

Note - this agreement is to be read together with an undertaking given by the employer. The undertaking is taken to be a term of the agreement. A copy of it can be found at the end of the agreement.

**communities
atWork**

2024-2027

ENTERPRISE AGREEMENT

COMMUNITY SERVICES,
RTO AND ADMINISTRATION



Contents

PART A. About this Agreement.....	5
1 Title of this Agreement.....	5
2 Coverage.....	5
3 Commencement and duration.....	5
4 Agreement Structure.....	5
PART B. Types of Employees.....	6
5 Types of employment.....	6
6 Allocation of duties.....	6
7 Full Time Employees.....	6
8 Part Time Employees.....	6
9 Fixed Term Employees.....	7
10 Casual Employees.....	7
11 Apprentices and Trainees.....	7
PART C. Remuneration.....	8
12 Pay rates.....	8
13 Casual Loading.....	9
14 Method of payment.....	9
15 Salary increases.....	9
16 Superannuation.....	10
17 Recovery of Overpayments.....	10
18 Salary Packaging.....	11
PART D. Working Arrangements.....	11
19 Probationary Period.....	11
20 Minimum Engagement.....	12
21 Remote Work Minimum Engagement.....	12
22 Rosters.....	12
23 Penalty Rates.....	12
24 Overtime.....	13

25	Higher Level Duties.....	14
26	Banking Hours.....	14
27	Recall to Duty.....	15
PART E. Entitlements and Allowances.....		15
28	General Allowances.....	15
29	Rest Breaks.....	17
30	Skills and Qualifications Allowance.....	17
PART F. Leave.....		18
31	General Provisions.....	18
32	Leave.....	18
33	Specific Annual Leave Provisions.....	23
34	Public Holidays.....	23
35	Unauthorised absences and abandonment.....	23
PART G. Redundancy & Termination of Employment.....		24
36	Application.....	24
37	Redundancy.....	24
38	Termination for serious misconduct.....	25
39	Notice of Termination.....	26
PART H. Flexibility, Consultation, and Disputes Model Clauses.....		27
40	Flexibility Term.....	27
41	Consultation.....	28
42	Procedures for preventing and settling disputes.....	30
PART I. Technical Matters.....		31
43	Interpretation.....	31
44	Delegations.....	32
45	Workplace Delegates.....	33
46	No Extra Claims.....	33
47	Effect of the Agreement.....	33
Appendix A. Community Services Employees.....		35

1	Coverage	35
2	Ordinary Hours	35
3	Pay Rates.....	35
4	Pay Progression.....	36
5	Community Services Employees Classifications.....	37
Appendix B. Administration Services Employees		65
1	Coverage	65
2	Ordinary Hours	65
3	Pay Rates.....	65
4	Pay Progression.....	66
5	Administration Services Employees Classifications.....	67
Appendix C. Registered Training Organisation Employees.....		83
1	Coverage	83
2	Ordinary Hours	83
3	Pay Rates.....	83
4	Casual Tutors.....	84
5	Pay Progression.....	85
6	Registered Training Organisation Employees Classifications	87
Appendix D. Definitions.....		104
SIGNATURE PAGE.....		107

PART A. About this Agreement

1 Title of this Agreement

- 1.1 This agreement shall be known as Communities at Work (Community Services, RTO and Administration) Enterprise Agreement 2024 – 2027 (**Agreement**).

2 Coverage

- 2.1 This Agreement is made under section 172 of the Fair Work Act. In accordance with section 53 of the Fair Work Act, this Agreement covers:
- (a) Communities@Work Ltd (ACN 125 799 859) trading as Communities at Work, as employer; and
 - (b) all Employees of Communities at Work that work at Communities at Work in a position covered by the classifications set out in the Classifications clauses of Appendix A, Appendix B, and Appendix C of this Agreement, other than:
 - (i) the Chief Executive Officer;
 - (ii) Executive Directors; and
 - (iii) any Employee who is above the High-Income Threshold, as defined in the Fair Work Act.

3 Commencement and duration

- 3.1 This Agreement commences on the date that is the later of:
- (a) 1 July 2024; or
 - (b) seven days after it has been approved by the Fair Work Commission,
- being the “**Commencement Date**”.
- 3.2 The nominal date of expiry of this Agreement is three years after the Commencement Date (**Nominal Expiry Date**).

4 Agreement Structure

- 4.1 PART A through to PART I, and Appendix D of this Agreement apply to all Employees, and:
- (a) Appendix A sets out the specific provisions which apply to only Community Services Employees;
 - (b) Appendix B sets out the specific provisions which apply to only Administration Employees; and
 - (c) Appendix C sets out the specific provisions which apply to only Registered Training Organisation Employees.

- 4.2 Unless otherwise specified in this Agreement, to the extent of any inconsistency, the provisions of Appendix A, Appendix B, and Appendix C, will take precedence over PART A through to PART I and Appendix D of this Agreement.

PART B. Types of Employees

5 Types of employment

- 5.1 Employees of Communities at Work are employed in one of the following categories:
- (a) Full Time Employees;
 - (b) Part Time Employees;
 - (c) Fixed Term Employees; or
 - (d) Casual Employees.
- 5.2 At the time of engagement Communities at Work will inform each Employee of the terms of their engagement, including which category of employment they are engaged under.
- 5.3 Communities at Work will not engage Employees, or require Employees to work, in a manner that would entitle them to be defined as a Shiftworker for the purposes of the National Employment Standards but will apply the shiftwork provisions of the relevant Modern Award if applicable.

6 Allocation of duties

- 6.1 Communities at Work may require an Employee to carry out any reasonable duties the Employee is capable of performing, subject to any restrictions set out in this Agreement and the payment of higher duties allowance where required by this Agreement.
- 6.2 Where an Employee is required to undertake lower level duties for a period of time, other than where this is an agreed transfer to a lower level position, the Employee will continue to be paid at the higher level.

7 Full Time Employees

- 7.1 A Full Time Employee is an Employee who is engaged on a permanent basis to work 76 hours per fortnight or an average of 38 hours per week.

8 Part Time Employees

- 8.1 A Part Time Employee is an Employee who:

- (a) is engaged on a permanent basis to work less than 76 hours per fortnight or an average of less than 76 hours per fortnight; and
 - (b) has reasonably predictable expected hours of work.
- 8.2 Unless otherwise specified in this Agreement, remuneration and other conditions for Part Time Employees, including leave, will be calculated pro rata to the number of hours the Employee works, excluding allowances of a reimbursement nature.
- 8.3 The details of a Part Time Employee's Ordinary Hours will be specified in writing and include:
 - (a) the expected hours to be worked each day;
 - (b) the days of the week the Employee will be required to work the expected hours; and
 - (c) the starting and finishing times each day,and may include different expected hours for specified periods.
- 8.4 Communities at Work and a Part Time Employee may mutually agree in writing to vary the Ordinary Hours of a Part Time Employee from time to time.

9 Fixed Term Employees

- 9.1 A Fixed Term Employee is an Employee who is engaged for a specified time, or to complete a specified task, on either a full time or part time basis, as informed by Communities at Work at the time of their engagement.

10 Casual Employees

- 10.1 A Casual Employee is an Employee who is engaged as a casual employee in accordance with section 15A of the Fair Work Act.
- 10.2 A Casual Employee may be entitled to convert to permanent employment in accordance with the Fair Work Act, but otherwise will remain a Casual Employee.

11 Apprentices and Trainees

- 11.1 Communities at Work may engage a person as an Apprentice or Trainee as a Fixed Term Employee for the duration of that engagement. Such engagement must comply with the relevant legislation and regulations, and the:
 - (a) Base Rate of Pay must be at least one percent higher than the rate of pay applicable under the relevant Modern Award; and

- (b) conditions will be in accordance with this Agreement except where this is inconsistent with the requirements of the relevant State or Territory training authority.
- 11.2 Communities at Work, at its sole discretion, may offer a position as a Full Time Employee or Part Time Employee on successful completion of the engagement.

PART C. Remuneration

12 Pay rates

- 12.1 The Base Rate of Pay for Employees from commencement of this Agreement is included in the applicable section of the Pay Rate clause at Appendix A, Appendix B, and Appendix C, of this Agreement. Where there is any inconsistency between the provisions of this Part and the Pay Rate clause at Appendix A, Appendix B, and Appendix C,, the provisions of this Part will prevail.
- 12.2 All new Employees are assigned to the lowest pay point of the relevant classification level on commencement, unless negotiated otherwise due to skills and experience or otherwise provided by this Agreement.
- 12.3 All Employees employed by Communities at Work at the Commencement Date will be:
 - (a) classified in accordance with the classifications part of the Appendix applicable to their position;
 - (b) paid the higher of:
 - (i) the Base Rate of Pay they received immediately prior to the Commencement Date; or
 - (ii) the Base Rate of Pay payable under this Agreement, as increased from time to time (**Agreement Rate**); and
 - (c) where Employees are paid a higher amount immediately prior to the Commencement Date they will:
 - (i) continue to progress through the pay points within their classification, as set out in the applicable Appendix; and
 - (ii) only be entitled to salary increases under clause 15 once they are paid the Agreement Rate.
- 12.4 The Base Rate of Pay for:
 - (a) Full Time Employees, including full time Fixed Term Employees, is the relevant Full Time Annual Salary set out in the Pay Rate clauses and calculated as per clause 14.2;

- (b) Part Time Employees, including part time Fixed Term Employees, is determined as a pro rata rate of the relevant Full Time Annual Salary set out in the Pay Rate clauses; and
- (c) Casual Employees is the relevant Base Hourly Rate set out in the Pay Rate clauses, plus casual loading unless otherwise specified.

12.5 Employees may seek a review of their classification by making a written request to their supervisor.

13 Casual Loading

13.1 Casual Employees will receive a loading of 25 percent but do not receive:

- (a) all forms of paid leave (other than long service leave and family and domestic violence leave); and
- (b) payment for public holidays on which the Casual Employee is not required to work.

14 Method of payment

14.1 Employees will be paid fortnightly in arrears into a financial institution account nominated by the Employee.

14.2 Unless otherwise specified in this Agreement, where an Employee's Base Rate of Pay is set out as an annual figure, the following formula will be used to determine the fortnightly rate of pay:

$$\text{Fortnightly pay} = \text{Annual Salary} / 26.07$$

15 Salary increases

15.1 All Employees, excluding Apprentices and Trainees, will receive a pay increase to their Base Rate of Pay in accordance with the following table:

Increase	Applied from
Equivalent to the increase in the March 2024 quarter Australian Capital Territory Wage Price Index (total hourly rates of pay excluding bonuses) since the previous corresponding quarter.	The first full pay period ending on or after 1 July 2024.

Increase	Applied from
Equivalent to the increase in the March 2025 quarter Australian Capital Territory Wage Price Index (total hourly rates of pay excluding bonuses) since the previous corresponding quarter.	The first full pay period ending on or after 1 July 2025.
Equivalent to the increase in the March 2026 quarter Australian Capital Territory Wage Price Index (total hourly rates of pay excluding bonuses) since the previous corresponding quarter.	The first full pay period ending on or after 1 July 2026.

- 15.2 If a decision of the Fair Work Commission to increase Modern Award wages, or similar determination (**Wage Decisions**), results in the equivalent Base Rates of Pay in the relevant Modern Award being higher than in this Agreement, the Employees will be paid that higher Base Rate of Pay.
- 15.3 For the avoidance of doubt, Employees are not entitled to both the increases in clause 15.1 and increases in Wage Decisions.

16 Superannuation

- 16.1 Communities at Work will make superannuation contributions to the Employee's nominated superannuation fund at a rate of the current *Superannuation Guarantee (Administration) Act 1992* (Cth), or other applicable legislation in place at any particular time.
- 16.2 Where an Employee does not nominate a superannuation fund and the Australian Taxation Office does not have a superannuation fund linked to them individually (**Stapled**), Communities at Work will make super contributions to the Communities at Work default fund, HESTA Superannuation Fund, which complies with applicable legislation and regulations.

17 Recovery of Overpayments

- 17.1 Where an Employee has been overpaid Communities at Work are entitled to recover the overpayment in full.
- 17.2 Communities at Work will advise the Employee as soon as reasonably practicable after becoming aware of an overpayment, both the circumstances surrounding the overpayment and the amount involved.

- 17.3 Communities at Work will propose a reasonable method, period, and rate, of recovering the overpayment, which may include deduction from wages subject to the Employee's consent.
- 17.4 The recovery method, period, and rate must be agreed taking into consideration any financial hardship imposed on the Employee. The Employee must not unreasonably withhold agreement.
- 17.5 Any amounts owed by an Employee at the date of termination of their employment will become due and payable as a debt on the date of termination, and the Employee must provide written authorisation to Communities at Work to deduct the amount from any outstanding wages owed to the Employee.

