

POLICY TITLE: EMPLOYEES - COMPLAINTS AGAINST

Policy No. 313

POLICY PURPOSE

To provide transparency and a professional approach regarding complaints made against employees.

POLICY STATEMENT

Council will have complaints procedures that apply the principles of natural justice but provide transparency and a professional approach and that these will be administered in accordance with procedures designated by Council.

Refer to HR Manual / Workplace Partnership Agreement for procedures that support this policy.

**ALICE SPRINGS
TOWN COUNCIL**

**ENTERPRISE
AGREEMENT
2012**

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PREAMBLE

Council acknowledges its obligation in respect to relevant government legislation including:

- *Fair Work Act*
- *Anti-Discrimination Act NT*
- *Long Service Leave Act NT*
- *Public Interest Disclosure Act NT*
- *Sex Discrimination Act*
- *Workplace Health and Safety Act NT*
- *Worker's Rehabilitation and Compensation Act NT*
- *Local Government Act NT*
- *Superannuation Guarantee (Administration) Act*

Council's ability to deliver an effective and quality service to the Alice Springs community depends upon the skills, energy and commitment of its employees.

Consequently, the Council must attract, develop and retain employees of the highest quality and provide a working environment that will enable employees to maximise their contribution to the achievement of the Council's vision, mission and core values.

Council recognises the importance of the contribution of the individual and the consequent obligation to provide a supportive and stimulating work environment for all its employees. Council also encourages all Council employees to respect themselves and others, and to take responsibility for their actions at work.

Council also recognises that the principle of consultation and employee involvement is an important element in the provision of an effective workplace.

Council recognises that organisational and employee excellence is best attained by training, development and educational activities which build upon individual employee's strengths. It also recognises that the responsibility for performance lies jointly with the individual staff member and the Council.

Council, through example of management, is committed to ensuring the health, safety and welfare of its employees, contractors and visitors, and working with employees toward the prevention and elimination of unsafe work and work practices.

PART A - OPERATION OF THIS AGREEMENT

A1 Title

This agreement shall be known as the Alice Springs Town Council Enterprise Agreement 2012 (The Agreement).

A2 Definitions

“**Agreement**” means the Alice Springs Town Council Enterprise Agreement 2012.

“**Fair Work Australia (FWA)**” is the national workplace relations tribunal.

“**Civic Centre employees**” refer to all Council employees employed as Municipal Officers except those based in the Library.

“**Commanding Officer**” means an officer in command of a military unit.

“**Contact Officer**” means an employee nominated by another employee and appointed by Council who provides information to others about harassment and Councils grievance procedures.

“**Council**” means The Alice Springs Town Council.

“**Employee**” means a person including a director employed by Council excluding Chief Executive Officer.

“**Family**” means person(s) who are related to and are part of the same household as the employees who may fit anyone of the categories as described in Clause F3.8 of this Agreement.

“**First Aid Officer**” means a suitably qualified employee appointed by Council who carries out first aid duties as per Council's position description.

“**Health and Safety Representative**” (HSR) means an employee elected as per Workplace Health and Safety Act and Regulations NT who is responsible for the coordination and promotion of safe and healthy work activities and ensuring that Council and its officers comply with prevailing OHS&W legislation and practices.

“**Indoor Employees**” means all Council employees employed as Municipal Officers.

“**Manager**” means any employee with the term manager in their position title.

“**Outdoor Employees**” means all Council employees employed as Municipal employees including ASTC cleaners.

“Redundancy” means a situation when a job performed by an employee ceases to exist or becomes surplus to organisational requirements.

“Support Person” means a person nominated by an employee to be present during a disciplinary meeting involving that employee
A support person may take an advisory but not adversarial role in the meeting.

“Standard day” for all full time employees is 7 hours 36 Minutes within the ordinary spread of hours.

“Supervisor” means anyone designated by Council to supervise an employee(s).

“TOIL” means time off in lieu which is time that is accumulated by employees working approved extra hours that have been approved in advance by their supervisors.

“Union” means the relevant Union or Unions as listed in Clause A4 of this Agreement.

“Warden” means an employee appointed by Council who carries out warden duties as per Council’s position description.

A3 Application

A3.1 This Agreement applies to the Council and all of its employees, except the Chief Executive Officer.

A3.2 An employee with employment conditions and allowances in excess of those in this agreement confirmed in writing prior to the commencement of this agreement will continue to enjoy such conditions and allowances until they resign or their employment is otherwise terminated.

A3.3 This agreement adopts the Model Flexibility Term referred to in section 202 of the *Fair Work Act 2009* (refer to Attachment D).

