Casual employees shall be paid an hourly rate equal to 1/38 th of the appropriate rate plus 23% loading. Each engagement shall stand alone, with a minimum payment of 2 hours work for each engagement.
- 4.4.3 Appointments to casual positions shall only occur where there exists a short term, intermittent need.
- 4.4.4 Casual employment can be appropriate over an extended period where a small number of hours per week are involved.
- 4.4.5 Casual employees should not be used where there is a continuous requirement for work to be performed for a set number of hours each week, when a part time employee may be more appropriate.
- 4.4.6 The public holiday provisions of this Award shall apply provided that payment shall only be made for hours actually worked.
- 4.4.7 Subject to the provisions of Chapter 2, Part 3, Division 3 of the Act, all leave provisions of this Award do not apply.
- 4.4.8 Casual employees will not be entitled to divisional and locality allowances.

#### **4.5 Performance of higher duties**

When an employee is appointed to relieve in a position at a higher Classification Level for a period that equals or exceeds one full day or shift, they will then be entitled to payment for the higher duties. Such higher duty payment will be at the first paypoint of the higher Classification Level for each full day or shift completed.

#### **4.6 Termination of employment**

- 4.6.1 Notice of termination is provided for in Division 9 of the QES. Clauses 4.6.2 to 4.6.5 supplement the QES provisions.
- 4.6.2 Notice of termination by an employee

Unless otherwise agreed between the employer and an employee the notice of termination required by an employee, other than a casual employee, will be 2 weeks or 2 weeks' salary forfeited in lieu. If an employee fails to give the required notice the employer will have the

right to withhold monies due to the employee with a maximum amount equal to the ordinary time rate of salary for the period of notice.

#### 4.6.3 Notice cannot be offset

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

#### 4.6.4 Job search entitlement

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

#### 4.6.5 Statement of employment

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

### **4.7 Termination of employment, introduction of change and redundancy**

#### **Redundancy**

##### 4.7.1 Redundancy pay

Redundancy pay is provided for in Division 9 of the QES. Clauses 4.7.2 to 4.7.5 supplement the QES provisions.

##### 4.7.2 Transfer to lower paid duties

- (a) Where an employee is transferred to lower paid duties by reason of redundancy the employee shall be entitled to the same period of notice of transfer as the employee would have been entitled to if the employee's employment had been terminated under the redundancy pay provisions of the QES.
- (b) The employer may, at the employer's option, make payment in lieu thereof of an amount equal to the difference between the former amounts the employer would have been liable to pay and the new lower amount the employer is liable to pay the employee for the number of weeks of notice still owing.
- (c) The amounts must be worked out on the basis of:
  - (i) the ordinary working hours to be worked by the employee; and
  - (ii) the amounts payable to the employee for the hours including, for example, allowances, loadings and penalties; and

- (iii) any other amounts payable under the employee's employment contract.

#### 4.7.3 Employee leaving during notice period

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

#### 4.7.4 Job search entitlement

- (a) An employee given notice of termination in circumstances of redundancy must be allowed up to one day's time off without loss of pay during each week of notice for the purpose of seeking other employment.
- (b) If the employee has been allowed paid leave for more than one day during the notice period for the purpose of seeking other employment the employee must, at the request of the employer, produce proof of attendance at an interview or the employee will not receive payment for the time absent. For this purpose a statutory declaration will be sufficient.
- (c) Clause 4.7.4 applies instead of clause 4.7.1 in cases of redundancy.

#### 4.7.5 Ministerial Directive

The provisions of clause 4.7 will not apply to the extent that the provisions of the redundancy arrangements are contained in a Directive issued by the Minister responsible for industrial relations pursuant to section 54 of the *Public Service Act 2008*, where the Directive provides for entitlements that are superior to clause 4.5.

### 4.8 Anti-discrimination

- (a) In fulfilling their obligations under this award, the parties must take reasonable steps to ensure that neither the award provisions nor their operation are directly or indirectly discriminatory in their effects. Discrimination includes:
  - (i) discrimination on the basis of sex, relationship status, family responsibilities, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality and association with, or in relation to, a person identified on the basis of any of the above attributes;
  - (ii) sexual harassment; and
  - (iii) racial and religious vilification.
- (b) Nothing in clause 4.8 is to be taken to affect:
  - (i) any different treatment (or treatment having different outcomes) which is specifically exempted under the *Anti-Discrimination Act 1991*;

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

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

### **5.1 Classification and Pay System**

- 5.1.1 An employee's work role will be outlined in a "role description". Role descriptions will be graded against the classification structure.
- 5.1.2 Where work is restructured to meet business needs or operations expanded into new roles, role descriptions will be created and graded according to the classification structure. The role descriptions will detail the general role context and the specific competencies required of employees at the relevant location.
- 5.1.3 Movement within and between all levels will be subject to satisfactory performance assessment and completion of prerequisites as detailed in the classification structure

### **5.2 Salaries**

- 5.2.1 "Paypoint" means the specific rate of remuneration payable to employees within a Classification Level.
- 5.2.2 The following salaries shall be the fortnightly base rate payable for Classification Communications Officers, Communications Supervisors and Communications Managers in the Eastern District of the Southern Division:

<b>Classification</b>	<b>Per Fortnight (\$)</b>
Communications Officer 1	1,632.20
Communications Officer 2	1,935.50
Communications Officer 3	2,007.00
Communications Officer 4	2,080.50
Communications Supervisor 1	2,639.40
Communications Supervisor 2	2,715.10
Communications Supervisor 3	2,790.70
Communications Supervisor 4	2,866.10
Communications Manager 1	3,465.70
Communications Manager 2	3,568.70

Communications Manager 3	3,683.30
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Communications Manager base rate includes a loading of 20% paid on lieu of any provisions for on-call and callback requirements, overtime, out of hours work and work at night or weekends

5.2.3 The rates of pay in this Award incorporate adjustments based upon the *Queensland Fire and Rescue Service - Certified Agreement 2006* [CA/2006/277] and include the arbitrated wage adjustment payable under the 1 September 2014 Declaration of General Ruling and earlier Safety Net Adjustments and arbitrated wage adjustments. This arbitrated wage adjustment may be offset against any equivalent amount in rates of pay received by employees whose wages and conditions of employment are regulated by this Award which are above the wage rates prescribed in the Award. Such payments includes wages payable pursuant to certified agreements, currently operating enterprise flexibility agreements, award amendments to give effect to enterprise agreements and over award arrangements. Absorption which is contrary to the terms of an agreement is not required.

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

#### 5.2.4 Divisional and district parities

In addition to the rates of wages set out in this Award, the following amounts shall be paid to employees who are employed in the Divisions and Districts referred to hereunder:

	Per fortnight (\$)
Southern Division - Western District	2.10
Mackay Division	1.80
Northern Division - Eastern District	2.10
Northern Division - Western District	6.50

### 5.3 Allowances

#### 5.3.1 Mount Isa locality allowance

Employees located at Mount Isa shall receive \$91.60 per fortnight in addition to their ordinary rates of pay. This amount shall be payable with respect to annual leave, long service leave and all leave with pay, but shall not be included for the purpose of calculating overtime or any penalty payments.

#### 5.3.2 Overtime meal allowance

- (a) Where an employee is required by the employer to work overtime for more than one hour immediately before or after the employee's fixed or recognised working hours, the employer shall provide the employee with either:
  - (i) a meal; or
  - (ii) an allowance of \$12.10.
- (b) Where an employee has provided a meal, after having received due notification to work overtime and is subsequently not required to work overtime, the employee shall be entitled to a payment of \$12.10 for such meal.
- (c) Employees recalled for duty during any normal mealtime in off-duty hours shall be paid a meal allowance of \$12.10 for each such recall:

Provided that, for the purposes of clause 5.3.2(c) only, normal meal times shall be deemed to be 7.00 a.m. to 8.00 a.m., 12.00 p.m. to 2.00 p.m. and 5.30 p.m. to 7.00 p.m. each day.

#### 5.3.3 Adjustment of Allowances

- (a) other than the expense related allowances at clauses 5.3.2 all other allowances specified in clause 5.3 will be automatically increased from the same date and in the same manner as such monetary allowances are adjusted in any State Wage Case decision or other decision of the commission adjusting minimum wage rates in this award.
- (b) also at the time of any adjustment to the wage rates in this award, expense related allowances at clauses 5.3.2 will be automatically increased by the relevant adjustment factor. The relevant adjustment factor for this purpose is the percentage movement in the applicable index figure most recently published by the Australian Bureau of Statistics since the allowance was last adjusted.
- (c) the applicable index figure is the index figure published by the Australian Bureau of Statistics for the Eight Capitals Consumer Price Index (Cat No. 6401.0), as follows:

Allowance	Applicable Consumer Price Index figure
Overtime meal allowance	Take-away and fast foods sub-group

#### 5.4 Occupational Superannuation

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

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

## **5.5 Payment of wages**

5.5.1 Payment of wages are made fortnightly.

5.5.2 Wages are paid by electronic funds transfer or direct deposit to employees' nominated accounts unless otherwise agreed between the employer and the employee concerned.

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

### **6.1 Hours of work**

#### **6.1.1 Ordinary hours**

The ordinary hours of work is an average of 40 per week over a roster cycle, to be worked in accordance with the following:

- (a) except by mutual agreement, all ordinary hours are to be worked continuously (exclusive of unpaid meal breaks) within a minimum of 8 hours and a maximum of 14 hours per day;
- (b) ordinary hours of work may be performed on any 5 days out of 7 consecutive days or on any 10 days out of 14 consecutive days. Wherever practicable days off should be taken consecutively; and
- (c) a Continuous Shift Work roster shall provide for a minimum of 8 hours break between the finish of ordinary hours on one day and the commencement of ordinary hours on the next day.

#### **6.1.2 Flexible working hours**

- (a) Unless otherwise provided in a Shift Work roster, employees will work an 8 week 320 hour cycle and the pattern of working hours shall be determined by the employer having due regard to the work requirements and the wishes of the employee.
- (b) Consultation regarding such proposed working arrangements will occur with the employees and, if requested by the employee(s), their Union, prior to implementation at the work location.