18 Salary Packaging

- 18.1 Employees may by written notice to Communities at Work elect to have part of their wage packaged in accordance with the relevant taxation legislation including any Australian Taxation Office rulings.
- 18.2 Salary packaging is voluntary, and Employees are encouraged to seek independent financial advice before entering into any such arrangement.
- 18.3 Salary packaging arrangements will cease upon the Employee's termination date.
- 18.4 Salary packaging arrangements can be terminated by the Employee notifying the salary packaging provider.
- 18.5 Any fees, fringe benefits tax, administration fees or similar costs incurred as a result of the salary packing arrangement will remain the liability of the Employee.
- 18.6 The Employee's salary for all purposes, including calculation of entitlements, superannuation, redundancy and termination, will be determined as if no salary packaging arrangements exist.
- 18.7 In the event that there is a change to the law governing taxation, or the Australian Taxation Office makes a ruling, which makes the intent of this clause ineffective, or incurs additional costs to Communities at Work, the parties may initiate negotiations to review this clause.

PART D. Working Arrangements

19 Probationary Period

- 19.1 All Full Time and Part Time Employees will be subject to a probationary period of six months from commencement to allow Communities at Work to assess an Employee's performance,

productivity, work ethic, attitude, compliance with policies and procedures and overall suitability for the position.

- 19.2 At the end of the probationary period Employees will, subject to satisfactory performance, have their continuing employment confirmed in writing by Communities at Work.
- 19.3 Notwithstanding any other term of this Agreement, during the probationary period either party may terminate employment for any reason by giving one weeks' notice in writing.
- 19.4 Communities at Work may terminate an Employee during their probationary period for serious misconduct, without notice or payment in lieu, in accordance with the Fair Work Act.

20 Minimum Engagement

- 20.1 Part Time and Casual Employees will be paid for a minimum period of three hours where the engagement is not for Remote Work.
- 20.2 Employees required to work on a Public Holiday or weekend will receive payment, at the rates set out at clause 23 for a minimum period of three hours.

21 Remote Work Minimum Engagement

- 21.1 Where an Employee is required to participate remotely in a work meeting or training session outside of their normal working times, the minimum engagement will be one hour.

22 Rosters

- 22.1 Employees engaged to work in accordance with a roster will have access to the roster at least one week in advance.
- 22.2 Communities at Work may make reasonable changes to a roster to enable the service of the Employer to be carried on where an Employee is absent from duty on account of illness, or in an emergency.

23 Penalty Rates

- 23.1 Penalty rates apply for scheduled work in accordance with the following table:

Work Time	Percentage of Base Rate of Pay
Public Holiday	Full Time or Part Time Employees 250%
	Casual Employees 275% (includes casual loading)

Work Time	Percentage of Base Rate of Pay
Between midnight Friday and midnight Saturday	Full Time or Part Time Employees 150%
	Employees 175% (includes casual loading)
Between midnight Saturday and midnight Sunday	Full Time or Part Time Employees 200%
	Casual Employees 225% (includes casual loading)

23.2 The above penalty rates are in substitution for, and not cumulative with, shift penalties provided in this Agreement and are not applicable to overtime hours worked on a Saturday or a Sunday.

24 Overtime

24.1 Unless otherwise specified in this Agreement an Employee will be deemed to have worked overtime, where the Employee is directed by Communities at Work to work:

- (a) more than 10 hours on any one day;
- (b) more than 76 hours in a fortnight;
- (c) outside of the span of Ordinary Hours set out in the Appendices;
or
- (d) before at least a 10-hour break after the end of the Employee's previous shift, excluding Broken Shifts,

but only when Communities at Work has approved such overtime prior to its commencement.

24.2 Overtime rates apply in accordance with the following table:

Overtime	Percentage of Base Rate of Pay
First two hours of overtime Monday to Saturday	Full Time or Part Time Employees 150%
	Casual Employees 175% (includes casual loading)
After two hours of overtime Monday to Saturday	Full Time or Part Time Employees 200%
	Casual Employees 225% (includes casual loading)
All Sunday overtime	Full Time or Part Time Employees 200%

Overtime	Percentage of Base Rate of Pay
	Casual Employees 225% (includes causal loading)
All Public Holiday overtime	Full Time or Part Time Employees 250%
	Casual Employees 275% (includes causal loading)

- 24.3 The above overtime rates are payable in substitution for, and not cumulative, with the penalty rates provided for in clause 23. Employees will be paid either penalty rates, or overtime rates, whichever will be more beneficial to the Employee.
- 24.4 Employees who have an unpaid break, other than a meal break, between shifts worked on the same day or within the one shift worked on a day, will be paid a broken shift allowance and minimum payment amount consistent with the relevant Modern Award.

25 Higher Level Duties

- 25.1 Unless otherwise specified in this Agreement where an Employee is required to perform a higher level role for four or more consecutive work days, the Employee will be paid either:
- (a) the higher level rate, where the Employee is assessed by their manager to be performing all duties typically associated with the higher level role; or
 - (b) a percentage of the higher level rate determined by their manager, where the Employee is performing only some of the duties typically associated with the higher level.
- 25.2 To be eligible for the higher duties payment, the Employee needs to be doing all or some of the tasks at a level that would typically be associated with the higher position.

26 Banking Hours

- 26.1 Unless an Employee requests otherwise, instead of being paid, overtime hours will be banked for later use by the Employee as time off, on an hour to hour basis (**Banked Hours**).
- 26.2 Banked Hours must not exceed 38 hours. If an Employees has 38 Banked Hours:
- (a) further overtime cannot be banked and will be paid at the applicable overtime rates; and

- (b) Communities at Work may at its discretion elect to pay out an amount of Banked Hours at the applicable overtime rates, or direct the Employee to take the Banked Hours as time off to reduce the accrued Banked Hours.
- 26.3 Banked Hours may be taken as time off:
 - (a) within three months of being accrued; and
 - (b) at a time that is mutually agreed between Communities at Work and the Employee.
- 26.4 Banked Hours may be paid out at the applicable overtime rate, if:
 - (a) time off it is not taken in within three months (unless an extension is mutually agreed in writing); or
 - (b) the Employee's employment ends for any reason before the Banked Hours have been taken.
- 26.5 With the agreement of Communities at Work, an Employee may elect to work additional hours to accrue Banked Hours on an hour to hour basis, provided:
 - (a) the additional hours meet operational requirements; and
 - (b) the Employee maintains an average of 38 hours per week of work averaged over a period of 12 months.

27 Recall to Duty

- 27.1 Unless otherwise specified in this Agreement, Employees recalled to work after completing their Ordinary Hours will receive a minimum of two hours as Banked Hours in accordance with clause 26, or will be paid at the appropriate overtime rate.
- 27.2 For the avoidance of doubt:
 - (a) an Employee is only considered to be recalled to duty if they are required to return to a Communities at Work workplace or log in to Communities at Work's systems to perform work of greater than 30 minutes duration; and
 - (b) Employees are not considered to be recalled to duty if the only action they perform is receiving a phone call or other electronic communication channel message.

PART E. Entitlements and Allowances

28 General Allowances

- 28.1 Unless otherwise specified in this Agreement, Employees are entitled to the allowances set out in the following table:

Allowance	Benefit
Meal Allowances	
Required to work more than one hour after their Ordinary Hours and can't reasonably return home during meal break.	A meal at no cost, or \$15.20 meal allowance.
Required to work more than four hours after their Ordinary Hours and can't reasonably return home during meal break.	A second meal at no cost, or another \$15.20 meal allowance.
General Allowances	
Motor Vehicle Allowance - Use of personal vehicle is directed or agreed by Communities at Work.	ATO cents per kilometre rate as increased from time to time
First Aid Officer Allowance - Nominated by Communities at Work as first aid officer.	\$18.01 per week, pro rata for Part Time and Casual Employees
Travel Allowance - Required to travel over night for work purposes.	Reasonable accommodation for provided meals and incidentals costs, on provision of receipts, reimbursed up to the amounts set by the Australian Taxation Office as reasonable amounts for meals and incidentals.
Uniform Supply - Directed to wear uniform	An adequate number of uniforms appropriate to their position supplied free of cost, but remains property of Communities at Work.
Work Related Equipment Supply - Directed to use specific equipment	Supplied free of cost, but remains property of Communities at Work.
Laundry Allowance	Employees directed by Communities at Work to wear a

Allowance	Benefit
	uniform will receive a laundry allowance of \$1.90 per day up to a maximum of \$9.49 per week, pro rata for Part Time and Casual Employees

28.2 The operation of the allowances above is subject to the applicable Communities at Work policies, if any, which may address matters such as evidence required and other conditions of the allowance.

29 Rest Breaks

29.1 Unless otherwise specified in this Agreement Employees are entitled to the rest breaks set out in the following table:

Rest Breaks	
Required to work four consecutive hours.	One paid rest break of 10 minutes.
Required to work five consecutive hours.	One unpaid meal break of 30 to 60 minutes.
Required to work seven consecutive hours, excluding unpaid breaks.	A second paid rest break of 10 minutes.
Directed to remain at the workplace work during the unpaid meal break.	Unpaid meal break replaced by paid meal break of 20 to 30 minutes counted as time worked.

30 Skills and Qualifications Allowance

30.1 The CEO may, in their full discretion, determine that based on an Employee's skills, qualifications or experience and considering comparative market rates and other relevant matters, that an

Employee will be paid a Skills and Qualifications Allowance in addition to their Base Rate of Pay.

- 30.2 Employees will be advised of any Skills and Qualifications Allowance in writing.
- 30.3 The CEO may determine that the Employee will no longer receive the Skills and Qualifications Allowance, in which case the Employee will be provided with 14 days written notice.

PART F. Leave

31 General Provisions

- 31.1 Employees will retain all accrued leave entitlements that were held before the Commencement Date.
- 31.2 All deductions of leave will be based on the number of hours the Employee is absent from work.
- 31.3 Where an Employee takes leave of any kind:
 - (a) for which they are entitled to be paid, the Employee will be paid their Base Rate of Pay during the period of leave; and
 - (b) for which they are not entitled to be paid, the Employee will not be paid during the period of leave.
- 31.4 Where an Employee is absent and fails to comply with their obligations this PART F, other than because of circumstances beyond the Employee's control, the absence may:
 - (a) be treated as unauthorised;
 - (b) result in the Employee not being paid; and
 - (c) not count towards the Employee's service.

32 Leave

- 32.1 Employees are entitled to leave in accordance with the following table:

Leave Type	Benefit
Annual leave	155.8 hours (20.5 days) of paid annual leave for each year of service with Communities at Work, (20 days as per the NES and Fair Work Act plus 0.5 of a day additional), accrued progressively excluding for unauthorised or unpaid absences, and pro rata for Part Time Employees. Excludes Casual Employees.

Leave Type	Benefit
Personal leave	110.2 hours (14.5 days) paid personal (sick or carers) leave for each year of service with Communities at Work (10 days of paid personal leave, as per the NES, plus 4.5 additional days), all accrued progressively excluding for unauthorised or unpaid absences, and pro rata for Part Time Employees. Excludes Casual Employees.
Unpaid Carer's Leave	As per the NES and Fair Work Act, 2 days of unpaid carer's leave for each occasion when a member of the Employee's Immediate Family or Household requires care or support because of a personal illness, personal injury, or unexpected emergency affecting the member.
Holiday shut down leave	3 days of additional paid leave for Full Time and Part Time Employees to be taken on days during the Christmas and New Year Period, determined by Communities at Work each year. Does not accrue year to year. Excludes Casual Employees.
Long service leave	4.33 weeks leave after 5 years continuous service in the industry, and progressively accrues 0.8667 weeks leave for each completed year of service following the first 5 years, as per the NES, Fair Work Act, and the <u>Long Service Leave (Portable Schemes) Act 2009</u> . Long Service Leave must be taken in minimum 2 week blocks including weekends and public holidays.

Leave Type	Benefit
Ceremonial leave	<p>Aboriginal or Torres Strait Islander Employees are entitled to up to 10 days unpaid leave per calendar year for ceremonial purposes:</p> <p>(a) connected with the death of a member of the immediate family or extended family; or</p> <p>(b) for other ceremonial obligations under Aboriginal or Torres Strait Islander lore (law).</p> <p>Ceremonial leave is in addition to leave granted under compassionate leave provisions and no Employee will have any other entitlement reduced because they choose to take Ceremonial Leave.</p> <p>Ceremonial leave will count as continuous service for all purposes.</p>
Community service leave	<p>An employee is entitled to take unpaid community service leave while they are engaged in an Eligible Community Service Activity and for reasonable travel and rest time. Jury duty is paid 'make-up pay' for the first 10 days.</p> <p>There is no limit on the amount of community service leave an employee can take.</p> <p>Community Service Leave activities:</p> <ul style="list-style-type: none"> • voluntary emergency management activities • jury duty. <p>As per the NES and Fair Work Act.</p>
Parental leave – Communities at Work paid.	<p>12 weeks paid leave for primary carer; and</p> <p>2 weeks paid leave for secondary carer.</p> <p>Subject to completion of 12 months continuous service. Excludes Casual Employees.</p>

Leave Type	Benefit
Parental leave – unpaid	Up to 12 months unpaid (as per the NES, Paid Parental Leave Act 2010 and Fair Work Act), with the option to request a further 12 months unpaid, subject to the operational requirements of Communities at Work.
Paid Parental Leave (PPL) – Government paid.	As per Services Australia’s paid parental leave provisions.
Compassionate leave	<p>3 days of paid leave (2 days of paid leave as per the NES and Fair Work Act, plus 1 additional day paid leave), for each occasion when:</p> <ul style="list-style-type: none"> (a) a member of the Employee’s Immediate Family or Household contracts or develops a personal illness, or sustains a personal injury, that poses a serious threat to their life; (b) a member of the Employee’s Immediate Family or Household dies; (c) a child is stillborn, where the child would have been a member of the Employee’s Immediate Family or Household if the child had been born alive; or (d) the Employee, or the Employee’s current spouse or de facto partner, has a miscarriage. <p>Does not accrue year to year</p>
Miscarriage/Still born leave	Up to 12 months unpaid (as per the NES, Paid Parental Leave Act 2010 and Fair Work Act), plus 2 weeks paid leave for the pregnant person where a miscarriage or still birth occurs any time after the end of week 12 of the pregnancy.