A4 Parties bound

The parties to this Agreement are:

- Council (ASTC)
- Australian Municipal, Administrative, Clerical and Services Union (ASU)
- United Voice
- Council employees

A5 Date and period of operation

This Agreement shall operate from the beginning of the first pay period to commence on or after 10 December 2012 following lodgement with the **FWA** for a term of three (3) years from this date.

A6 Salary increases

A6.1 The greater of a 3% increase in wages or \$40 per week will be given to all employees from the first pay period to commence on or after 10 December 2012.

A6.2 The greater of a 3% increase in wages or \$40 per week will be given to all employees from the first pay period to commence on or after 10 December 2013.

A6.3 The greater of a 3% increase in wages or \$40 per week will be given to all employees from the first pay period to commence on or after 10 December 2014.

A7 Consultative committee

A7.1 Council agrees to form a consultative committee to negotiate issues relevant to this agreement.

The consultative committee will comprise:

- a maximum of three members representing management of the Council, including at least one at Director level or above
- one representative and up to two workplace delegates from United Voice.
- one representative and up to two workplace delegates from the ASU
- one workplace representative from the Civic Centre
- one workplace representative from the Library
- one workplace representative from the Depot Parks and Gardens
- one workplace representative from the Depot Civil
- one workplace representative from the Waste Management Facility

A7.2 Workplace representatives need not be union members and should be chosen through a formal nomination and election process.

A7.3 Council will provide a project officer to ensure coordination and minuting of all meetings.

A7.4 The committee may reconvene at any time during the life of this agreement upon the request of any of the representatives, but not less than twice a year, to discuss any aspect of this agreement.

PART B – PERFORMANCE MANAGEMENT

B1 Performance appraisal system

Performance appraisal is an essential tool that is relevant at all levels of Council. It provides a means to build trust through open and regular discussions and improve organisational performance by linking individual, team and organisational objectives and outcomes. It also provides a means to define workplace expectations, recognise good performance and to manage performance issues, identify learning and development opportunities.

B1.1 All employees, engaged for longer than three (3) months, must participate in the performance appraisal system. Performance appraisals need to occur whilst employees are subject to a six (6) month qualifying period, and at least annually. Employees may also be subject to periodic reviews as determined by both the manager/supervisor and employee.

Managers/supervisors need to ensure that they complete performance appraisals for all employees under their supervision in a timely manner.

B1.2 The employee and supervisor will each have an opportunity to have input into the performance measures and outcomes and the appraisal conducted in consultation between supervisor and employee. The appraisal will consider:

- performance of duties against the position description
- barriers preventing the performance of duties
- identified training need for the next 12 months

B1.3 In any instance where an incremental advance is due to an employee, the supervisor must ensure that a performance review is undertaken at least one (1) month prior to the date the increment is due. Where this does not occur and it is established that the delay was not due to the actions of the employee, the employee will not be financially disadvantaged and will receive their annual increment on their due date.

B1.4 Against each of the aspects above, the employee and supervisor shall rate the employee's work performance in a manner consistent across Council.

B2 Performance counselling

Performance counselling is used to address performance issues relating to an employee. Its objective is to assist the employee through appropriate training, coaching and/or mentoring.

B2.1 Where a manager/supervisor has concerns relating to performance or the ability of the employee to conform with all requirements of their position description, the manager/supervisor will raise these concerns in an initial performance counselling session with the employee and, where appropriate, work with them to develop a performance improvement strategy against which progress will be monitored.

B2.2 At these meetings the following should be identified:

- areas where the employee has not demonstrated the required standard of performance or has not conformed with all requirements of their position description
- expected standards of performance or requirements of the position description
- strategies and support required to enable the employee to reach the required performance level, or conform with requirements of their position description including a time frame for improvement or conformance

B2.3 Should the performance management strategy be unsuccessful, action may be taken with the approval of the Chief Executive Officer (CEO). This action may take the form of:

- reduction in classification and salary
- transfer to another position / department
- termination of employment

B2.4 Should any of the actions as listed in B2.3 be foreshadowed, the procedures set out in section C2 may be invoked by the employee.

B2.5 Written notification of actions must be provided to the employee

B2.6 If the employee wishes to appeal an outcome of a counselling session, they must do so within seven (7) working days of the date of written notification of the outcome.

In appealing an outcome, the employee must provide a written submission to the CEO based on the grounds that it is considered to be harsh, unjust or unreasonable.

Within seven (7) working days of receiving the letter from the employee, the CEO will respond to the employee in writing with his or her decision.