#### **6.1.3 Residential training courses**

Employees attending Queensland Fire and Emergency Service residential training courses may be required to work Monday to Friday inclusive and between 0800 and 2000 hours, provided that their ordinary hours shall not exceed 40 in any one week, or 10 in any one day.

#### **6.1.4 Notice to change hours**

With respect to periods of notice required for attending training, changing shifts and rosters, in most cases such activities will be planned well enough in advance to enable at least 2 weeks' notice to be given to employees:

Provided that receipt of a lesser period of notice in itself will not be an adequate reason for failing to attend such training.

## **6.2 Overtime**

6.2.1 The time an employee is required by the employer to work before or after the employee's fixed or recognized times for starting or finishing work on any day, or outside of the employee's ordinary shift roster, shall be regarded as overtime and shall be paid for at the rate of time and a half for the first 3 hours on any one day and double time thereafter:

- (a) Provided that all overtime for continuous shift workers will be paid at double time.
- (b) Provided that calculations for overtime payment are made on the base rates of pay.

### **6.2.2 Rest period between shifts**

- (a) If an employee is required to work overtime, the employee will receive 10 consecutive hours off duty between finishing ordinary work on one day and starting ordinary work on the next day without loss of pay for ordinary working time occurring during such absence.
- (b) If the employee is instructed to continue or resume work without receiving 10 consecutive hours off duty, the employee will be paid double time until the employee is released from duty for 10 consecutive hours without loss of pay for ordinary working time during such absence.
- (c) Clause 6.2.2 does not apply where the employee is recalled to work overtime and actually works not more than 2 hours' overtime.
- (d) Clause 6.2.2 does not apply where the period between ordinary rostered shifts is 10 hours or less.

### **6.2.3 Overtime on public holidays**

All overtime worked by any employee on a public holiday as prescribed in clause 7.6 will be paid at double the usual overtime rate.

### **6.2.4 Time off in lieu of overtime**

Subject to the approval of the Commissioner, employees may elect to be compensated by receiving time off in lieu of receiving paid overtime. Time off in lieu will be equivalent to the relevant rate of accrual. Time off in lieu is to be taken 12 months from the date on which the overtime is worked and at a time agreeable to the employer and the employee. Time off in lieu

not accessed within 12 months of accrual shall be paid for by the employer at the relevant rate of accrual.

### **6.3 Meal breaks**

6.3.1 Employees on Continuous Shift Work shall be allowed 60 minutes paid crib time in each day shift and 30 minutes paid crib time in each night shift:

Provided that crib time shall be taken at such time as not to interfere with the continuity of work where continuity is necessary.

6.3.2 An unpaid meal break of at least 30 minutes' duration may be prescribed where the Assistant Commissioner determines that continuity of work is not necessary. Where agreed between the employer and the employee, the employee may elect to continue an unpaid meal break for a period not exceeding 2 hours' duration.

### **6.4 Rest pauses**

Each employee shall be entitled to a rest pause of 10 minutes' duration in the employer's time in the 1st and 2nd half of the employee's shift or day's work. Such rest pauses shall be taken at such times as will not interfere with the continuity of work where continuity is necessary.

### **6.5 Shift work**

#### **6.5.1 Night shift allowance**

An employee required to work in accordance with an approved shift roster, shall be paid an allowance of 15% of the base rate for each night shift worked between midnight Sunday and midnight Friday. For the purposes of clause 6.5, a night shift means a shift where the majority of ordinary hours fall between the hours of 6.00 p.m. and 6.00 a.m.:

Provided that this allowance shall not be paid for "overtime" shifts.

#### **6.5.2 *Weekend penalty rates***

An employee required to work in accordance with an approved shift roster shall be paid weekend penalty rates in accordance with the following:

- (a) All ordinary time worked between midnight on Friday and midnight on Saturday shall be paid for at one and a half times the base rate of pay; and
- (b) All ordinary time worked between midnight on Saturday and midnight on Sunday shall be paid for at double the base rate of pay.

### **6.6 Call back**

6.6.1 An employee called back for duty after leaving the employer's premises shall be paid the appropriate rate for time worked for each call back with a minimum of 2 hours' payment at overtime rates:

Provided that any subsequent call back which commences within 2 hours of the commencement of the previous call back, shall be deemed to be included in the previous call back.

- 6.6.2 Clause 6.6.1 shall not apply where the overtime is continuous with the start or finish of ordinary working time.
- 6.6.3 Clause 6.6.1 shall not apply in cases where it is customary for the employee to return to the employer's premises to perform a specific job outside the employee's ordinary working hours.

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

### **7.1 Annual leave**

- 7.1.1 For each full year of employment, an employee shall be entitled to 160 hours leave on full pay exclusive of weekends, programmed rostered days off and public holidays:

Provided that shift workers and continuous shift workers, for each full year of employment, shall be entitled to 200 hours leave on full pay exclusive of public holidays and rostered days off according to the roster on which the employee commenced leave.

- 7.1.2 All annual leave shall be paid in advance.
- 7.1.3 The monetary equivalent of accrued leave, including *pro-rata* accrued annual leave, shall be paid upon the termination of employment.
- 7.1.4 Leave of absence without pay in excess of 3 months will not count as service for the purpose of calculating annual leave:

Provided that any absence from work on workers' compensation shall not so reduce the entitlement to leave.