Leave Type	Benefit
Infectious disease leave	May be granted in addition to personal leave where an Employee is unable to attend work due to restrictions imposed by law as a result of the Employee suffering from particular infectious disease notifiable to the relevant Public Health authority.
Family and domestic violence leave	10 days of paid leave in a 12 month period, as per the NES and Fair Work Act. Does not accrue year to year.
Job search	Where an employee has been given notice of: (a) termination, one day off for the purpose of seeking other employment; or (b) redundancy, one day off for each week of the notice period.

32.2 Where an Employee is given notice of termination on the grounds of redundancy, the Employee is entitled to up to one day paid leave for each week of the notice period for the purpose of seeking alternative employment, subject to provision of evidence of job search activities if reasonably requested by Communities at Work.

32.3 The taking of leave above is subject to the applicable Communities at Work policies (if any) which may address matters such as evidence required and other conditions of taking leave, its accrual, and its treatment on termination of employment (subject always to the NES).

32.4 Regardless of any leave policy in place or not in place:

- (a) all leave is subject to approval by Communities at Work, who may request any evidence it reasonably requires to satisfy itself the conditions of taking the leave have been met; and
- (b) Employees must provide reasonable notice prior to taking leave, or if that is not possible for unplanned personal leave, notify their supervisor of their absence and intention to apply for personal leave before the Employee's scheduled commencement time, or as soon as possible.

33 Specific Annual Leave Provisions

- 33.1 Where an Employee has an annual leave balance in excess of eight (8) weeks for Full Time Employees or pro rata for Part Time Employees, Communities at Work may require the Employee to take a period of annual leave:
- (a) sufficient to reduce the Full Time Employee's annual leave balance to six (6) weeks or an equivalent pro rata amount for Part Time Employees; and
 - (b) after consultation and at a time mutually agreed where possible, but at Communities at Work's final determination as long as the Employee is given at least six (6) weeks' notice.
- 33.2 Where a Communities at Work workplace, or part of a workplace, shuts down for a period of time, Employees working in that workplace or part of that workplace may be required to take annual leave, or, if these entitlements have been exhausted, unpaid leave for the duration of the shutdown.
- 33.3 Full Time and Part Time Employees, including Fixed Term Employees may cash out up to two weeks' annual leave in any calendar year (pro rata for Part Time Employees), by agreement in writing with Communities at Work, provided the Employee has at least four weeks' annual leave remaining after the annual leave is cashed out.
- 33.4 Any period of cashed out annual leave will be paid to the Employee at their Base Rate of Pay.

34 Public Holidays

- 34.1 Employees are entitled to be absent for the public holidays declared, including as substituted under the Fair Work Act, in the State/Territory where the Employee primarily works.
- 34.2 Employees, other than Casual Employees, who are absent from work due to a public holiday but would have otherwise worked on that day or part day, will be paid their Base Rate of Pay for their ordinary hours of work on that day.
- 34.3 In accordance with the NES and Fair Work Act, Communities at Work may request an Employee to work on a public holiday if the request is reasonable.

35 Unauthorised absences and abandonment

- 35.1 Where an Employee is absent from duty without approval and without reasonable cause (for example, due to unforeseeable, exceptional or emergency circumstances of the Employee):

- (a) the absence will be without pay and will not count as service for any purpose;
- (b) it will be regarded as a breach of the Code of Conduct and may result in disciplinary action; and
- (c) all other benefits provided under this Agreement will cease to be available to the Employee until the Employee resumes duty or is granted leave.

35.2 If the absence continues for more than three (3) consecutive working days or three (3) consecutive rostered days, without approval and without reasonable cause, the Employee will be considered to have abandoned their employment which may result in immediate termination of their employment in accordance with clause 38.

PART G. Redundancy & Termination of Employment

36 Application

36.1 This PART G does not apply to Casual Employees, or Employees during their probationary period, being the first six months of continuous employment.

37 Redundancy

37.1 Employees are eligible for redundancy payments as set out in the following table at the Employee's Base Rate of Pay for their ordinary hours of work, in accordance with the NES and the Fair Work Act:

Employee's period of continuous service with Communities at Work on termination	Redundancy pay period
At least 1 year but less than 2 years	4 weeks
At least 2 years but less than 3 years	6 weeks
At least 3 years but less than 4 years	7 weeks
At least 4 years but less than 5 years	8 weeks
At least 5 years but less than 6 years	10 weeks
At least 6 years but less than 7 years	11 weeks
At least 7 years but less than 8 years	13 weeks
At least 8 years but less than 9 years	14 weeks

Employee's period of continuous service with Communities at Work on termination	Redundancy pay period
At least 9 years but less than 10 years	16 weeks
At least 10 years	12 weeks

- 37.2 A reference in this section to continuous service with Communities at Work does not include periods of employment as a Casual Employee of Communities at Work.
- 37.3 Communities at Work must give an Employee notice of redundancy in accordance with clause 39.
- 37.4 Communities at Work may elect to pay an Employee in lieu of all or part of redundancy notice given.
- 37.5 Where an Employee elects to finish their employment before the end of any notice period given, the Employee will not be paid for the part of the notice period that was not worked, but their redundancy payments and other termination payments will be calculated as though the Employee worked for the entire notice period.
- 37.6 If, due to redundancy, an Employee accepts redeployment to a lower paid role, the Employee will continue to receive the higher Base Rate of Pay and all conditions, until the end of the notice period they would have been provided if made redundant.
- 37.7 Where there is a transfer of employment to a new employer an Employee is not entitled to redundancy pay in relation to the termination of their employment if the Employee rejects an offer of employment by the other employer (the second employer) that:
- (a) is on terms substantially similar to, and, considered on an overall basis, no less favourable than, the Employee's terms and conditions of employment with Communities at Work immediately before the termination; and
 - (b) recognises the Employee's service with Communities at Work, and had the Employee accepted the offer, there would have been a transfer of employment in relation to the Employee, subject to any order by the Fair Work Commission to pay the Employee redundancy pay where it is satisfied that the Employee was treated unfairly.

38 Termination for serious misconduct

- 38.1 Nothing in this Agreement prevents Communities at Work from terminating the employment of an Employee for serious misconduct,

without notice or payment in lieu, in accordance with the Fair Work Act.

39 Notice of Termination

- 39.1 Clause 39 does not apply to Fixed Term Employees engaged for a specified time, or to complete a specified task, when their employment ceases at the end of such specified period or specified task.
- 39.2 Unless otherwise specified in this Agreement, or an Appendix, Communities at Work will provide the following notice of termination, in accordance with the NES and Fair Work Act:

Employee's period of continuous service with Communities at Work at the end of the day the notice is given	Period of notice
Not more than 1 year	1 week
More than 1 year but not more than 3 years	2 weeks
More than 3 years but not more than 5 years	3 weeks
More than 5 years	4 weeks

plus 1 additional week if the Employee is over 45 years old and has completed at least 2 years of continuous service at the end of the day the notice is given.

- 39.3 A reference in this section to continuous service with Communities at Work does not include periods of employment as a Casual Employee of Communities at Work.
- 39.4 Communities at Work may pay the Employee in lieu of all or part of the notice period.
- 39.5 Employees (excluding Casual Employees) are required to provide the same notice of resignation as they would be entitled to receive under clause 39.2, other than the additional week for Employees who are over 45 years of age.
- 39.6 If an employee fails to give the required notice, Communities at Work have the right to withhold, from the Employee's unpaid wages, an amount up to the Employee's Base Rate of Pay for the required period of one week.

- 39.7 When an Employee's employment is terminated by either party, wages and all entitlements due to the employee will be paid to the employee no later than the next normal pay cycle.

PART H. Flexibility, Consultation, and Disputes Model Clauses

40 Flexibility Term

- 40.1 For the avoidance of doubt, individual flexibility arrangements in this clause 40, are subject to agreement by, and operational requirements of, Communities at Work.
- 40.2 Communities at Work and an Employee covered by this Agreement may agree to make an individual flexibility arrangement to vary the effect of terms of this Agreement if:
- (a) the flexibility agreement deals with one or more of the following matters:
 - (i) arrangements about when work is performed;
 - (ii) overtime rates;
 - (iii) penalty rates;
 - (iv) allowances; or
 - (v) leave loading;
 - (b) the arrangement meets the genuine needs of the employer and employee in relation to one or more of the matters mentioned in clause 40.1(a); and
 - (c) the arrangement is genuinely agreed to by Communities at Work and the Employee.
- 40.3 Communities at Work must ensure that the terms of the individual flexibility arrangement:
- (a) are about permitted matters under section 172 of the Fair Work Act;
 - (b) are not unlawful terms under section 194 of the Fair Work Act; and
 - (c) result in the Employee being better off overall than the Employee would be if no arrangement was made.
- 40.4 Communities at Work must ensure that the individual flexibility arrangement:
- (a) is in writing;

- (b) includes the name of Communities at Work and the Employee;
 - (c) is signed by an approved director of Communities at Work and the Employee and if the Employee is under 18 years of age, signed by a parent or guardian of the Employee; includes details of:
 - (i) the terms of this Agreement that will be varied by the arrangement;
 - (ii) how the arrangement will vary the effect of the terms; and
 - (iii) how the Employee will be better off overall in relation to the terms and conditions of his or her employment as a result of the arrangement; and
 - (d) states the day on which the arrangement commences.
- 40.5 Communities at Work must give the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- 40.6 Communities at Work or the Employee may terminate the individual flexibility arrangement:
- (a) by giving no more than 28 days written notice to the other party to the arrangement; or
 - (b) if Communities at Work and the Employee agree in writing at any time.

41 Consultation

General Terms

- 41.1 In this clause 41:
- (a) a **“Major Change”** means a change that is likely to have a significant effect on Employees if it results in:
 - (i) the termination of the employment of one or more Employees;
 - (ii) significant change to the composition, operation or size of Communities at Work’s workforce or to the skills required of Employees;
 - (iii) the elimination or diminution of job opportunities (including opportunities for promotion or tenure);
 - (iv) the alteration of hours of work;
 - (v) the need to retrain Employees;
 - (vi) the need to relocate Employees to another workplace; or
 - (vii) the restructuring of jobs; and

- (b) **“Relevant Employees”** means the Employees who may be affected by a change referred to in clause 41.1(a) or clause 41.7 as applicable.
- 41.2 If this clause 41 applies Communities at Work must recognise a representative if a Relevant Employee or Relevant Employees:
- (a) appoint, a representative for the purposes of consultation; and
 - (b) advise Communities at Work of the identity of the representative.

Major Change

- 41.3 Where Communities at Work have made a definite decision to introduce a Major Change, which is not otherwise provided for in this Agreement:
- (a) Communities at Work must notify the Relevant Employees of the decision; and
 - (b) clauses 41.3 to 41.6 apply.
- 41.4 As soon as practicable after making its decision, Communities at Work must:
- (a) discuss with the Relevant Employees:
 - (i) the introduction of the Major Change;
 - (ii) the effect the change is likely to have on the Employees; and
 - (iii) measures Communities at Work is taking to avert or mitigate the adverse effect of the change on the Employees; and
 - (b) for the purposes of the discussion—provide, in writing, to the Relevant Employees:
 - (i) all relevant information about the change including the nature of the change proposed;
 - (ii) information about the expected effects of the change on the Employees; and
 - (iii) any other matters likely to affect the Employees; and
 - (c) invite the Relevant Employees to give their views about the impact of the Major Change (including any impact in relation to their family or caring responsibilities).
- 41.5 Communities at Work is not required to disclose confidential or commercially sensitive information to the Relevant Employees.
- 41.6 Communities at Work must give prompt and genuine consideration to matters raised about the major change by the Relevant Employees.

Change of Regular Roster or Ordinary Working Hours

- 41.7 Where Communities at Work proposes to introduce a change to the regular roster (excluding changes in accordance with clause 22 or the Appendices to this Agreement) or Ordinary Hours of work of Employees, which is not otherwise provided for in this Agreement:
- (a) Communities at Work must notify the Relevant Employees of the proposed change; and
 - (b) clauses 41.7 to 41.10 apply.
- 41.8 As soon as practicable after proposing to introduce the change, Communities at Work must:
- (a) discuss with the Relevant Employees the introduction of the change;
 - (b) for the purposes of the discussion—provide to the Relevant Employees:
 - (i) all relevant information about the change, including the nature of the change;
 - (ii) information about what Communities at Work reasonably believes will be the effects of the change on the Employees; and
 - (iii) information about any other matters that Communities at Work reasonably believes are likely to affect the Employees; and
 - (c) invite the Relevant Employees to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities).
- 41.9 However, Communities at Work is not required to disclose confidential or commercially sensitive information to the Relevant Employees.
- 41.10 Communities at Work must give prompt and genuine consideration to matters raised about the change by the Relevant Employees.