B3 Training and study

B3.1 Council will provide training to enable employees to perform their work role to an acceptable standard.

However “relevant high cost” training may be offered and, if accepted, a return of service obligation may exist. The level of return of service obligation can vary for training and will be formally determined prior to the training and confirmed in writing.

B3.2 An employee who incurs work related expenses (including child care expenses) for training that they are directed to attend outside of ordinary working hours shall be entitled to reimbursement of the cost of those expenses that would have otherwise have prevented their attendance at that training. An employee’s work related expenses (including child care) must be approved by the manager/supervisor prior to training.

B3.3 An employee whose request for training or a development activity has not been approved may request a review by their Director or the CEO.

B3.4 The CEO may approve a request by an employee to undertake a course of study relevant to the employee’s position provided services can be satisfactorily maintained. Such approval may include:

- paid time off not exceeding five hours per week (including travel time) to attend lectures, examinations and practical training, or to study, during ordinary working hours (Note: Unused study leave may accrue during each twelve month period from the commencement of study but does not accrue during periods of academic recess).
- reimbursement of the cost of course fees and text books to a maximum of \$1200 per calendar year per employee

B3.5 Where an employee has left Council under one (1) year from payment of study assistance, Council has the right to recover costs on the basis of total costs divided by twelve (12) months (costs per month) multiplied by months remaining out of twelve (12) months, any unfinished employment month being rounded off as completed.

Council may deduct any training or study costs owed by an employee, from that employee’s termination payout.

An employee must agree in writing, at the time of application, to the Council’s right to recover any training or study costs owed by the employee.

If an employee's services have been terminated, Council may adopt the above formula for the reimbursement of any study assistance fees.

- B3.6 Where an employee has failed to complete or pass studies, for which they have received study assistance, Council has the right to recover costs on the basis of the percentage of study units not successfully completed.

PART C – GRIEVANCE AND DISCIPLINARY PROCESS

C1 Council code of conduct

All employees are subject to the Council Code of Conduct (see Attachment A) and they will be provided with access to the document on the Council Intranet. A hard copy of the Code will be kept in a prominent place at the Depot for perusal by all employees.

C2 Grievance dispute avoidance and settlement procedures

- C2.1 Without prejudice to either the Council or the employee, work shall continue normally except where a bona fide occupational health and safety issue is involved. In such a case, the employee will not be expected to work in an unsafe environment, but will undertake suitable alternative work until the issue is resolved.
- C2.2 The employee will discuss the matter with their supervisor, or if this action is not appropriate, a Contact Officer or HSR. Union members may contact their relevant union representative. If the matter is not resolved after discussion with the supervisor, the employee may request a meeting with the supervisor, the HR Manager and /or the relevant Director to attempt to resolve the issue.
- C2.3 It is the responsibility of Council and the employee to take timely, reasonable and genuine steps to prevent or settle the dispute by negotiation. Such steps will be documented.
- C2.4 If the matter is not resolved at this meeting, the employee or their representative may then approach the CEO in an attempt to resolve the matter. In the event the matter may still not be satisfactorily resolved the employee or, the employee's representative at the request of the employee, may refer the matter to the FWA for conciliation and, if necessary, arbitration.

C3 Disciplinary meetings

- C3.1 When a manager/supervisor has concerns relating to breaches of policy or the inappropriate behaviours of an employee a disciplinary meeting will be arranged to include:

- employee
- manager/ supervisor
- Human Resources (HR) department
- subject to availability, a relevant Union representative or employee support person (unless waived by the employee)

The employee will be provided with written notice at least twenty four (24) hours prior to the meeting .This notice will include the:

- meeting date
- meeting venue
- identification of the issues to be discussed

The unavailability of the union representative or employee support person to attend the meeting at the nominated time may be a sufficient reason for the meeting to be deferred but not in any event for more than two (2) further working days.

At the meeting the following must be considered:

- where the employee has not demonstrated the required standard of behaviour
- any further investigations which Council intends to undertake
- strategies and support required to enable the employee to demonstrate the required behaviour
- time frame for demonstrated improvement
- any points of defence or mitigation

Important to this process is:

- drawing no conclusions until a thorough investigation is conducted
- giving the employee the right of reply and affording natural justice
- handling the case expeditiously and with sensitivity
- maintaining confidentiality

C3.2 A letter outlining the meeting's findings and expectations will be provided to the employee.

C3.3 Disciplinary action may be taken at any time in the disciplinary process, with the approval of the CEO. This action may take the form of:

- reduction in classification and salary
- transfer to another position / department
- termination of employment.