- 7.1.5 Calculation of annual leave payments

Annual leave payments shall be calculated in accordance with either:

- (a) All employees - subject to clause 7.1.5(b), in no case shall the payment by the employer be less than the sum of the following amounts:
  - (i) the employee's ordinary wage rate as prescribed by this Award for the period of annual leave (excluding night shift allowances and weekend penalty rates);
  - (ii) divisional and district parities; and
  - (iii) a further amount calculated at the rate of 17 1/2%.
- (b) Shift workers (including continuous shift workers) - the rate payable for working ordinary time according to the employee's projected roster, including night shift allowances and weekend penalty rates.

Clause 7.1.5(a) shall not apply to any period of annual leave exceeding 200 hours, which may be accrued in any year.

## **7.2 Personal leave**

7.2.1 Personal leave is provided for in Division 4 of the QES and covers:

- (i) sick leave;
- (ii) carer's leave;
- (iii) bereavement leave; and
- (iv) cultural leave.

Clauses 7.2.2 – 7.2.3 supplement the QES.

7.2.2 Accrual of personal leave

- (a) An employee shall be eligible for personal leave for each completed year of employment on the following basis:
  - (i) an employee who is a shift worker
    - (A) for each completed year of employment with the employer - 8 shifts of personal leave; and
    - (B) in respect to any completed period of employment of less than one year – 1 shift of personal leave for each month of such period, up to a maximum of 8 shifts.
  - (ii) An employee other than a shift worker
    - (A) for each completed year of employment with the employer – 10 days of personal leave
    - (B) in respect to any completed period of employment of less than one year – 1 day of personal leave for each month of such period, up to a maximum of 10 days.
- (b) An employee (other than a casual employee) shall be entitled to 10 days personal leave on full salary in respect of each completed year of service and a proportionate amount for an incomplete year of service.
- (c) All personal leave shall be cumulative throughout an employee's employment with QFES.

7.2.3 Debit of personal leave

Personal leave shall be debited from an employee's personal leave balance as follows:

- (i) where the employee is absent for a complete day shift – 10 hours.

- (ii) where the employee is absent for part of a day shift – on a time for time basis.
- (iii) where the employee is absent for a complete night shift – 10 hours.
- (iv) where the employee is absent for part of a night shift – in accordance with the following formula:

$$\text{time to be debited} = \frac{\text{number of hours absent}}{14} \times 10$$

- (b) All other employees – on a time for time basis in accordance with the employee's roster or agreed pattern of ordinary hours.

### 7.3 Long service leave

- 7.3.1 Entitlement - An employee who completes 10 years' continuous service shall be entitled to long service leave at the rate of 1.3 weeks on full pay for each year of continuous service and a proportionate amount for an incomplete year of service.
- 7.3.2 Entitlement upon termination - Where an employee completes the first or subsequent 10 years' continuous service and:
  - (a) terminates that service; or
  - (b) is terminated by the employer for any cause other than serious misconduct; or
  - (c) dies; the employee shall receive payment in lieu of long service leave not taken, provided that in no instance shall the entitlement for the first or subsequent completed period of 10 years' service be jeopardised by the meaning of clause 7.3.
- 7.3.3 Entitlement upon death - If an employee who is entitled to any amount of long service leave dies:
  - (a) before taking accrued long service leave; or
  - (b) after commencing but before completing the taking of accrued long service leave; the employer shall pay to that employee's personal representative, a sum equal to payment at the ordinary rate for the period of the amount of long service leave not taken or, as the case may be, the taking of which has not been completed by that employee.
- 7.3.4 Public holidays - Long service leave is exclusive of any public holiday that occurs during a period of such leave taken.
- 7.3.5 Period of service

- (a) For the purposes of clause 7.3, the continuity of service of an employee shall be that service as is deemed not to be broken in accordance with the provisions of the Act.
- (b) The period of service for the purposes of clause 7.3 shall include any period of continuous service either before or after 16 June 1973 and except as herein provided the benefits hereby conferred shall be entirely in substitution for and not in addition to any benefits that have accrued to an employee under the previously operative clause.

#### **7.4 Carer's Leave**

In addition to the provisions of Subdivision 2 of Division 1 of the QES, an employee:

- (a) Is entitled to use any sick leave to which they have an entitlement for carer's leave purposes.

May elect, with the consent of the employer, to take annual leave for carer's leave purposes.

#### **7.5 Parental Leave**

Parental leave is provided for in Division 5 of the QES and covers:

- (i) birth-related leave for an employee who is pregnant or whose spouse gives birth;
  - (ii) adoption leave; and
  - (iii) surrogacy leave.
- (a) Notwithstanding the provisions of Subdivision 2 of Division 5 of the QES, all full-time and part-time employees are entitled to parental leave upon commencement of employment.
- (b) An employee who is pregnant, during the term of her pregnancy until 6 weeks before the expected date of birth of her child, or lesser period as approved by the employer, may request to work part-time or other flexible work arrangements.
- (c) An employee who has taken leave to attend compulsory interviews or examinations as part of an adoption process or who has taken leave to attend compulsory interviews or court hearings associated with a surrogacy arrangement may request that such leave be taken as paid annual leave.
- (d) In addition to the provisions of Subdivision 6 of Division 5 of the QES an employee who has returned to work on a part-time basis may seek to return to the position they held prior to commencing parental leave.
- (e) If the position mentioned in clause 7.4 (e) no longer exists but there are other positions available that the employee is qualified for and is capable of performing, the employee is entitled to be employed in a position that is, as nearly as possible, comparable in status and remuneration to that of the employee's former position.