42 Procedures for preventing and settling disputes

- 42.1 If a dispute between Communities at Work and an Employee, or Employees, relates to:
- (a) a matter arising under this Agreement; or
 - (b) the National Employment Standards,
 - (c) this clause 42 sets out procedures to settle the dispute.
- 42.2 An Employee who is a party to the dispute may appoint a representative, including from an employee organisation or union, for the purposes of the procedures in this clause 42.

- 42.3 In the first instance, the parties to the dispute (**Disputing Parties** each a **Disputing Party**) must try to resolve the dispute at the workplace level, by discussions between the Employee or Employees and Communities at Work or the relevant supervisors or managers, as per the Grievance Policy.
- 42.4 If discussions at the workplace level do not resolve the dispute, a Disputing Party may refer the matter to the Fair Work Commission.
- 42.5 The Fair Work Commission may deal with the dispute in two stages:
- (a) the Fair Work Commission will first attempt to resolve the dispute as it considers appropriate, including by mediation, conciliation, expressing an opinion or making a recommendation; and
 - (b) if the Fair Work Commission is unable to resolve the dispute at the first stage, the Fair Work Commission may then:
 - (c) arbitrate the dispute; and
 - (d) make a determination that is binding on the Disputing Parties.
- 42.6 While the Disputing Parties are trying to resolve the dispute using the procedures in this clause 42:
- (a) an Employee must continue to perform their work as they would normally unless they have a reasonable concern about an imminent risk to their health or safety; and
 - (b) an Employee must comply with a direction given by Communities at Work to perform other available work at the same workplace, or at another workplace, unless:
 - (i) the work is not safe;
 - (ii) applicable occupational health and safety legislation would not permit the work to be performed;
 - (iii) the work is not appropriate for the Employee to perform; or
 - (iv) there are other reasonable grounds for the Employee to refuse to comply with the direction.
- 42.7 The Disputing Parties agree to be bound by a decision made by the Fair Work Commission in accordance with this clause 42.

PART I. Technical Matters

43 Interpretation

- 43.1 Capitalised words or expressions used in this Agreement (or in a particular provision of this Agreement) are defined in Appendix D (Definitions).

- 43.2 Capitalised words or expressions used in this Agreement that are defined in the Fair Work Act, have the same meaning as the Fair Work Act, unless otherwise defined in this Agreement.
- 43.3 The legal name of the employer under this Agreement remains to be “Communities@Work” but for the purpose of this Agreement “Communities at Work” will be used throughout.
- 43.4 In this Agreement, unless the context indicates otherwise:
- (a) the singular includes the plural and the plural includes the singular; and
 - (b) a part, appendix, clause, sub-clause or paragraph is to a part, clause, sub-clause or paragraph in this Agreement;
 - (c) headings are for convenience only and do not affect the interpretation of this Agreement;
 - (d) where a word or expression is given a particular meaning, other parts of speech and grammatical forms of that word or expression have a corresponding meaning;
 - (e) a reference to any legislation or legislative provision includes any statutory modification or re-enactment of, or legislative provision substituted for, and any subordinate legislation issued under, that legislation or legislative provision;
 - (f) a reference to a time and date in connection with the performance of an obligation is a reference to the time and date in the Australian Capital Territory, even if the obligation is to be performed elsewhere;
 - (g) mentioning anything after include, includes or including does not limit what else might be included;
 - (h) where an expression is defined, another part of speech or grammatical form of that expression has a corresponding meaning;
 - (i) where an expression is defined anywhere in this Agreement, it has the same meaning throughout this Agreement;
 - (j) the rule of contra proferentem does not apply to this Agreement; and
 - (k) a reference to “dollars” or “\$” is to an amount in Australian currency.

44 Delegations

- 44.1 All the powers and authorities of Communities at Work in this Agreement are held by the Chief Executive Officer.

- 44.2 The Chief Executive Officer may, by instrument in writing, delegate or authorise to a person, any of their powers, authorities or functions under this Agreement, excluding their power to delegate or authorise.
- 44.3 The Chief Executive Officer may issue instructions relating to the exercise of a delegated power, authority or function.

45 Workplace Delegates

- 45.1 For the purpose of this clause “**Workplace Delegate**” is a person appointed or elected, in accordance with the rules of an employee organisation (**Organisation**), to be a delegate or representative (however described) for members of the Organisation who work for Communities at Work.
- 45.2 The Workplace Delegate is entitled to:
- (a) represent the industrial interests of the Organisation’s members and any other persons eligible to be members (**Workers**), including in disputes with Communities at Work;
 - (b) reasonable communication with Workers, in relation to their industrial interests; and
 - (c) for the purpose of representing those interests, having regard to the size, nature, resources, and available facilities of Communities at Work:
 - (i) reasonable access to the workplace and workplace facilities; and
 - (ii) reasonable access to paid time, during normal working hours, for the purposes of related training.
- 45.3 There is no obligation for any Employee to become a member of an Organisation.

46 No Extra Claims

- 46.1 The Parties agree that there shall be no further claims during the life of this Agreement.
- 46.2 The Parties may agree to vary this Agreement at any time until its Nominal Expiry Date in accordance with the relevant provisions of the Fair Work Act.

47 Effect of the Agreement

- 47.1 The Parties agree that:
- (a) it is the intention of this Agreement to achieve the principal objects specified in section 351 of the Fair Work Act;

- (b) this Agreement replaces any previous enterprise agreement or collective agreement that may have previously been applicable to Communities at Work and the Employees, including the Communities@Work Enterprise Agreement 2015 (**Previous Agreements**);
- (c) this Agreement supersedes any existing employment agreements and conditions between Communities at Work and Employees to the extent of any inconsistency;
- (d) this Agreement operates to the exclusion of any Modern Award, subject to the provisions of the Fair Work Act; and
- (e) Employees may bring no further disputes in relation to the Previous Agreements.

47.2 This Agreement is read in conjunction with the National Employment Standards and if a term of this Agreement is detrimental in any respect to an Employee when compared to the NES, the NES prevails over the detrimental extent of the term of this Agreement to the extent of the detriment.

47.3 Nothing in these provisions allows any treatment that would otherwise be prohibited in any applicable Commonwealth, State, or Territory legislation.

Appendix A. Community Services Employees

1 Coverage

- 1.1 The terms set out in this Appendix apply to Community Services Employees and take precedence over PART A through to PART I and Appendix D of this Agreement to the extent of any inconsistency.

2 Ordinary Hours

- 2.1 Ordinary Hours for Community Services Employee will be worked between 6:00 am and 8:00 pm, Monday to Sunday.
- 2.2 The Ordinary Hours of work for a Full-Time Community Services Employee will be 38 hours per week or an average of 38 hours per week.
- 2.3 Unless otherwise specified in this Agreement, Ordinary Hours will not exceed 10 hours in a single day unless mutually agreed to by the Employee and the Employer due to extraordinary circumstances.
- 2.4 Communities at Work will endeavour not to require an Employee to commence work before at least a 10 hour break after the end of the previous shift, where reasonable.

3 Pay Rates

Position	Pay Classification	Hourly Rate (\$)
Community Programs 1	CP 1.1	24.49
	CP 1.2	25.28
	CP 1.3	26.18
Community Programs 2	CP 2.1	32.21
	CP 2.2	33.22
	CP 2.3	34.23
Community Programs 3	CP 2.4	35.14
	CP 3.1	36.00
	CP 3.2	37.03
Community Programs 4	CP 4.1	41.52
	CP 4.2	42.61
	CP 4.3	43.70
	CP 4.4	44.68
Community Programs 5	CP 5.1	47.50

Position	Pay Classification	Hourly Rate (\$)
	CP 5.2	48.52
	CP 5.3	49.65
Manager Community Programs 6	CP 6.1	51.90
	CP 6.2	53.04
	CP 6.3	54.19
Senior Manager Community Programs 7	CP 7.1	58.65
	CP 7.2	59.77
	CP 7.3	61.82
Specialist Manager Community Programs 8	CP 8.1	64.41
	CP 8.2	66.98
	CP 8.3	69.66

4 Pay Progression

- 4.1 A Community Services Employees will progress to the next highest pay point within their classification level after 12 months continuous service at a pay point, or 24 months if the Employee's Ordinary Hours are less than 19 hours per week, unless Communities at Work determines the Employee has not:
- (a) demonstrated competency and satisfactory performance at the existing level; or
 - (b) acquired and satisfactorily used new or enhanced skills within the ambit of the classification, if required by Communities at Work.

5 Community Services Employees Classifications

Classification	Criteria	Supervision	Indicative Duties
Level 1	<p>Some or all of the following are needed to perform work at this level:</p> <p>(a) Skills, knowledge, experience, qualifications and/or training:</p> <p>(i) developing knowledge of the workplace function and operation;</p> <p>(ii) basic knowledge of administrative practices and procedures relevant to the workplace;</p> <p>(iii) a developing knowledge of work practices and policies of the relevant work area;</p> <p>(iv) basic numeracy, written and verbal</p>	<p>A person employed as a Community Services Employee Level 1 works under close direction. Employees' duties at this level will be closely monitored with instruction and assistance being readily available</p>	<p>Level 1 works under close direction and undertakes routine activities which require the practical application of basic skills and techniques. They may include the initial recruit who may have limited relevant experience</p> <p>A position at this level may include some of the following inputs or those of a similar value:</p> <ul style="list-style-type: none"> undertake routine activities of a clerical and/or support nature; undertake straightforward operation of keyboard equipment including data input and word processing at a basic level;

Classification	Criteria	Supervision	Indicative Duties
	<p>communication skills relevant to the work area;</p> <p>(v) at this level employers are required to offer substantial on-the-job training.</p>		<ul style="list-style-type: none"> • provide routine information including general reception and telephonist duties; • provide general stenographic duties; • apply established practices and procedures; • undertake routine office duties involving filing, recording, checking and batching of accounts, invoices, orders, stores requisitions and maintenance of an existing records system; • resident contact and interaction including attending to their personal care or undertaking generic domestic duties under direct or routine supervision and either individually or as part of a team as part of the delivery of disability services • preparation of the full range of domestic duties including cleaning and food

Classification	Criteria	Supervision	Indicative Duties
			<p>service, assistance to residents in carrying out personal care tasks under general supervision either individually or as part of a team as part of the delivery of disability services.</p>
Level 2	<p>Some or all of the following are needed to perform work at this level:</p> <p>Skills, knowledge, experience, qualification and/or training:</p> <p>(i) Basic skills in oral and written communication with clients and other members of the public;</p> <p>(ii) knowledge of established work practices and procedures</p> <p>(iii) relevant to the workplace;</p>	<p>Level 2 employees will work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge</p>	<p>General features at this level consist of performing functions which are defined by established routines, methods, standards, and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.</p> <p>A position at this level may include some of the following:</p> <ul style="list-style-type: none"> • undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or

Classification	Criteria	Supervision	Indicative Duties
	<p>(iv) knowledge of policies relating to the workplace;</p> <p>(v) application of techniques relevant to the workplace;</p> <p>(vii) understanding of basic computing concepts.</p> <p>Prerequisites:</p> <p>(i) an appropriate certificate relevant to the work required to be performed;</p> <p>(ii) will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;</p>		<p>judgment within clearly established procedures and/or guidelines;</p> <ul style="list-style-type: none"> • achieve outcomes which are clearly defined; • respond to enquiries; • assist senior employees with special projects; • prepare cash payment summaries, banking reports and bank statements, post journals to ledger etc. and apply purchasing and inventory control requirements. • Perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area; • provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work; • perform tasks of a sensitive nature including the provision of more than routine information, the receiving and

Classification	Criteria	Supervision	Indicative Duties
	<p>(iii) appropriate on-the-job training and relevant experience; or</p> <p>(iv) entry point for a diploma without experience.</p>		<p>accounting for moneys and assistance to clients;</p> <ul style="list-style-type: none"> • assist in calculating and maintaining wage and salary records; • assist with administrative functions; • implementing client skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services;
Level 3	<p>Graduates with a three year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 3.</p> <p>Some or all of the following are needed to perform work at this level:</p> <p>Skills, knowledge, experience, qualifications and/or training:</p>	<p>Level 3 employees will work under general direction in the application of procedures, methods and guidelines which are well established.</p>	<p>General features of this level involve solving problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees. Employees may receive instruction on the broader aspects of the work. In addition, employees may provide assistance to lower classified employees To contribute to the operational objective of the work area, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> • undertake responsibility for various activities in a specialised area;

Classification	Criteria	Supervision	Indicative Duties
	<p>(i) thorough knowledge of work activities performed within the workplace</p> <p>(ii) sound knowledge of procedural/operational methods of the workplace;</p> <p>(iii) may utilise limited professional or specialised knowledge</p> <p>(iv) working knowledge of statutory requirements relevant to the workplace;</p> <p>(v) ability to apply computing concepts.</p> <p>Prerequisites</p> <p>(i) entry level for graduates with a relevant three year degree that undertake work related to the responsibilities under this level—pay point 3;</p>		<ul style="list-style-type: none"> • exercise responsibility for a function within the organisation; • allow the scope for exercising initiative in the application of established work procedures; • assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of such an employee within the workplace; • provide secretarial and/or administrative support requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work; • assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee; • proficient in the operation of the computer to enable modification and/or correction of computer