The period of application of any disciplinary action (other than termination of employment) taken by Council will be no longer than twelve (12) months.

C4 Appeal process

If the employee wishes to appeal an outcome of a disciplinary meeting, they must do so within seven (7) working days of the date of written notification of the outcome.

In appealing an outcome, the employee must provide a written submission to the CEO based on the grounds that it is considered to be harsh, unjust or unreasonable.

Within seven (7) working days of receiving the letter from the employee, the CEO will respond to the employee in writing.

C5 Serious misconduct

C5.1 Serious misconduct may result in the instant termination of employment or other serious disciplinary action when proven to be one or more of the actions detailed below:

- wilful or deliberate behaviour that is inconsistent with the continuation of the contract of employment
- conduct that threatens imminent and serious risk to the health or safety of a person
- conduct that threatens damage to the reputation, viability or profitability of Council business
- involvement in any criminal activity relevant to the position (to avoid doubt, this does not include traffic offences or driving under the influence of drugs or alcohol)
- consumption of, or being under the influence of a non-prescriptive drug, substance or alcohol and / or being intoxicated at work
- refusing or failing to carry out a lawful and reasonable instruction from a supervisor that is consistent with the contract of employment

C5.2 Where it is suspected that serious misconduct has occurred, the person suspecting the misconduct is to immediately contact the relevant supervisor.

If it is deemed that the employee has a case to answer, the supervisor will then contact the HR department, which will immediately remove the employee from the workplace to a private place and briefly advise the employee of the alleged misconduct.

Council will arrange an investigative meeting with the employee when necessary or appropriate. The employee may be suspended with or without pay until investigations are complete. Council may reimburse the employee for any suspended pay on completion of the investigation.

- C5.3 As soon as practicable the employee will be informed of the allegations, date of meeting, venue, and any other relevant information in writing or if not possible, verbally. The employee may be accompanied at the meeting by a relevant union representative or employee support person, should they so request. The unavailability of the union representative or employee support person to attend the meeting at the nominated time may be a sufficient reason for the meeting to be deferred but not in any event for more than two (2) working days.
- C5.4 At this meeting the substance of the allegation will be determined and a decision made as to whether the disciplinary process will be invoked.
- C5.5 The CEO may thereafter, in careful consideration of the facts, dismiss an employee summarily.

PART D – WORKFORCE PLANNING

D1 Employees classification system

Employee classification will be as set out in Appendices B and C.

D2 Movement within classification – incremental steps

- D2.1 There will be a ten (10) level classification system for Municipal Employees (Outdoor employees) including incremental steps within each level.
- D2.2 There will be an eight (8) level classification system for Municipal Officers (Indoor employees) including incremental steps within each level.
- D2.3 An employee will progress through incremental steps and levels relevant to their classification annually provided they are identified as performing satisfactorily according to the performance appraisal system.
- D2.4 Where an employee is identified as performing less than satisfactorily there will be no progression until they are able to demonstrate a sustained performance level to the satisfaction of

their supervisor. To improve any performance deficiency, the supervisor may invoke performance counselling to improve performance.

- D2.5 Movement within classification will cease when the employee has reached the highest increment within the classification for their position.

D3 Higher duties

- D3.1 An employee directed to perform duties that are above those of the employee's classification will be paid for higher duties for each day for which the employee has, for a minimum of 50% of a nominated shift, performed these duties.
- D3.2 Higher duties payments will be made on the first step of the salary level of the classification relevant to the higher duties performed.
- D3.3 An employee will not be directed to perform higher duties for longer than six (6) months without the approval of the CEO.
- D3.4 An employee may refuse to undertake higher duties.

D4 General redeployment

- D4.1 If an existing position is deemed by Council to be no longer required, the position will be deemed redundant. Council will inform the employee concerned in writing of the decision and arrange a meeting with the employee to discuss options including the possibility of redeployment into a suitable alternative position.

A suitable alternative position is one that represents a classification, grade, increment, salary outcome, roles and responsibilities and working hours similar to the position being made redundant.

If a suitable alternative position is available, training and assistance will be provided, where necessary, to enable the employee to be able to perform, within a reasonable timeframe.

At the request of the employee, the procedures set out in section C2 may then be invoked.

- D4.2 Should a suitable alternative position be offered but not accepted, Council may offer a position having different conditions of employment. For this other position there will be no continuation of existing pay.
- D4.3 If there is no suitable alternative position available Council may offer an temporary alternative position which does not involve a loss

of pay, even though other conditions of employment are not the same as the position being made redundant.