- (f) The employer must make a position to which the employee is entitled available to the employee.

## **7.6 Bereavement leave**

### **7.6.1 Full-time and part-time employees**

Full-time and part-time employees shall, on the death of a member of their immediate family or household, be entitled to paid bereavement leave up to and including the day of the funeral of such person. Such leave shall be without deduction of pay for a period not exceeding the number of hours worked by the employee in 2 ordinary days or shifts of work. Proof of such death is to be furnished by the employee to the satisfaction of the employer.

### **7.6.2 Long-term casual employees**

- (a) A long-term casual employee is entitled to at least 2 days unpaid bereavement leave on the death of a member of the person's immediate family or household.
- (b) A "long-term casual employee" is a casual employee engaged by a particular employer, on a regular and systematic basis, for several periods of employment during a period of at least 1 year immediately before the employee seeks to access an entitlement under clause 7.6.2.

### **7.6.3 "Immediate family" includes:**

- (a) A spouse (including a former spouse, a *de facto* spouse and a former *de facto* spouse, spouse of the same sex) of the employee; and
- (b) A child or an adult child (including an adopted child, a foster child, an ex-foster child, a stepchild or an exnuptial child), parent, grandparent, grandchild or sibling of the employee or spouse of the employee.

### **7.6.4 Unpaid leave**

An employee with the consent of the employer, may apply for unpaid leave when a member of the employee's immediate family or household dies and the period of bereavement leave entitlement provided above is insufficient.

## **7.7 Public holidays**

### **7.7.1 All work done by any employee on:**

- the 1st January;
- the 26th January;
- Good Friday;
- Easter Saturday (the day after Good Friday);
- Easter Monday;

- the 25th April (Anzac Day);
- The Birthday of the Sovereign;
- Christmas Day;
- Boxing Day; or
- any day appointed under the *Holidays Act 1983*, to be kept in place of any such holiday;

For all employees payment shall be made at the rate of double time and a half for time actually worked with a minimum of 4 hours' payment.

#### 7.7.2 Labour day

All employees shall be entitled to be paid a full day's wage for Labour Day irrespective of the fact that no work may be performed on such day.

An employee who works on Labour Day shall be paid at the rate of double time and a-half for time actually worked with a minimum of 4 hours' payment.

Employees rostered off or on annual leave on Labour Day shall be paid an additional 8 hours' pay or an additional 8 hours' leave shall be added to their annual leave in lieu thereof.

#### 7.7.3 Annual show

All work performed by an employee in the District for which a holiday is gazetted under the *Holidays Act 1983* to be kept in relation to the annual agricultural, horticultural or industrial show shall be paid for at the rate of double time and a-half with a minimum of 4 hours:

Provided that, no employee shall be entitled to receive payment in accordance with clause 7.6.3 for work performed on such a day on more than one occasion in each calendar year.

In a district in which a holiday is not appointed for an annual agricultural, horticultural or industrial show, the employee and employer must agree on an ordinary working day that is to be treated as a show holiday for all purposes.

#### 7.7.4 Penalty Rates

The additional penalty rates to be paid under clause 7.6 shall be calculated on the base rates of salary. For the purposes of clause 7.6, "double time and a-half" means one and one-half days' salary in addition to the weekly rate and *pro rata* if there be more or less than a day. "Time and a half" means one-half days' salary in addition to the weekly rate or *pro rata* if appropriate.

#### 7.7.5 Employees who do not work Monday to Friday of each week

Employees who do not ordinarily work Monday to Friday of each week are entitled to public holidays as follows:

- (a) A full-time employee is entitled to either payment for each public holidays or a substituted day's leave.

- (b) A part-time employee is entitled to either payment for each public holidays or a substituted day's leave provided that the part-time employee would have been ordinarily rostered to work on that day had it not been a public holiday.
- (c) Where a public holiday would have fallen on a Saturday or a Sunday but is substituted for another day all employees who would ordinarily have worked on such Saturday or Sunday but who are not rostered to work on such day are entitled to payment for the public holiday or a substituted day's leave.
- (d) Nothing in clause 7.7.5 confers a right to any employee to payment for a public holiday as well as a substituted day in lieu

## **7.8 Jury service**

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

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

### **8.1 Fares and travelling**

#### **8.1.1 Motor vehicle allowance**

Where employees undertaking official duties use their own motor vehicles an allowance, according to:

- (a) the distance actually and necessarily travelled; and
- (b) the type of vehicle used; and
- (c) the location of the employee's normal place of employment; shall be paid as prescribed in the Motor Vehicle Allowances Directive as issued and amended by the Minister responsible for industrial relations under Section 54 of the *Public Service Act 2008*.

#### 8.1.2 Allowances for travelling or relieving

An employee who is required to:

- (a) travel on official duty; or
- (b) to take up duty away from the employee's usual place of work to relieve another employee or to perform special duty, is allowed actual and reasonable expenses or allowances for accommodation, meals, and incidental expenses necessarily incurred by the employee.