Classification	Criteria	Supervision	Indicative Duties
	<p>(iii) associate diploma with relevant experience; or</p> <p>(iv) relevant certificate with relevant experience, or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.</p>		<p>software systems or packages and/or identification problems. This level could include systems administrators in small to medium sized organisations whose responsibility includes the security/integrity of the system;</p> <ul style="list-style-type: none"> • apply computing programming knowledge and skills in systems development, maintenance and implementation under direction of a senior employee; • supervise a limited number of lower classified employees or volunteers; • allow the scope for exercising initiative in the application of established work procedures • deliver single stream training programs; • co-ordinate elementary service programs; • provide assistance to senior employees; • where prime responsibility lies in a specialised field, employees at this

Classification	Criteria	Supervision	Indicative Duties
			<p>level would undertake at least some of the following:</p> <ul style="list-style-type: none"> • undertake some minor phase of a broad or more complex assignment; • perform duties of a specialised nature; • provide a range of information services; • plan and co-ordinate elementary community-based projects or programs; • perform moderately complex functions including social planning, demographic analysis, survey design and analysis. • in the delivery of disability services, taking overall responsibility for the personal care of residents; training, co-ordinating and supervising other employees and scheduling work programmes; and assisting in liaison and co-ordination with other services and programmes.
Level 4	Entry level for graduates with a relevant four year	Level 4 employees will work under general direction in functions that	General features at this level require the application of knowledge and skills which

Classification	Criteria	Supervision	Indicative Duties
	<p>degree that undertake work related to the responsibilities under this level—pay point 4.</p> <p>Some or all of the following are needed to perform work at this level:</p> <p>Skills, knowledge, experience, qualifications and/or training</p> <p>(i) knowledge of statutory requirements relevant to work;</p> <p>(ii) knowledge of organisational programs, policies and activities;</p> <p>(iii) sound discipline knowledge gained through experience, training or education;</p> <p>(iv) knowledge of the role of the organisation</p>	<p>require the application of skills and knowledge appropriate to the work</p>	<p>are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature. To contribute to the operational objectives of the workplace, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> • undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined; • perform duties of a specialised nature requiring the development of expertise over time or previous knowledge; • identification of specific or desired performance outcomes; • contribute to interpretation and administration of areas of work for

Classification	Criteria	Supervision	Indicative Duties
	<p>and its structure and service;</p> <p>(v) specialists require an understanding of the underlying principles in the discipline.</p> <p>Prerequisites:</p> <p>(i) relevant four year degree with one years relevant experience;</p> <p>(ii) three year degree with two years of relevant experience;</p> <p>(iii) associate diploma with relevant experience;</p> <p>(iv) lesser formal qualifications with substantial years of relevant experience; or</p> <p>(v) attained through previous appointments, service and/or study, an equivalent level of</p>		<p>which there are no clearly established procedures;</p> <ul style="list-style-type: none"> • expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined; • although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints; • provide administrative support of a complex nature to senior employees; • exercise responsibility for various functions within a work area • provide assistance on grant applications including basic research or collection of data;

Classification	Criteria	Supervision	Indicative Duties
	<p>expertise and experience to undertake a range of activities,</p>		<ul style="list-style-type: none"> • undertake a wide range of activities associated with program activity or service delivery; • develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material; • undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices; • apply computer programming knowledge and skills in systems development, maintenance and implementation; • provide a reference and research information service and technical service including the facility to understand and develop technologically based systems; • where the prime responsibility lies in a specialised field, employees at this

Classification	Criteria	Supervision	Indicative Duties
			<p>level would undertake at least some of the following:</p> <ul style="list-style-type: none"> • liaise with other professionals at a technical/professional level; • discuss techniques, procedures and/or results with clients on straight forward matters; • lead a team within a specialised project; • provide a reference, research and/or technical information service; • carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods; • perform a range of planning functions which may require exercising knowledge of statutory and legal requirements; • assist senior employees with the planning and co-ordination of a community program of a complex nature. <p>•</p>

Classification	Criteria	Supervision	Indicative Duties
Level 5	<p>Some or all of the following are needed to perform work at this level:</p> <p>Skills, knowledge, experience, qualifications and/or training</p> <p>(i) knowledge of organisational programs, policies and activities;</p> <p>(ii) sound discipline knowledge gained through experience;</p> <p>(iii) knowledge of the role of the organisation, its structure and services.</p> <p>Prerequisites:</p> <p>(i) relevant degree with relevant experience;</p> <p>(ii) associate diploma with substantial experience;</p>	<p>Level 5 employees will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals</p>	<p>General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.</p> <p>To contribute to the operational objectives of the work area, a position at this level may include some of the following</p> <ul style="list-style-type: none"> • responsibility for a range of functions within the organisation requiring a high level of knowledge and skills; • undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration; • undertake a minor phase of a broader or more complex professional assignment;

Classification	Criteria	Supervision	Indicative Duties
	<p>(iii) qualifications in more than one discipline;</p> <p>(iv) less formal qualifications with specialised skills sufficient to perform at this level; or</p> <p>(v) attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.</p>		<ul style="list-style-type: none"> • assist with the preparation of or prepare organisation or program budgets in liaison with management; • set priorities and monitor work flow in the areas of responsibility; • provide expert advice to employees classified at lower levels and/or volunteers; • exercise judgment and initiative where procedures are not clearly defined; • understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required; • monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation; • undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May

Classification	Criteria	Supervision	Indicative Duties
			<p>exercise responsibility for a specialised area of computing operation</p> <ul style="list-style-type: none"> • undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing; • operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee; • undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation; • plan, co-ordinate, implement and administer the activities and policies including preparation of budget;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • develop, plan and supervise the implementation of educational and/or developmental programs for clients; • plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting; • where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following: • under general direction undertake a variety of tasks of a specialised and/or detailed nature; • exercise professional judgment within prescribed areas; • carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation • provide reports on progress of program activities including recommendations;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • exercise a high level of interpersonal skills in dealing with the public and other organisations; • plan, develop and operate a community service organisation of a moderately complex nature.
Level 6	<p>Some or all of the following are needed to perform work at this level:</p> <p>Skills, knowledge, experience, qualification and/or training:</p> <p>(i) comprehensive knowledge of organisation policies and procedures;</p> <p>(ii) specialist skills and/or supervision/management abilities exercised within a multi disciplinary or major single function operation;</p> <p>(iii) specialist knowledge gained</p>	<p>Level 6 employees will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed</p>	<ul style="list-style-type: none"> • General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees

Classification	Criteria	Supervision	Indicative Duties
	<p>through experience, training or education;</p> <p>(iv) appreciation of the long term goals of the organisation;</p> <p>(v) detailed knowledge of program activities and work practices relevant to the work area;</p> <p>(vi) knowledge of organisation structures and functions;</p> <p>(vii) comprehensive knowledge of requirements relevant to the discipline</p> <p>Prerequisites</p> <p>(i) associate diploma with substantial experience;</p> <p>(ii) attained through previous appointments, service and/or study with</p>		<p>may be required to negotiate matters on behalf of the organisation.</p> <ul style="list-style-type: none"> • Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation. • Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities.

Classification	Criteria	Supervision	Indicative Duties
	<p>a combination of experience, expertise and competence sufficient to perform the duties required at this level.</p>		<p>Positions at this level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice;</p> <p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> • undertake significant projects and/or functions involving the use of analytical skills; • undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals; • exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development; • negotiate on matters of significance within the organisation with other bodies and/or members of the public; • provide advice on matters of complexity within the work area and/or specialised area; • control and co-ordinate a work area or a larger organisation within budgetary constraints; • exercise autonomy in establishing the operation of the work area; • provide a consultancy service for a range of activities and/or to a wide range of clients; • where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • provide support to a range of activities or programs; • control and co-ordinate projects; • contribute to the development of new procedures and methodology; • provide expert advice and assistance relevant to the work area; • supervise/manage the operation of a work area and monitor work outcomes; • supervise on occasions other specialised staff; • supervise/manage the operation of a discrete element which is part of a larger organisation; • provide consultancy services for a range of activities
Level 7	<p>Some or all of the following are needed to perform work at this level:</p> <p>Skills, knowledge, experience, qualification and/or training:</p>	<p>Level 7 employees will operate under limited direction and exercise managerial responsibility for various functions within a section and/or organisation or operate as a specialist, a member of a specialised professional team or independently.</p>	<ul style="list-style-type: none"> • General features at this level require employees 'involvement in establishing operational procedures which impact on activities undertaken and outcomes achieved by the organisation and/or activities undertaken by sections of the

Classification	Criteria	Supervision	Indicative Duties
	<p>(i) comprehensive knowledge of policies and procedures;</p> <p>(ii) application of a high level of discipline knowledge;</p> <p>(iii) qualifications are generally beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience;</p> <p>(iv) lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard; or</p> <p>(v) a combination of experience, expertise and</p>		<p>community served by the organisation.</p> <ul style="list-style-type: none"> • Employees are involved in the formation/establishment of programs, the procedures and work practices within the organisation and will be required to provide assistance to other employees and/or sections. • Positions at this level will demand responsibility for decision-making and the provision of expert advice to other areas of the organisation. Employees would be expected to undertake the control and co-ordination of the organisation and major work initiatives. Employees require a good understanding of the long term goals of the organisation. • In addition, positions at this level may be identified by the level of responsibility for decision-making, the exercise of judgment and delegated authority and the provision of expert advice.

Classification	Criteria	Supervision	Indicative Duties
	<p>competence sufficient to perform the duties required at this level.</p>		<ul style="list-style-type: none"> • The management of staff is normally a feature at this level. Employees are required to set outcomes in relation to the organisation and may be required to negotiate matters on behalf of the organisation. <p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> • undertake senior managerial or specialised functions under a wide range of conditions to achieve results in line with divisional/corporate goals; • exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single discipline or multi-discipline operation; • develop work practices and procedures for various projects; • establish work area outcomes;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • prepare budget submissions for senior officers and/or the organisation; • develop and implement significant operational procedures; • review operations to determine their effectiveness; • develop appropriate methodology and apply proven techniques in providing specialised services; • where prime responsibility lies in a professional field an officer at this level: • controls and co-ordinates projects/programs within an organisation in accordance with corporate goals; • provides a consultancy service to a wide range of clients; • functions may involve complex professional problem solving • provides advice on policy method and contributes to its development.

Classification	Criteria	Supervision	Indicative Duties
Level 8	<p>Some or all of the following are needed to perform work at this level:</p> <p>Skills, knowledge, experience, qualification and/or training:</p> <p>(i) detailed knowledge of policy, programs, guidelines, procedures and practices of the organisation and external bodies;</p> <p>(ii) detailed knowledge of statutory requirements.</p> <p>Prerequisites:</p> <p>(i) qualifications are generally beyond those normally acquired through a degree course and experience in the field of specialist expertise;</p> <p>(ii) substantial post graduate experience;</p>	<p>Level 8 employees will be subject to broad direction from management/the employer and will exercise managerial responsibility for a function. In addition, employees may operate as a senior specialist providing multi-functional advice to other professional employees, the employer, Committee or Board of Management.</p>	<p>Level 8 employee is a specialist manager and/or subject matter expert, subject to broad direction from senior officers. They may operate as a senior specialist providing multi-functional advice to either various departments or directly to the organisation.</p> <ul style="list-style-type: none"> • General features of this level require the employee's involvement in the initiation and formulation of extensive projects or programs which impact on the organisation's goals and objectives. Employees are involved in the identification of current and future options and the development of strategies to achieve desired outcomes. • Additional features include providing financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation and/or about external organisations such as government policy. • In addition, employees will be required to develop and implement

Classification	Criteria	Supervision	Indicative Duties
	<p>(iii) lesser formal qualifications and the acquisition of considerable skills and extensive and diverse experience relative to an equivalent standard; or</p> <p>(iv) attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties of the position.</p>		<p>techniques, work practices and procedures in all facets of the work area.</p> <ul style="list-style-type: none"> • Employees at this level require a high level of proficiency in the application of theoretical approaches in the search of optimal solutions to new problems and opportunities which may be outside of the original field of specialisation. • Positions at this level will demand responsibility for decision-making within the constraints of organisational policy and require the employees to provide advice and support to all facets of the organisation. Employees will have significant impact upon policies and programs and will be required to provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs. • Positions at this level may be identified by the significant independence of

Classification	Criteria	Supervision	Indicative Duties
			<p>action within the constraints of organisational policy.</p> <p>A position at this level may include some of or similar responsibilities to:</p> <ul style="list-style-type: none"> • undertake work of significant scope and complexity. A major portion of the work requires initiative; • undertake duties of innovative, novel and/or critical nature with little or no professional direction; • undertake functions across a range of administrative, specialist or operational areas which include specific programs or activities, management of services delivery and the provision of high level advice; • provide authoritative specialist advice on policy matters and contribute to the development and review of policies, both internal and external; • manage extensive programs or projects in accordance with organisational goals. This may require the development, implementation and evaluation of those goals;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • administer complex policy and program matters; • may offer consultancy service; • evaluate and develop/revise methodology techniques with the organisation. The application of high level analytical skills in the attainment and satisfying of organisational objectives; • where the prime responsibility is in a specialised field, employees at this level would undertake at least some of the following: <ul style="list-style-type: none"> • contribute to the development of operational policy; • assess and review the standards of work of other specialised personnel/external consultants; • initiate and formulate organisational programs; • implement organisational objectives within corporate goals; • develop and recommend ongoing plans and programs

Appendix B. Administration Services Employees

1 Coverage

- 1.1 The terms set out in this Appendix apply to Administration Services Employees and take precedence over PART A through to PART I and Appendix D of this Agreement to the extent of any inconsistency.