Pay will be continued in this temporary position at the level and step applying to the redundant position at the time of offer until exceeded by the level and step of the temporary position, from which point the pay of the temporary position will apply.

If, however, a suitable alternative position subsequently becomes available, Council may offer this position to the employee. If this offer is not accepted, Council is not required to maintain existing pay levels.

- D4.4 An employee who refuses a suitable alternative position, without acceptable reason, will not be entitled to a redundancy package in accordance with section D6.
- D4.5 To avoid doubt, these provisions apply only to permanent employees.

D5 Medical redeployment

- D5.1 Where, in the opinion of Council and a registered health practitioner, an employee is no longer able to carry out all of the duties of their position due to medical reasons, Council will inform the employee concerned in writing of its opinion and arrange a meeting with the employee and his representative if requested to discuss options including the possibility of redeployment into an alternative position.
- D5.2 Where an alternative position has been offered by Council and accepted by the employee, and Council agrees not to reduce the employees pay, this pay will be continued in this temporary position at the level and step applying to the original position at the time of offer until exceeded by the level and step of the temporary position, from which point the pay of the temporary position will apply.
- D5.3 Where an alternative position at a lower pay has been offered by Council and accepted by the employee, Council will continue to pay the employee at their existing pay rate for a period of only one (1) month of the employee commencing in the redeployed position.
- D5.4 To avoid doubt, these provisions apply only to permanent employees.

D6 Redundancy

- D6.1 For the purpose of this section, a redundancy package is comprised of the following:

- Ten (10) weeks notice in writing of termination (or payment in lieu or a combination of the two).
- An entitlement to one (1) day off without loss of pay each week during the notice period for the purpose of seeking alternative employment. Where, more than one day off is requested, the employee may be required to provide proof of attendance at interview or a statutory declaration indicating their attendance at interview or they will not receive payment for any absences in excess of one day.
- A payment calculated and paid based on the total current pay (at the time of being made redundant) of the employee. This payment will include (current) regular shift and regular overtime normally worked, and include allowances. The payment will be paid at the rate of two weeks per completed year of continuous service with the Council to a maximum of forty (40) weeks payment. In addition to this, all other leave entitlements applicable under legislation or the operation of this Agreement will be paid.

D6.2 An employee who resigns during the redundancy notice period will be paid out for the remainder of their notice.

D6.3 An employee whose position is made redundant and who is not redeployed will be entitled to a redundancy package as set out above, except where an employee is offered, but does not accept, a suitable alternative position, without a reason acceptable to Council.

D7 Notice of termination

D7.1 Except as otherwise provided for in this Agreement, the notice of termination required to be given by an employee and Council is two (2) weeks.

However, Council will give the following additional periods of notice:

| | |
|--|--------------------------|
| Employee continuous service over 3 years but under 5 years: | One (1) additional week |
| Employee continuous service over 5 years: | Two (2) additional weeks |
| Employee over forty five (45) years of age who has completed two (2) years continuous service: | One (1) additional week |

D7.2 If an employee fails to work out the required notice, Council will not pay the employee for the time not worked, and additionally may withhold moneys due to the employee to a maximum amount equal to the applicable ordinary time pay for the period of notice not worked. If Council terminates employment and the notice period is not required to be worked, payment in lieu of the notice will be made.

D7.3 The period of notice in this clause will not apply in the cases of:

- summary dismissal
- casual employees
- trainees and apprentices
- contracted employees

D8 Continuity of service

D8.1 For the purpose of determining length of service with Council, service is deemed to include all periods of approved and paid leave, and approved leave without pay up to a period of ten (10) working days.

D8.2 Where there is an agreement between Council and another local government authority recognising the prior service of an employee at the other local government authority for long service leave entitlements, and an employee leaves the service of the other local government authority and, within the period of three (3) months after leaving without taking up other paid employment during that period, enters the service of Council, any entitlement to long service leave that has accrued with the previous local government authority will accompany and be available to the employee following that entry to the service of Council in accordance with the agreement and the *Long Service Act*.

D9 Abandonment of employment

D9.1 If an employee has been absent for a period of five (5) consecutive working days without the consent of Council, and during such time has not established to the satisfaction of Council that they were absent for a reasonable cause, the employee will be deemed to have abandoned their employment effective from the last day of their attendance at work or their last day's absence in respect of which leave was granted.

D9.2 Council will make a reasonable effort to contact the employee during this period.