These are prescribed in the Domestic Travelling and Relieving Expenses and International Travelling, Relieving and Living Expenses Directives as issued and amended by the Minister responsible for industrial relations under section 54 of the *Public Service Act 2008*.

8.1.3 An employee required in the course of the employee's work to live away from home for a period of not less than 5 consecutive days, and which would incur a period of time spent travelling, shall be allowed 24 hours free from duty immediately preceding the employee's departure from home and 24 hours free from duty upon returning home, provided that the employee returned home immediately after the conclusion of the period of duty.

8.1.4 An employee required in the course of the employee's work to live away from home for a period of not less than 28 consecutive days, shall be provided with a return journey home for each such period of 28 consecutive days at a time approved by the employer.

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

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

- 9.1.1 The parties to this Award recognise that in order to increase efficiency and productivity a greater commitment to learning and development is required.
- 9.1.2 Accordingly, the parties commit themselves to developing a more highly skilled and flexible workforce and providing employees with career opportunities through appropriate training to acquire additional skills and knowledge for performance of their duties.
- 9.1.3 A consultative mechanism and procedures involving representatives of management, employees and relevant Unions shall be established.
- 9.1.4 Following consultation the Commissioner shall develop a learning and development strategy consistent with:

- (a) the current and future needs of the agency;
- (b) the size, structure and nature of the operations of the agency;
- (c) the need to develop vocational skills relevant to the Agency through courses conducted wherever possible by accredited educational institutions and providers.

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

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

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

## **9.2 Training arrangements**

In planning and conducting training activities, all employees are to ensure the following principles are observed:

- (a) The health and safety of participants and the community is not compromised;
- (b) Adequate notice, planning and consultation are taken into account;
- (c) Quality training is provided equitably to all employees; and
- (d) Operational competency is taken into account.

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

### **10.1 Uniforms**

All necessary uniforms shall be supplied by the employer free of cost to the employee. An employee shall make every reasonable effort to maintain all such property in a clean and serviceable condition.

## **PART 11 - AWARD COMPLIANCE AND UNION RELATED MATTERS**

### **Preamble**

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

### **11.1 Right of entry**

11.1.1 Authorised industrial officer

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

#### 11.1.2 Entry procedure

- (a) The authorised industrial officer is entitled to enter the workplace during normal business hours as long as:
  - (i) the authorised industrial officer alerts the employer or other person in charge of the workplace to their presence; and
  - (ii) shows the authorisation upon request.
- (b) Clause 11.1.2(a) does not apply if the authorised industrial officer establishes that the employer or other person in charge is absent.
- (c) A person must not obstruct or hinder any authorised industrial officer exercising their right of entry.
- (d) If the authorised industrial officer intentionally disregards a condition of clause 11.1.2 the officer may be treated as a trespasser.

#### 11.1.3 Inspection of records

- (a) An authorised industrial officer is entitled to inspect the time and wages record required to be kept under section 366 of the Act.
- (b) An authorised industrial officer is entitled to inspect such time and wages records of any former or current employee except if the employee:
  - (i) is ineligible to become a member of the Union; or
  - (ii) has made a written request to the employer that the employee does not want that employee's record inspected.
- (c) The authorised industrial officer may make a copy of the record, but cannot require any help from the employer.
- (d) A person must not coerce an employee or prospective employee into consenting, or refusing to consent, to the inspection of their records by an authorised industrial officer.

#### 11.1.4 Discussions with employees

An authorised industrial officer is entitled to discuss with the employer, or a member or employee eligible to become a member of the Union:

- (a) matters under the Act during working or non-working time; and

- (b) any other matter with a member or employee eligible to become a member of the Union, during non-working time.

#### 11.1.5 Conduct

An authorised industrial officer must not unreasonably interfere with the performance of work in exercising a right of entry.

### 11.2 Time and wages record

11.2.1 An employer must keep, at the place of work in Queensland, a time and wages record that contains the following particulars for each pay period for each employee, including apprentices and trainees:

- (a) the employee's Award classification;
- (b) the name of the Award under which the employee is working;
- (c) the number of hours worked by the employee during each day and week, the times at which the employee started and stopped work, and details of work breaks including meal breaks;
- (d) a weekly, daily or hourly wage rate - details of the wage rate for each week, day, or hour at which the employee is paid;
- (e) the gross and net wages paid to the employee;
- (f) details of any deductions made from the wages; and
- (g) contributions made by the employer to a superannuation fund

11.2.2 The time and wages record must also contain:

- (a) the employee's full name and address;
- (b) the employee's date of birth;
- (c) details of sick leave credited or approved, and sick leave payments to the employee;
- (d) the date when the employee became an employee of the employer;
- (e) if appropriate, the date when the employee ceased employment with the employer; and
- (f) if a casual employee's entitlement to long service leave is worked out under section 47 of the Act - the total hours, other than overtime, worked by the employee since the start of the period to which the entitlement relates, worked out to and including 30 June in each year.