2 Ordinary Hours

- 2.1 Ordinary Hours for a Administration Services Employee will be worked between 6:00 am and 8:00 pm, Monday to Sunday.
- 2.2 The Ordinary Hours of work for a Full-Time Administration Services Employee will be 38 hours per week or an average of 38 hours per week.

3 Pay Rates

Position	Pay Classification	Hourly Rate (\$)
Administration Level 1	OP1.1	27.50
	OP1.2	27.96
	OP1.3	28.47
Administration Level 2	OP2.1	31.00
	OP2.2	32.00
	OP2.3	32.96
Administration Level 3	OP3.1	34.54
	OP3.2	36.03
	OP3.3	37.50
	OP3.4	38.81
Administration Level 4	OP4.1	40.04
	OP4.2	40.70
	OP4.3	41.51
Administration Level 5	OP5.1	42.12
	OP5.2	43.50
	OP5.3	46.18
	OP5.4	49.26
Manager Administration Level 6	OP6.1	50.74
	OP6.2	52.69
	OP6.3	54.20

Position	Pay Classification	Hourly Rate (\$)
	OP6.4	55.68
Senior Manager Administration Level 7	OP7.1	58.65
	OP7.2	60.03
	OP7.3	62.09
Specialist Manager Administration Level 8	OP8.1	64.69
	OP8.2	67.27
	OP8.3	69.97

4 Pay Progression

- 4.1 An Administration Services Employees will progress to the next highest pay point within their classification level after 12 months continuous service at a pay point, or 24 months if the Employee's Ordinary Hours are less than 19 hours per week, unless Communities at Work determines the Employee has not:
- (a) demonstrated competency and satisfactory performance at the existing level; or
 - (b) acquired and satisfactorily used new or enhanced skills within the ambit of the classification, if required by Communities at Work.
- 4.2 Progression to a higher position or classification level will only occur by way of promotion or reclassification.

5 Administration Services Employees Classifications

Classification	Criteria	Supervision	Indicative Duties
Level 1	<p>Some or all of the following are needed to perform work at this level:</p> <p>(a) Skills, knowledge, experience, qualifications and/or training:</p> <p>(i) developing knowledge of the workplace function and operation;</p> <p>(ii) basic knowledge of administrative practices and procedures relevant to the workplace;</p> <p>(iii) a developing knowledge of work practices and policies of the relevant work area;</p> <p>(iv) basic numeracy, written and verbal</p>	<p>Initially work is performed under close direction using established practices, procedures and instructions.</p>	<ul style="list-style-type: none"> • reception or switchboard duties including: <ul style="list-style-type: none"> ○ directing telephone callers to appropriate staff; ○ issuing and receiving standard forms; ○ relaying internal information; ○ greeting visitors; • maintaining basic records; • filing, collating and copying documents; • handling or distributing mail including messenger service; • dealing with accounts, invoices, orders and store requisitions through recording, matching, checking and batching

Classification	Criteria	Supervision	Indicative Duties
	<p>communication skills relevant to the work area;</p> <p>(v) at this level employers are required to offer substantial on-the-job training.</p>		
Level 2	<p>Some or all of the following are needed to perform work at this level:</p> <p>(a) Skills, knowledge, experience, qualifications and/or training:</p> <p>(i) knowledge of the workplace function and operation;</p> <p>(ii) knowledge of administrative practices and procedures relevant to the workplace;</p> <p>(iii) intermediate numeracy, written and verbal communication</p>	<p>Employees at this level have had sufficient experience or training to enable them to carry out their assigned duties under general direction and within established guidelines.</p> <p>The work of employees at this level may be subject to final checking and, as required, progress checking.</p>	<ul style="list-style-type: none"> • reception or switchboard duties set out in Level 1 and, in addition, responding to enquiries, as appropriate, consistent with their knowledge of the organisation's operations and services or where presentation, or the use of interpersonal skills, is a key aspect of the position; • operation of business equipment including computerised radio or telephone equipment, computers, printing devices, dictaphone equipment and typewriters; • word processing, such as the use of a word processing software package to create, format, edit, correct, print and save text documents such as

Classification	Criteria	Supervision	Indicative Duties
	<p>skills relevant to the work area;</p> <p>(iv) knowledge of work practices and policies of the relevant work area;</p>		<p>standard correspondence and business documents;</p> <ul style="list-style-type: none"> • copy typing and audio typing; • maintenance of records or journals (or both) including initial processing and recording relating to the following: <ul style="list-style-type: none"> ○ reconciliation of accounts to balance; and ○ incoming or outgoing cheques; and ○ invoices; and ○ debit or credit items; and ○ payroll data; and ○ petty cash systems; and ○ letters; • computer applications, including using a software package which may include one or more of the following functions: <ul style="list-style-type: none"> • create new files and records; • spreadsheet or worksheet; • graphics; • accounting or payroll file;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • following standard procedures and using existing models or fields of information; • arrange routine travel bookings and itineraries or make appointments; • provide general advice and information on the organisation's products and services such as at the front counter or by telephone.
Level 3	<p>Level 3 duties typically require a skill level which assumes and requires knowledge or training in clerical/administrative, or technical functions equivalent to:</p> <ul style="list-style-type: none"> • completion of a trades certificate or Certificate III; • completion of Year 12 or a Certificate II, with relevant work experience; or 	<p>Employees at this level require only general guidance or direction and there is scope for the exercise of limited initiative, discretion and judgment in carrying out their assigned duties</p>	<p>Employees at this level may be required to give assistance or guidance (including guidance in relation to quality of work and which may require some allocation of duties) to employees in Levels 1 and 2 and should be able to train such employees by means of personal instruction and demonstration.</p> <p>Duties and skills may include:</p> <ul style="list-style-type: none"> • preparing cash payment summaries, banking reports and bank statements; calculating and maintaining wage and salary records; following credit referral procedures; applying purchasing and inventory control

Classification	Criteria	Supervision	Indicative Duties
	<ul style="list-style-type: none"> • an equivalent combination of relevant experience and/or education/training. 		<ul style="list-style-type: none"> requirements; and posting journals to ledger; • providing specialised advice and information on the organisation's products and services; • responding to clients, the public or suppliers' problems within own functional area utilising a high degree of interpersonal skills; • applying computer software in order to: <ul style="list-style-type: none"> • create new files and records; • maintain computer based records management systems; • identify and extract information from internal and external sources; or • use advanced word processing or keyboard functions; • arranging travel bookings and itineraries, making appointments, screening telephone calls, responding to invitations, organising internal meetings, establishing and maintaining reference lists or personal contact systems;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • applying specialist terminology and processes in professional offices.
Level 4		<p>Employees at this level require only limited guidance or direction and would normally report to more senior staff as required.</p>	<p>A principal feature, but not a requirement, of this level is supervision of employees in lower levels in terms of responsibility for the allocation of duties, co-ordination of work flow, checking of progress, quality of work and resolving problems.</p> <p>Employees at this level are able to train employees in Levels 1-3 by personal instruction and demonstration.</p> <p>Duties and skills may include:</p> <ul style="list-style-type: none"> • secretarial and executive support services including: <ul style="list-style-type: none"> ○ maintaining executive diary; and ○ attending executive and organisational meetings and taking minutes; and ○ establishing and maintaining current working and personal filing systems for executive; and

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> ○ answering executive correspondence from oral or handwritten instructions; • ability to prepare financial or tax schedules, calculate costings, wage or salary requirements; complete personnel or payroll data for authorisation; reconcile accounts to balance; • advising or providing information on one or more of the following: <ul style="list-style-type: none"> ○ employment conditions; ○ workers compensation procedures and regulations; ○ superannuation entitlements, procedures and regulations; • applying one or more computer software packages to: <ul style="list-style-type: none"> • create new files and records; or • maintain computer-based management systems; or • identify and extract information from internal and external sources; or • use advanced word processing/keyboard functions.

Classification	Criteria	Supervision	Indicative Duties
Level 5	<p>Employees at this level will typically have worked or studied in a relevant field and will have achieved a standard of relevant or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, with the relevant field or fields of their expertise.</p> <p>Employees at this level may possess relevant post-secondary qualifications. However, this is not essential.</p>	<p>Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.</p>	<p>Employees at this level are responsible for their own work and may have delegated responsibility for the work under their control or supervision including scheduling workloads, resolving operations problems, monitoring the quality of work produced and counselling staff for performance and work related matters:</p> <p>Employees at this level would also be able to:</p> <ul style="list-style-type: none"> • train and supervise employees in lower levels by means of personal instruction and demonstration; and • assist in the delivery of training courses. • Employees at this level would often exercise initiative, discretion and judgment in the performance of their duties. <p>Duties and skills at this level may include:</p> <ul style="list-style-type: none"> • Application of knowledge of organisation's objectives, performance, projected areas of

Classification	Criteria	Supervision	Indicative Duties
			<p>growth, product trends and general industry conditions;</p> <ul style="list-style-type: none"> • application of computer software packages including the integration of complex word processing and desktop publishing, text and data documents; • providing reports for management in any or all of the following areas: <ul style="list-style-type: none"> • accounts and finances; and • staffing; and • legislative requirements; and • other company activities; • administering individual executive salary packages, travel expenses, allowances and company transport; administering salary and payroll requirements of the organisation.
Level 6	Employees at this level will typically have worked or studied in a relevant field and will have achieved a standard of relevant or specialist knowledge and	Level 6 employees will work under limited direction and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. Influence operational	<ul style="list-style-type: none"> • Supervise and manage the operation of a work area and monitor outcomes. Be responsible for the delivery of outcomes. Provide advice and assistance to other employees.

Classification	Criteria	Supervision	Indicative Duties
	<p>experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, with the relevant field or fields of their expertise.</p> <p>Employees at this level may possess relevant post-secondary qualifications. However, this is not essential.</p>	<p>activities through the involvement of establishing operational procedures.</p>	<ul style="list-style-type: none"> • Undertake significant projects and/or functions involving the use of analytical skills. Negotiate on matters of significance within the organisation and with other bodies/members of the public. Control and coordinate a work area of larger organisation within budgetary constraints. <p>Duties and skills at this level may include:</p> <ul style="list-style-type: none"> • provide a consultancy service for a range of activities or within a specialised field; • provide expert advice and assistance relevant to a work area; • control and coordinate projects; • provide advice on matters of complexity within the work area and/or specialised area; • conduct quality assurance and quality control on products and process; • manage contract and service agreements and ensure compliance; • provide advice on compliance with specifications or standards;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • provide expert advice and interpretation within technical or professional area, including preparing relevant strategic advice where appropriate; • participate in and/or provide professional supervision including review of professional practice where required; • contribute to the establishment and implementation of new services and systems within Communities at Work; and • manage projects of a technical and specialised nature.
Level 7	Employees at this level will typically have worked or studied in a relevant field and will have achieved a high standard of relevant or specialist knowledge and experience sufficient to enable them to advise on a range of activities	Level 7 employees will work under limited direction and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. Influence operational activities through the involvement of establishing operational procedures.	<ul style="list-style-type: none"> • Supervision and senior management of the operation of a work area and monitor outcomes. Prepare or assist in the preparation of section budgets and be responsible for the delivery of outcomes. Provide advice and assistance to other employees. Responsible for decision-making and the provision of expert advice.

Classification	Criteria	Supervision	Indicative Duties
	<p>and features and contribute, as required, to the determination of objectives, with the relevant field or fields of their expertise.</p> <p>Employees at this level may possess relevant post-secondary qualifications.</p>		<ul style="list-style-type: none"> • Undertake significant projects and/or functions involving the use of analytical skills. Negotiate on matters of significance within the organisation and with other bodies/members of the public. Control and coordinate a work area of larger organisation within budgetary constraints. Review operations to determine their effectiveness. <p>Duties and skills at this level may include:</p> <ul style="list-style-type: none"> • develop appropriate methodology and apply proven techniques in providing specialised services; • provide a consultancy service to a wide range of clients; • complex professional problem solving; • provide advice on policy method and contribute to its development; • where prime responsibility lies in a professional field an officer at this level may control and co-ordinate projects/programs within an

Classification	Criteria	Supervision	Indicative Duties
			<p>organisation in accordance with corporate goals;</p> <ul style="list-style-type: none"> • develop and ensure delivery of specialist services to customers; • promote a customer focused culture within work area; • provide expert program, service, or policy interpretation to ensure a high level of customer service; • maintain expert knowledge in relevant areas and provide advice and technical expertise to guide project and program activities; • provide significant and detailed advice on regulatory issues; • provide high level specialist technical/professional advice on specific issues; • supervise and manage a professional work unit and provide expert advice and assistance to team members performing technical or professional work; and • undertake more complex research in area of specialisation.