- D9.3 The contract of employment of an employee who has abandoned their employment will be terminated as from the date of abandonment.
- D9.4 Should the employee return to work within the five (5) days and is able to show good cause as to why they were unable to attend work or why their services should not be terminated, their employment will be deemed to be continuous.

D10 Consultation for major change

This agreement adopts the Model Consultation Term referred to in section 205 of the *Fair Work Act 2009* (refer to Attachment E).

PART E – WORKPLACE ATTENDANCE

E1 Duty to inform

All new employees must be informed of their status and contracted hours in their appointment letters.

E2 Full time hours

A full time employee will be required to work seventy six (76) hours per fortnightly pay period.

E3 Part time hours

- E3.1 A part time employee will work less than full time hours and be paid a salary or a wage and accrue entitlements on a pro-rata basis.
- E3.2 A part time employee will only be paid overtime for additional hours when they are directed to work more than 8 hours in a shift or more than seventy six (76) hours in a fortnightly pay period.
- E3.3 An employee may apply to Council to vary their work hours, including the possibility of sharing their position with another.

E4 Casual hours and loadings

- E4.1 A Civic Centre or Outdoor casual employee will be paid for a minimum of four (4) hours for any day worked. A Library casual will be paid for a minimum of two (2) hours for any day worked. No casual employee has guaranteed hours.

- E4.2 For each hour worked, a casual employee will be paid at an hourly rate for their level and a loading of 20%.
- E4.3 A casual employee who is directed to report for work and is then not required will be paid for four hours work.
- E4.4 Continuous casual employment will not exceed four (4) months without a review of the position.

E5 Qualifying period

All new permanent or contracted employees shall be required to complete a qualifying period of six (6) months from the date of their initial appointment.

E6 Required hours

- E6.1 The minimum hours that a full time employee is required to work in any fortnightly period is seventy six (76) hours, broken into ~~(5)~~ ten (10) days of 7.6 hours ("standard day").

Ordinary hours for a civic centre, library or waste management facility employee are between 0700 hours – 1800 hours Monday – Friday.

- E6.2.2 Ordinary hours for an outdoor employee (other than waste management facility employees) are between 0600 hours – 1600 hours Monday – Friday.
- E6.3.1 A Civic Centre or Library employee will not work for more than five (5) hours without a meal break. Except in special circumstances, the break will be of one (1) hour's duration unless otherwise approved by Council. In special circumstances, the employee's supervisor may approve a break of different duration. In all circumstances, the break will be no less than thirty (30) minutes.
- E6.3.2 An outdoor employee will be paid for a fifteen (15) minute break within the first three (3) hours work, and will not work for more than five (5) hours without a meal break. Except in special circumstances, the meal break will be of forty five (45) minutes duration unless otherwise approved by Council. In special circumstances, the employee's supervisor may approve a break of different duration. In all circumstances, the break will be no less than thirty (30) minutes.
- E6.4 An employee will account for their hours worked and any leave taken in a manner suitable to Council.
- E6.5 The employee must work their required hours at the times directed by Council.

- E6.6 Where Council requires to vary an employee's work hours within the spread of ordinary hours, fourteen (14) days notice of that variation must be given to the employee, or a shorter period if agreed by the employee.

Any other variation to an employee's work hours cannot be made without the agreement of the employee.

E7 Time off in lieu (TOIL)

- E7.1 A Civic Centre or Library employee may work an extra twenty four (24) minutes per working day. This extra time is accumulated for TOIL purposes. An employee may accumulate additional TOIL by working extra hours that have been approved in advance by their supervisor. Managers are not eligible to accrue additional TOIL.
- E7.2 An outdoor employee will work an extra twenty four (24) minutes per working day. This extra time is accumulated for scheduled TOIL purposes.
- E7.3 An outdoor employee will work a monthly roster system that involves a scheduled TOIL day off. This day will be the fourth Monday or Friday of each month as directed by the supervisor.
- E7.4 Where a scheduled TOIL day falls on a public holiday the outdoor employee will be entitled to take the scheduled TOIL day on the next working day, or at any other time agreed to by the employee and supervisor.
- E7.5 A manager may not accrue more than one (1) TOIL day and that (1) TOIL day must be taken within the month in which it accrues.
- E7.6 Any request to take unscheduled TOIL must be approved in advance by the supervisor.
- E7.7 Where TOIL accumulates outside ordinary hours it accumulates at the rates set out in E10 (Rostered work outside ordinary hours) and E11 (Overtime).
- E7.8 TOIL taken will be regarded as ordinary hours for the purpose of accruing entitlements.
- E7.9 No more than five (5) TOIL days may be accumulated unless approved by the employee's supervisor.