11.2.3 The employer must keep the record for 6 years.

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

### **11.3 Union encouragement**

- 11.3.1 The parties recognise the right of individuals to join a Union and will encourage that membership. However, it is also recognised that Union membership remains at the discretion of individuals.
- 11.3.2 An application for Union membership and information on the Union will be provided to all employees at the point of engagement.
- 11.3.3 Information on the Union will be included in induction materials.
- 11.3.4 Union representative(s) will be provided with the opportunity to discuss Union membership with new employees.
- 11.3.5 Where requested by relevant Unions, the Queensland Fire and Rescue Service will provide payroll deduction facilities for Union subscriptions.

### **11.4 Union delegates**

- 11.4.1 The parties acknowledge the constructive role democratically elected Union delegates undertake in the workplace in relation to Union activities that support and assist members. That role will be formally recognised, accepted and supported.
- 11.4.2 Public sector employees will be given full access to Union delegates/officials during working hours to discuss any employment matter or seek Union advice, provided that service delivery is not disrupted and work requirements are not unduly affected:

Provided that service delivery and work requirements are not unduly affected, delegates will be provided convenient access to facilities for the purpose of undertaking Union activities. Such facilities include:

telephones, computers, e-mail, photocopiers, facsimile machines, storage facilities, meeting rooms and notice boards. It is expected that management and delegates will take a reasonable approach to the responsible use of such facilities for information and communication purposes.

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

### **11.5 Industrial relations education leave**

- 11.5.1 Industrial relations education leave is paid time off to acquire knowledge and competencies in industrial relations. Such knowledge and competencies can allow

employees to effectively participate in consultative structures, perform a representative role and further the effective operation of grievance and dispute settlement procedures.

- 11.5.2 Employees may be granted up to 5 working days (or the equivalent hours) paid time off (non-cumulative) per calendar year to attend industrial relations education sessions, approved by the Commissioner (or delegated authority) of the agency.
- 11.5.3 Additional leave, over and above 5 working days non-cumulative (or the equivalent hours) in any one calendar year may be granted where approved structures employees' training courses involve more than 5 working days (or the equivalent). Such leave will be subject to consultation between the Commissioner (or delegated authority) of the agency, the relevant Union and the employee.
- 11.5.4 Upon request and subject to approval by the Commissioner (or delegated authority) of the agency, employees may be granted paid time off in special circumstances to attend Management Committee Meetings, Union Conferences, and ACTU Congress.
- 11.5.5 The granting of industrial relations education leave or any additional leave should not impact adversely on service delivery, work requirements or the effectiveness and efficiency of the agency/work unit concerned. At the same time such leave shall not be unreasonably refused.
- 11.5.6 At the discretion of the Commissioner of the agency/public sector unit concerned, public sector employees may be granted special leave without pay to undertake work with their Union.

## **11.6 Award posting**

A copy of this Award shall be exhibited in a conspicuous and convenient place on the premises of the employer so as to be easily read by employees.

## **Schedule 1 – Classification Structure**

### **Generic Level Descriptors**

#### **2.2 Fire Communications Officer Level 1 (FCO1)**

##### **(a) Work Level Description**

Positions at this Level primarily involve the delivery of communications services. Work routines, methods and procedures are clearly established and there is limited scope for deviation.

The range of activities undertaken will be increasingly amended as the employee becomes more experienced.

On the job training is a dominant feature of this Level, particularly for less experienced employees.

##### **(b) Level of Supervision**

Work may initially be performed under close supervision by a FCO2 or operational officer, however, this supervision is expected to reduce as experience increases, and the employee is able to contribute more significantly.

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

##### **(c) Characteristics of the Level**

At this level there are a number of established methods, techniques, and other relevant procedures which apply to a work situation or an incident. This position must function within these established protocols but must also exercise some discretion as to determining which matters should be referred to a FCO2 for direction.

Limited discretion is available for the selection of the appropriate means of completing duties or tasks.

Guidance is always available and work outcomes may be closely monitored.

Whilst supervision of other employees is not normally a feature at this level, employees could, however, be required to assist new staff and trainees by providing general information, guidance and advice. Employees will be required to provide basic administrative, organisational and training support related to the Communications Centre's operations.

Positions at this level require the ability to obtain the cooperation and assistance of others in carrying out defined activities. As well as exchanging information, employees must communicate effectively with peers, Supervisors and members of the general community during stressful situations.

(d) Progression within the level

This level contains 4 paypoints.

New employees will commence at Paypoint 1.

Whilst there are no fixed time frames for progression through this level, it is envisaged that progression to Paypoint 3 can be achieved within 3 years from the date of commencement; and

Upon engagement, new employees will be required to complete a formal Communications Training Plan which will include practical, classroom, simulated, live, self-paced and where applicable, local components. The course will cover all Core Skills necessary for employees to perform the basic requirements of all level 1 functions

Recruit Level - Communication Officer 1 Paypoint 1- progress to Communication Officer 1 Paypoint 2 after successful completion of Certificate III in Fire Communications Operations and 1040 hours satisfactory performance.

Communication Officer 1 Paypoint 2 - progress to Communication Officer 1 Paypoint 3 is on successful completion of training and development as outlined by the national training authority and the Queensland Fire and Emergency Services and 2080 hours satisfactory performance at Paypoint 2.