Classification	Criteria	Supervision	Indicative Duties
Level 8	Employees at this level will possess relevant post-secondary qualifications in their relevant specialist field.	<p>Level 8 employees will work under broad direction from senior executives and exercise specialist skills and subject matter expertise in relevant activity or strategy.</p> <p>Employees may operate as a senior specialist providing multi-functional advice to either various departments or directly to the organisation.</p>	<ul style="list-style-type: none"> • Positions at this level may be identified by the significant independence of action within the constraints of organisational policy. Responsible for decision-making within the constraints of organisational policy and will provide advice and support to all facets of the organisation. Employees have significant impact upon policies and programs and are required to provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs. • Employees are involved in the identification of current and future options and the development of strategies to achieve desired outcomes. Provide financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation and/or about external organisations such as government policy. Develop and implement techniques, work

Classification	Criteria	Supervision	Indicative Duties
			<p>practices and procedures in all facets of the work area.</p> <p>Duties and skills at this level may include:</p> <ul style="list-style-type: none"> • Assess and review the standards of work of other specialised personnel/external consultants; • implement organisational objectives within corporate goals; • undertake functions across a range of administrative, specialist or operational areas which include specific programs or activities, management of services delivery and the provision of high-level advice; • provide authoritative specialist advice on policy matters and contribute to the development and review of policies; • where the prime responsibility is in a specialised field, employees at this level would undertake at least some of the following: initiate and formulate organisational programs; and develop and recommend ongoing plans and programs;

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • lead, promote and implement cultural change and a customer focused culture within a work area and Communities at Work; • research, plan, implement, monitor, and evaluate project or program initiatives within a section or specialist area; • develop policies and strategies aimed at achieving broad Communities at Work objectives; • oversee a professional work unit performing specialist, professional work, including the provision of specialist professional supervision where applicable; and • oversee and prepare high level technical/professional reports, including journal articles and other professional publications.

Appendix C. Registered Training Organisation Employees

1 Coverage

- 1.1 The terms set out in this Appendix apply to Registered Training Organisation Employees and take precedence over PART A through to PART I and Appendix D of this Agreement to the extent of any inconsistency.

2 Ordinary Hours

- 2.1 Ordinary Hours for Registered Training Organisation Employees who are not classified as Tutors/Instructors, will be worked between 6:00am and 8:00pm Monday to Friday.
- 2.2 Ordinary Hours for Registered Training Organisation Employees classified as Tutors/Instructors (**RTO Trainers**), will be worked between 7:00am and 7:00pm Monday to Friday, and between 7:00am and 12:30pm on Saturday.
- 2.3 The Ordinary Hours of work for a Full-Time Registered Training Organisation Employee will be 38 hours per week or an average of 38 hours per week.

3 Pay Rates

RTO Management and RTO Administration

Position	Pay Classification	Hourly Rate (\$)
RTO Administrator Level 1	RG1.1	27.50
	RG1.2	27.96
	RG1.3	28.47
RTO Administrator Level 2	RG2.1	31.00
	RG2.2	32.00
	RG2.3	32.96
RTO Administrator Level 3	RG3.1	34.54
	RG3.2	36.03
	RG3.3	37.50
RTO Administrator Level 4	RG4.1	40.04
	RG4.2	40.70
	RG4.3	41.51

Position	Pay Classification	Hourly Rate (\$)
RTO Senior Administrator/Team Leader Level 5	RG5.1	42.12
	RG5.2	43.50
	RG5.3	46.18
RTO Manager Level 6	RG6.1	50.74
	RG6.2	52.69
	RG6.3	54.20
RTO Senior Manager Level 7	RG7.1	58.65
	RG7.2	60.03
	RG7.3	62.09
RTO Specialist Manager Level 8	RG8.1	64.69
	RG8.2	67.27
	RG8.3	69.97

RTO Trainers

Position	Pay Classification	Hourly Rate (\$)
RTO Trainer Level 1	RT1.0	\$39.68
RTO Trainer Level 2	RT2.0	\$40.21
RTO Trainer Level 3	RT3.0	\$41.00
RTO Trainer Level 4	RT4.0	\$41.81
RTO Trainer Level 5	RT5.0	\$43.50
RTO Trainer Level 6	RT6.0	\$44.63
RTO Trainer Level 7	RT7.0	\$45.65

3.1 The above tables do not apply to Casual Tutors.

4 Casual Tutors

4.1 The Base Rate of Pay for Casual Tutors is as follows:

Position	Pay Classification	Hourly Rate (\$)*	Daily Rate (\$)*
Casual RTO Trainer Level 1	RC1.0	\$55.90	\$279.52
Casual RTO Trainer Level 2	RC2.0	\$56.65	\$283.25
Casual RTO Trainer Level 3	RC3.0	\$57.77	\$288.85
Casual RTO Trainer Level 4	RC4.0	\$58.90	\$294.50

Position	Pay Classification	Hourly Rate (\$)*	Daily Rate (\$)*
Casual RTO Trainer Level 5	RC5.0	\$61.28	\$306.41
Casual RTO Trainer Level 6	RC6.0	\$62.87	\$314.35
Casual RTO Trainer Level 7	RC7.0	\$64.32	\$321.58

*Note casual loading is included in the above rates.

- 4.2 A Casual Tutor will be paid:
- (a) the Hourly Rate in the table above for each hour worked (excluding timetabled breaks of no more than 15 minutes and timetabled lunch breaks) where the engagement is for less than 5 hours; or
 - (b) the Daily Rate in the table above where the engagement is for more than 5 hours,
- with no penalty rates applying.
- 4.3 Where a Casual Tutor works overtime in accordance with clause 24.1 they will be paid the rates set out in clause 24.2.
- 4.4 For the purpose of pay progression, 800 hours of face-to-face teaching is equivalent to one year of full-time experience for a Casual Tutor.

5 Pay Progression

- 5.1 A Registered Training Organisation Employee, excluding RTO Trainers, will progress to:
- (a) the next highest pay point within their classification level after 12 months continuous service at a pay point, or 24 months if the Employee's Ordinary Hours are less than 19 hours per week, unless Communities at Work determines the Employee's performance against the relevant classification descriptors has not been satisfactory over the preceding 12 months; and
 - (b) a higher classification only by way of promotion or reclassification.
- 5.2 RTO Trainers will progress to the next level after 12 months continuous service at a pay point, or 24 months if the Employee's Ordinary Hours are less than 19 hours per week, unless Communities at Work determines the Employee has not:
- (a) performed the current pay classification level for a minimum of 12 months;
 - (b) obtained the relevant minimum qualification (if any); and

- (c) received a satisfactory annual performance review for the previous 12 month period; and
- (d) is eligible to progress in accordance with the applicable classification descriptions set out in clause 6 of this Appendix.

6 Registered Training Organisation Employees Classifications

7 RTO Administration

Classification	Criteria	Supervision	Indicative Duties
Level 1	<p>A Level 1 RTO Administration Employee at the base of this level would not be required to have formal qualifications or work experience upon engagement.</p> <p>Employees advancing through this level may typically perform duties which require a skill level which assumes and requires:</p> <ul style="list-style-type: none"> • knowledge, training or experience relevant to the duties to be performed. • completion of Year 12 without work experience. 	Initially work is performed under close direction using established practices, procedures and instructions.	<ul style="list-style-type: none"> • A Level 1 RTO Administration Employee is required to perform a range of manual duties. • In administrative positions, perform routine clerical and office functions which may include duties involving the inward and outward movement of mail, keeping, copying, maintaining and retrieving records, straightforward data entry and retrieval.

Classification	Criteria	Supervision	Indicative Duties
	<ul style="list-style-type: none"> • completion of Certificates I or II with work related experience; or • an equivalent combination of experience and training. 		
Level 2	<p>A Level 2 RTO Administration Employee's duties typically require a skill level which assumes and requires knowledge or training in clerical/administrative, trades or technical functions equivalent to:</p> <ul style="list-style-type: none"> (i) completion of a trades certificate or Certificate III; (ii) completion of Year 12 or a Certificate II with relevant work experience; or (iii) an equivalent combination of relevant 	<p>Employees at this level have had sufficient experience or training to enable them to carry out their assigned duties under general direction and within established guidelines.</p> <p>The work of employees at this level may be subject to final checking and, as required, progress checking.</p>	<p>Level 2 RTO Administration Employees are required to perform a range of administrative support tasks including:</p> <ul style="list-style-type: none"> • standard use of a range of desktop based programs, e.g. word processing, established spreadsheet or database applications, and management information systems (e.g. financial, student or human resource systems). This may include store and retrieve documents, key and lay out correspondence and reports, merge, move and copy, use of columns, tables and basic graphics; • to provide general administrative support to other employees including setting up meetings, answering straightforward inquiries and directing

Classification	Criteria	Supervision	Indicative Duties
	<p>experience and/or education/training.</p> <p>(b) Persons advancing through this level may typically perform duties which require further on-the-job training or knowledge and training equivalent to progress toward completion of a Certificate IV or Diploma.</p>		<p>others to the appropriate personnel; and</p> <ul style="list-style-type: none"> • to process accounts for payment.
Level 3	<p>A Level 3 RTO Administration Employee's duties typically require a skill level which assumes and requires knowledge or training equivalent to:</p> <p>(a) completion of a diploma level qualification with relevant work related experience;</p> <p>(b) completion of a Certificate IV with relevant work experience;</p>	<p>Employees at this level require only general guidance or direction and there is scope for the exercise of limited initiative, discretion and judgment in carrying out their assigned duties</p>	<p>A Level 3 RTO Administration Employee:</p> <ul style="list-style-type: none"> • may use a full range of desktop based programs, including word processing packages, mathematical formulae and symbols, manipulation of text and layout in desktop publishing and/or web software and management information systems; • plan and set up spreadsheets or database applications; • be responsible for providing a full range of secretarial services;

Classification	Criteria	Supervision	Indicative Duties
	<p>(c) completion of a post-trades certificate and extensive relevant experience and on-the-job training;</p> <p>(d) completion of a Certificate III with extensive relevant work experience; or</p> <p>(e) an equivalent combination of relevant experience and/or education/training.</p>		<ul style="list-style-type: none"> • may be responsible for accounting transactions and the production of reports; • provide advice to students on enrolment procedures and requirements; and/or • administer enrolment and course progression records.
Level 4	<p>A Level 4 RTO Administration Employee's duties typically require a skill level which assumes and requires knowledge or training equivalent to:</p> <p>(a) completion of a degree without subsequent relevant work experience;</p>	<p>Employees at this level require only limited guidance or direction and would normally report to more senior staff as required.</p>	<p>A Level 4 RTO Administration Employee's responsibilities would typically include:</p> <ul style="list-style-type: none"> • responsible for the explanation and administration of an administrative function, e.g. student fees or HECS advice, records, determinations and payments, a centralised enrolment function, the organisation and administration of exams at a small campus;

Classification	Criteria	Supervision	Indicative Duties
	<p>(b) completion of an advanced diploma qualification and at least one year's subsequent relevant work experience;</p> <p>(c) completion of a diploma qualification and at least 2 years' subsequent relevant work experience;</p> <p>(d) completion of a Certificate IV and extensive relevant work experience;</p> <p>(e) completion of a post-trade certificate and extensive (typically more than 2 years) relevant experience as a technician; or</p> <p>(f) an equivalent combination of relevant experience and/or education/training.</p>		<ul style="list-style-type: none"> • provide reports to management in account/financial, staffing, legislative requirements and other institutional activities.

Classification	Criteria	Supervision	Indicative Duties
Level 5	<p>Level 5 duties typically require a skill level which assumes and requires knowledge or training equivalent to:</p> <p>(a) a degree with subsequent relevant experience;</p> <p>(b) extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or</p> <p>(c) an equivalent combination of relevant experience and/or education/training.</p>	<p>Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.</p>	<p>A Level 5 RTO Administration Employee's responsibilities would typically include:</p> <ul style="list-style-type: none"> • provide financial, policy and planning advice; • service a range of administrative and academic committees, including preparation of agendas, papers, minutes and correspondence; and/or • monitor expenditure against budget.

RTO Management

Classification	Criteria	Supervision	Indicative Duties
Level 6	<p><u>Minimum qualification of Certificate IV in Training</u></p>	<p>A Level 6 RTO Management Employee will work under limited direction and undertake a range of</p>	<ul style="list-style-type: none"> • Influence operational activities through the involvement of establishing operational procedures.

Classification	Criteria	Supervision	Indicative Duties
	and Assessment (TAA40104) or equivalent.	functions for which operational policies, practices and guidelines may need to be developed	<ul style="list-style-type: none"> • Supervise and manage the operation of a work area and monitor outcomes. • Prepare or assist in the preparation of section budgets and be responsible for the delivery of outcomes. • Provide advice and assistance to other employees; • Undertake significant projects and/or functions involving the use of analytical skills. • Negotiate on matters of significance within the organisation and with other bodies/members of the public. • Control and coordinate a work area of larger organisation within budgetary constraints. <p>The key responsibilities of a Level 6 RTO Management Employee are:</p> <ul style="list-style-type: none"> • Working with the RTO Senior Manager to coordinate and manage the RTO's training and assessment requirements • Supporting trainers to ensure quality delivery in line with organisational expectations.