Where such approval is given, the employee and supervisor will negotiate a period in which any excess TOIL is to be taken, commencing within four (4) weeks of accrual unless permission is granted by the CEO. Excess TOIL will only be forfeited if:

- the negotiations have taken place
- four (4) weeks have passed since the excess TOIL has accrued
- TOIL has not commenced at the agreed time

E7.10 On termination of employment, an employee will be paid for any accumulated TOIL to a maximum of five (5) days.

E8 Call-out/On-call

E8.1 An employee is on-call on the basis that they are fit for work and available to immediately:

- respond to phone calls or messages
- attend call outs where necessary
- arrange employees for call outs where necessary
- remotely monitor and/or address issues by remote telephone and/or computer access

E8.2 An employee is entitled to nominate for inclusion on a list for emergency call-out.

E8.3 Should an employee be called out a minimum payment of four (4) hours applies at overtime rate.

E8.4 An employee directed to be on-call will receive a 15% loading on all rostered hours worked during the period on-call.

E9 Rostered work outside ordinary hours

An employee who works a standard day partly or wholly outside ordinary hours will be paid for those hours outside ordinary hours at the following rates:

Civic Centre employees:

- Before or after ordinary hours apply - time and a half for the first three (3) hours and double time thereafter,
- Saturday and Sunday - double time.

Library employees:

- before or after ordinary hours apply - time and a half for the first two (2) hours and double time thereafter,
- Saturday - time and a half for the first three (3) hours and double time thereafter,
- Sunday - double time.

Outdoor employees:

- Before or after ordinary hours apply - time and a half for the first three (3) hours and double time thereafter,
- Saturday - time and a half for the first two (2) hours and double time thereafter,
- Sunday - double time.

E10 Overtime

Where an employee is directed to work in excess of eight (8) hours on any week day or any time on a weekend or public holiday that is not rostered will be paid at the following rates:

- In excess of eight (8) hours on any week day - time and a half for first two (2) hours and double time thereafter,
- Saturday and Sunday: double time for not less than three (3) hours,
- Public Holidays: double time and a half for not less than three (3) hours.

E11 Break between shifts

E11.1 Unless directed, an employee must not commence work within ten (10) hours of completing their previous shift.

E11.2 To the extent that the employee must therefore commence work at a later time than would be otherwise required, the employee will be paid for the shortfall at the ordinary rate.

E11.3 Where an employee is directed to commence work within ten (10) hours of completing their previous shift, the employee will be paid overtime at double the ordinary rate until the end of their working day.

PART F – LEAVE

F1 Recreation leave

F1.1 An employee accrues 3.66 hrs recreation leave for every week of continuous service.

F1.2 Any accrued recreation leave may only be taken with the written approval of Council. To avoid doubt, recreation leave may not be taken prior to its accrual.

F1.3 An employee may only accrue recreation leave up to maximum forty (40) days. If an employee accrues more than this number of

days, they will be directed to take leave, of a period of not less than five (5) continuous days, within four (4) weeks of accumulating excess leave.

The maximum number of recreation days that a part-time employee may accrue is proportionate to the number of hours per week for which they are employed relative to a full time employee.

- F1.4 Council may, in exceptional circumstances only, consider an application in writing from an employee to cash-in up to two (2) weeks recreation leave provided always that in these circumstances no leave loading will be included in the payment. Approval will, in any event, only be given once in any calendar year

F2 Taking of recreation leave

- F2.1 An employee may only take recreation leave when a written application is approved by Council.

- F2.2 Subject to F2.3, recreation leave will be paid according to the employee's ordinary classification existing at the time of commencement of leave or termination as the case may be.

- F2.3 A higher classification rate will be paid when the employee is acting in a higher classification position immediately prior to commencement of recreation leave for at least three (3) continuous months and will be returning to the higher classification position on return from leave.

- F2.4 An employee may elect to be paid for recreation leave in advance of its commencement.

- F2.5 Payment for recreation leave will include a loading of 17.5%. To avoid doubt this loading includes any recreation leave paid out upon termination.

- F2.6 An employee who is ill or suffers an injury while taking recreation leave will, on production of a medical certificate from a medical practitioner, be entitled to have that period of illness or injury as stated in the certificate applied against the employee's personal leave entitlement to the extent available and the recreation leave reinstated to that extent.

To avoid doubt, this clause does not apply where the illness or injury is suffered or incurred by or to any person other than the employee.

- F2.7 To avoid doubt, recreation leave is only paid at the employee's ordinary hourly rate.