Communication Officer 1 Paypoint 3 - progress to Communication Officer 1 Paypoint 4 upon successful completion of training and development as outlined by the national training authority and the Queensland Fire and Emergency Services and 2080 hours satisfactory performance at Paypoint 3.

Similarly, regardless of length of service at the level when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required.

Employees who progress to Paypoint 4 may be required to assist or relieve Communications Supervisors.

## 2.3 Fire Communications Supervisors (FCO2)

(a) Work level description

Appointment to this level requires expertise in the communications field with demonstrated proficiency in applying established techniques. Extensive knowledge and understanding of Communications Centre operations and procedures is vital.

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

The capacity to provide supervision for Level 1 officers is a prerequisite of this level.

(b) Level of supervision

Employees at this level work under the direction of more senior officers and undertake a range of functions, which require the application of computer and telephone skills and experience and the practical application of a high level of interpersonal skills.

Position objectives are clearly defined. Procedures and operating standards are defined through guidelines, organisational requirements and other relevant procedures, and through recognised techniques and methods associated with communications management.

A range of varied techniques, systems, methods or processes are available to perform the work, and the employee is expected to understand and to exercise the necessary discretion in their use.

(c) Characteristics of the level

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

Assistance is usually available from more senior officers if required when problems occur. There is some scope for the exercise of initiative in the application of established work practices and procedures, however, problems are usually resolved by reference to procedures, documented methods and instructions. Employees are required to interpret operating policies and other relevant procedures in order to determine the most appropriate course of action. Employees at this level will also start to become concerned with the development of more efficient work practices, and recommendations related to improvements in other relevant procedures.

Employees at this level are competent to provide authoritative information to less experienced officers within the work team or under their direct supervision.

(d) Progression within the Level

This Level contains 4 paypoints.

New appointees will commence at Paypoint 1.

Upon appointment to Communications Supervisor progression through the levels is based on successful completion of training and development as outlined by the national training authority and the Queensland Fire and Emergency Services and 2080 hours satisfactory performance at each level.

Employees who progress to Paypoint 4 must demonstrate highly developed skills and knowledge, beyond those expected for lower paypoints in this level.

Progression within this level will see a number of changes in the way in which the employee carries out their responsibilities -

- (i) demonstrated proficiency in application of advanced techniques;
- (ii) demonstrated ability to effectively assign work to, and check the work of other employees, as well as carrying out staff training; and
- (iii) evidence of capacity to effectively co-ordinate activities.

All employees in this classification will be required to continue skills and knowledge maintenance, assessment and appraisal.

Similarly, regardless of length of service at the level when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required.

Similarly, regardless of length of service at the level when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required.

#### Communications Managers

##### (a) Work level description

An employee appointed to this level will have expertise in the communications field and has demonstrated a proficiency in applying established policies and procedures. They will be required to have a full understanding of the management and leadership of employees at the communications centre.

Employees at this level would have demonstrated a clear understanding with in depth knowledge of the communications centres operations, policies, procedures and practices.

A capacity to provide management, leadership and motivate employees at lower classifications is required.

##### (b) Level of supervision

Work is performed with guidance from superiors and the employee is responsible for the day to day operations of the communications centre.

A range of varied techniques, systems, methods and processes are available to perform the work, and officers are expected to understand and exercise the discretion in their use. Such exercise of discretion takes place from within the framework of learned experience and training.

A key feature of this level is the requirement to manage staff of the communications centre.

##### (c) Characteristics of the level

This position will be required to manage and lead work groups.

Problem solving and conflict resolution are a requirement at this level. Reference policies and procedures will assist the employee to solve problems. Including resolving conflicts, developing performance development plans, performance improvement plans or action plans to address issues.

Employees at this levels are responsible for managing the fire communication centre operations including staffing and deployment, financial and budget and human resources to ensure effective,

efficient and timely mobilisation of resources to emergency incidents and contribute to regional and State-wide strategic and operational planning processes.

Employees will be required to manage, lead and motivate other employees.

Part of the accountability of this level involves the identification of employee development needs and the implementation of programs to improve staff performance.

At this level employees would be expected to implement strategies and tactics to enhance operational service delivery in accordance with policies and procedures of the Queensland Fire and Rescue Service.

(d) Progression within the Level

This Level contains 3 paypoints.

New appointees will commence at Paypoint 1.

Upon appointment to Communications Manager, progression through the levels is based on successful completion of training and development as outlined by the national training authority and the Queensland Fire and Emergency Services and 2080 hours satisfactory performance at each level.

Employees who progress to Paypoint 3 must demonstrate highly developed skills and knowledge, beyond those expected for lower paypoints in this level.

Progression within this level will see a number of changes in the way in which the employee carries out their responsibilities -

- (i) increased proficiency in application of advanced techniques;
- (ii) effective management of communications centre resources including staffing and budget matters;
- (iii) increased ability to effectively assign work to, and check the work of other employees, as well as carrying out staff training; and
- (iv) evidence of capacity to effectively co-ordinate activities.

All employees in this classification will be required to continue skills and knowledge maintenance, assessment and appraisal.

Similarly, regardless of length of service at the level when any new skills or knowledge are introduced, every employee will be required to undertake training and demonstrate the appropriate understanding required.