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • Recruiting and inducting trainer/assessors ensuring workforce capacity to meet RTO demands. • Ensuring students are supported in their learning and acquire an outstanding experience. • Working with the Senior Manager RTO to develop, contextualise, and implement course materials and assessment tools • Developing and approving marketing materials • Supporting RTO Administrative processes and requirements • Coordinating internal audits, validation, and quality compliance matters • Updating relevant stakeholders in key changes, regulatory and funding requirements • Maintaining trainer/assessor currency registers and PD plans • Maintaining and implementing continuous improvement

Classification	Criteria	Supervision	Indicative Duties
Level 7	<p><u>Minimum qualification of Certificate IV in Training and Assessment (TAA40104) or equivalent.</u></p>	<p>Level 7 employees will work under limited direction and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. Influence operational activities through the involvement of establishing operational procedures.</p>	<p>A Level 7 RTO Management Employee is a Senior Manager who will work under limited direction and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. Influence operational activities through the involvement of establishing operational procedures.</p> <p>Level 7 RTO Management Employees in general will:</p> <ul style="list-style-type: none"> • Supervise and manage the operation of a work area and monitor outcomes. • Prepare or assist in the preparation of section budgets and be responsible for the delivery of outcomes. • Provide advice and assistance to other employees. • Be responsible for decision-making and the provision of expert advice. • Undertake significant projects and/or functions involving the use of analytical skills. • Negotiate on matters of significance within the organisation and with other bodies/members of the public.

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • Control and coordinate a work area of larger organisation within budgetary constraints. • Review operations to determine their effectiveness. <p>The key responsibilities of a Level 7 RTO Management Employee are:</p> <ul style="list-style-type: none"> • Leading the RTO's training and assessment requirements • Working with the CEO in planning, coordinating, executing, and monitoring compliance activities (ASQA) • Supporting trainers to ensure quality delivery in line with organisational expectations. • Recruiting and inducting trainer/assessors ensuring workforce capacity to meet RTO demands. • Exploring and championing growth opportunities and strategies for the RTO • Ensuring students are supported in their learning and acquire an outstanding experience.

Classification	Criteria	Supervision	Indicative Duties
			<ul style="list-style-type: none"> • Developing, contextualising, and implementing course materials and assessment tools • Developing and approving marketing materials • Attend and contribute to Executive meetings representing the whole of organisation. • Supporting RTO Administrative processes and requirements • Coordinating internal audits, validation, and quality compliance matters • Updating relevant stakeholders in key changes, regulatory and funding requirements • Maintaining trainer/assessor currency registers and PD plans • Managing and expanding RTO scope of registration • Maintaining and implementing continuous improvement
Level 8	<u>Minimum qualification of Certificate IV in Training</u>	Level 8 employees will work under broad direction from senior executives and exercise specialist	A Level 8 RTO Management Employee may be identified by the significant

Classification	Criteria	Supervision	Indicative Duties
	<p>and Assessment (TAA40104) or equivalent.</p> <p>Employees at this level will possess relevant post-secondary qualifications in their relevant specialist field.</p>	<p>skills and subject matter expertise in relevant activity or strategy.</p> <p>Employees may operate as a senior specialist providing multi-functional advice to either various departments or directly to the organisation.</p>	<p>independence of action within the constraints of organisational policy.</p> <p>Level 8 RTO Management Employees are responsible for decision-making within the constraints of organisational policy and will provide advice and support to all facets of the organisation.</p> <p>Level 8 RTO Management Employees have significant impact upon policies and programs and are required to exercise initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs.</p> <p>Level 8 RTO Management Employees are responsible for:</p> <ul style="list-style-type: none"> • Identification of current and future options and the development of strategies to achieve desired outcomes. • Providing financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation

Classification	Criteria	Supervision	Indicative Duties
			<p>and/or about external organisations such as government policy.</p> <ul style="list-style-type: none"> • Develop and implement techniques, work practices and procedures in all facets of the work area. • Assess and review the standards of work of other specialised personnel/external consultants. • implement organisational objectives within corporate goals. • undertake functions across a range of administrative, specialist or operational areas which include specific programs or activities, management of services delivery and the provision of high-level advice. • provide authoritative specialist advice on policy matters and contribute to the development and review of policies. • where the prime responsibility is in a specialised field, employees at this level would undertake at least some of the following: initiate and formulate organisational programs; and

Classification	Criteria	Supervision	Indicative Duties
			<p>develop and recommend ongoing plans and programs.</p> <ul style="list-style-type: none"> • lead, promote and implement cultural change and a customer focused culture within a work area and Communities at Work. • research, plan, implement, monitor, and evaluate project or program initiatives within a section or specialist area. • develop policies and strategies aimed at achieving broad Communities at Work objectives. • oversee a professional work unit performing specialist, professional work, including the provision of specialist professional supervision where applicable. • oversee and prepare high level technical/professional reports, including journal articles and other professional publications.

8 RTO Trainers (Tutor/Instructors)

Classification	Criteria	Supervision	Indicative Duties
Level 1 – 3	<p><u>No minimum qualification.</u></p> <p>Level 1 RTO Trainer is a person with appropriate subject knowledge and skills as determined by the employer.</p> <p>A RTO Trainer Level 1 will commence at Level 1 and may progress to a maximum of Level 3 in accordance with clause 5.2 of this Appendix.</p> <p><u>If a Tutor/Instructor obtains the minimum qualification of Certificate IV in Training and Assessment (TAA40104) after commencement they may progress in accordance with clause 5.2 of this Appendix up to a maximum of Level 7.</u></p>	Initially work is performed under close direction using established practices, procedures and instructions.	<p>Responsibilities for all Tutors/Instructors are as follows, regardless of the level at which an Employee is engaged:</p> <ul style="list-style-type: none"> • Provide best practice training and assessment to students of the Registered Training Organisation • Ensure legislative requirements are completed, including finalising and marking assessments according to Communities at Work policy and procedures. • Maintain accurate and appropriate electronic records and complete day to day administration including enrolment and funding paperwork. • Ensure students have the required support to successfully complete their course of study or professional development. • Assist in developing and validating quality, contemporary training and assessment materials. • Commitment to continuous improvement and maintenance of

Classification	Criteria	Supervision	Indicative Duties
			<p>professional and vocational competency.</p> <ul style="list-style-type: none"> • Highly developed organisational and time management skills along with an eye for detail. • Computer literacy and proficiency in MS Office applications. • Excellent interpersonal skills.
Level 2 - 7	<p><u>Minimum qualification of Certificate IV in Training and Assessment (TAA40104) or equivalent.</u></p> <p>RTO Trainer Level 2 is a person with appropriate subject knowledge and skills as determined by the employer and who has the minimum qualification of Certificate IV in Training and Assessment (TAA40104) or equivalent. A trainer who holds such minimum qualification upon commencement with the employer will</p>		<ul style="list-style-type: none"> • Same as Levels 1 – 3

Classification	Criteria	Supervision	Indicative Duties
	commence at Level 2 and may progress to a maximum of Level 7 in accordance with clause 5.2 of this Appendix		

Appendix D. Definitions

Term	Definition
ACT Portable Scheme	Means the portable long service leave scheme established under the <i>Long Service Leave (Portable Schemes) Act 2009</i> (ACT).
Administration Employee	Means an Employee employed to work in the classifications contained in clause 5 of Appendix B.
Apprentice	Means a person employed by Communities at Work in accordance with clause 11.
Base Rate of Pay	Means an Employee's salary, or hourly rate of pay as applicable, without overtime, penalties, or other allowances.
Broken Shift	Means a shift worked by an Employee that includes one or more breaks (other than a meal break) and where the span of hours is not more than 12 hours.
Casual Employee	Means a person employed by Communities at Work in accordance with clause 10.1.
Chief Executive Officer	Means the person appointed as the Chief Executive Officer of Communities@Work, but excludes people temporarily acting in the role of Chief Executive Officer from time to time.
Code of Conduct	Means the Communities at Work Code of Conduct and other associated policies of Communities at Work from time to time.
Communities at Work	Means Communities@Work (ACN 125 799 859).
Community Services Employee	Means an Employee employed to work in the classifications contained in clause 5 of Appendix A.
Employee	Means an employee of Communities@Work who is covered by this Agreement as specified in clause 2.1 of this Agreement, and for the avoidance of doubt includes all Full Time Employees, Part Time Employees, Casual Employees, and Fixed Term Employees.
Fair Work Act	The Fair Work Act 2009 and the Fair Work (Transitional Provisions and Consequential Amendments) Act 2009, and their successors and any regulations associated with those Acts.

Fixed Term Employee	Means a person employed by Communities at Work in accordance with clause 9.
Full Time Employee	Means a person employed by Communities at Work in accordance with clause 7.
High Income Threshold	Has the same meaning as that term in the Fair Work Act.
Household	A group of two or more related or unrelated people who usually reside in the same dwelling, who regard themselves as a household and who make common provision for food or other essentials for living.
Immediate Family	Means an Employee's Partner and a child, grandchild, parent, grandparent or sibling of the Employee or their Partner.
Modern Award	Has the same meaning as in the Fair Work Act.
NES or National Employment Standards	Means the National Employment Standards as contained in clauses 59 to 131 of the Fair Work Act.
Ordinary Hours	Means the number of hours an Employee would usually work during a specific day, week or fortnight period (e.g. a Full Time Employee's ordinary hours of work may be an average of 38 hours per week) within the span of hours set out in the Appendix applicable to each Employee.
Parties	Means parties to this Agreement, and Party has a corresponding meaning.
Part Time Employee	Means a person employed by Communities at Work in accordance with clause 8.
Partner	The spouse (including a former spouse) of an Employee or a person who lives in a bona fide domestic relationship with the Employee and includes same sex relationships.
Probationary Period	Means a period of six months continuous service by the Employee from commencement of their employment with Communities at Work.
Registered Training Organisation Employee	Means an Employee employed to work in the classifications contained in clause 6 of Appendix Appendix C.
Remote Work	Has the meaning provided in clause 21.

Shiftworker	In relation to an Employee, for the purposes of the NES, has the same meaning as “shiftworker” is defined in the relevant Modern Award.
Tutor/Instructor	Means an Employee engaged in providing tutoring/instruction to students where the course is not accredited and where the employer may not require a teaching qualification and which is neither the work of an academic teacher nor a teacher.

SIGNATURE PAGE

Communities at Work (Community Services, RTO and Administration) Enterprise Agreement 2024 -2027

Signed for Communities at Work by

Michelle Colefax CEO (full name and position)

Address of signatory

245 Cowlishaw St Greenway ACT 2900

Signature:



Date:

23 / 05 / 20 24

In the presence of:

Suzy Jones, Director People (full name and position)
culture + wellness

Signature:



Date:

23 / 05 / 20 24

Employee bargaining representative 1

Felix Latham (full name of signatory)

Address of signatory

172 Dixon Drive, Holder, ACT, 2611

The basis on which the signatory is authorised to sign as a bargaining representative:

Chair, Employee Consultation Committee

Signature:



Date: 23 / 05 / 20 24

In the presence of:

Suzy JONES (full name and position)
Director People Culture + Wellness

Signature: [Handwritten Signature]

Date: 23 / 05 / 20 24

Employee bargaining representative 2

_____ (full name of signatory)

Address of signatory

The basis on which the signatory is authorised to sign as a bargaining representative:

Signature: _____

Date: _____ / _____ / 20 _____

In the presence of:

_____ (full name and position)

Signature: _____

Date: _____ / _____ / 20 _____

IN THE FAIR WORK COMMISSION

FWC Matter No.:
AG2024/1928

Applicant:
Communities@Work t/a Communities at Work


Section 185 – Application for approval of a single enterprise agreement

Undertaking – Section 190

I, Michelle Colefax, Chief Executive Officer, have the authority given to me by Communities@Work (ACN 125 799 859) ("Communities at Work") to give the following undertakings with respect to the Communities at Work (Community Services, RTO and Administration) Enterprise Agreement 2024 - 2027 ("the Agreement"):

1. Notwithstanding clause 24.1 of the Agreement, Community Services Employees will be deemed to have worked overtime where the Employee is directed by Communities at Work to work more than 38 hours per week.
2. Notwithstanding clause 4 of Appendix A and clause 5 of Appendix C of the Agreement, Community Services Employees or Registered Training Organisation Employees who work less than 19 hours per week will:
 - (a) be eligible for progression to the next highest pay point within their classification level after 12 months continuous employment at their current pay point if Communities at Work considers progression is appropriate on the basis that the Employee has acquired and satisfactorily used new or enhanced skills within the ambit of their classification and demonstrated competency and satisfactory performance at their existing level; and
 - (b) progress to the next highest pay point within their classification level after 24 months of continuous employment at their current pay point, unless Communities at Work determines the Employee has not:
 - (i) demonstrated competency and satisfactory performance at the existing level; or
 - (ii) acquired and satisfactorily used new or enhanced skills within the ambit of the classification, if required by Communities at Work.

These undertakings are provided on the basis of issues raised by the Fair Work Commission in the application before the Fair Work Commission.



Signature

1/7/2024

Date