F3 Personal leave

F3.1 An employee accumulates personal leave at the rate of 2.92 hours per week.

F3.2 Personal leave may be taken for the purposes of:

- resting and recovering from illness
- as carer during the period claimed, assisting members of family to rest and recover from illness
- assisting a partner for up to ten (10) days immediately following the birth or adoption of a child
- bereavement purposes (refer to F3.8)
- compassionate leave (refer to F3.10)

F3.3 A carer for the purposes of Section F3.2 is an employee who, to the satisfaction of Council, is substantially responsible during required hours for the care of a person as listed in F3.8.

F3.4 Subject to F3.6, an employee may not take:

- more than one (1) day of personal leave, or
- a single day of personal leave immediately before or after a public holiday

without producing a certificate issued by a medical practitioner or a statutory declaration stating that the leave is for a purpose set out in F3.2.

F3.5 An employee may not take more than three (3) single days of personal leave in any twelve (12) month period without producing the certificate or declaration referred to in F3.4.

F3.6 An employee may not provide more than five (5) statutory declarations in support of personal leave use in any twelve (12) month period. A statutory declaration may only be used to support a period of up to five (5) consecutive working days. A statutory declaration may not be used to support the taking of personal leave after the employee has given notice of resignation.

F3.7 An employee, or if unable, a representative must verbally notify their supervisor of their non-attendance within thirty (30) minutes of their commencement time in order to use that day as personal leave.

F3.8 An employee may take up to five (5) days personal leave for bereavement purposes upon the death of a:

- spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee; or

- child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee.
- member of the employee's household

F3.9 Compassionate Leave

F 3.9.1 An employee is entitled to two (2) days of compassionate leave for each occasion when a member of the employee's immediate family, or a member of the employee's household:

- contracts or develops a personal illness that poses a serious threat to his or her life
- sustains a personal injury that poses a serious threat to his or her life
- dies

F.3.9.2 Compassionate leave will be paid at an employee's base rate of pay for their ordinary hours of work in the period and is not to be deducted from any existing leave entitlements.

F4 Long service leave

F4.1 An employee who has completed ten (10) years of continuous service will be entitled to thirteen (13) weeks of paid long service leave. However, an employee after seven (7) years continuous service may take pro-rata long service leave.

F4.2 An employee who has completed a period of ten (10) years of continuous service becomes entitled to take long service leave on the completion of each subsequent period of five (5) years continuous service for a period equal to 1.3 weeks for each completed year of that five (5) years continuous service. To avoid doubt, there is no pro-rata entitlement to this additional long service leave.

F4.3 The balance of long service leave accrued after the completion of ten (10) years service (that is, taking into account any pro-rata long service leave previously taken) must be taken as soon as practicable after the completion of that period and in any event totally expended within twelve (12) months of the completion of that period unless otherwise approved by the CEO.

F4.4 Long service leave may only be taken in one (1) block or in not less than three (3) week blocks as agreed to by Council.

F4.5 An employee must give at least four (4) weeks notice of intention to take long service leave or part thereof.

F4.6 An employee, having less than ten (10) years but more than seven (7) years of continuous service, who ceases employment for any

other reason than serious misconduct will be paid for 1.3 weeks leave for each year of completed service unless previously taken under F4.1.

F5 Leave without pay

F5.1 Leave without pay may be approved by Council in the following circumstances:

- for recreational purposes, where all recreation and TOIL entitlements have been expended
- for leave as described in F3.2, where all personal, recreation and TOIL entitlements have been expended
- for approved study purposes, where all recreation and TOIL entitlements have been expended

F5.2 Leave without pay for periods in excess of two (2) weeks does not count for any service or leave accrual purposes.

F6 Defence service leave

An employee who is a member of a defence services reserve may apply for up to a maximum of six (6) weeks leave in any twelve (12) month period year for purposes of deployment or training. Applications must be supported by a letter from the employee's commanding officer, including unit name, dates and nature of the deployment.

F7 Emergency services leave

An employee who is a member of a Northern Territory emergency service organisation may apply for up to a maximum of five (5) days leave in any twelve (12) month period year for purposes of contributing to an emergency response. Applications must be supported by a letter from the employee's commander, including organisation name, dates and nature of the response.

F8 Cultural/Ceremonial leave

An employee who is required to perform cultural or ceremonial duties may, on the production of evidence satisfactory to the CEO, be granted up to three (3) days paid leave per year for such duties.

F9 Public holiday leave

F9.1 An employee is entitled to the following holidays as gazetted under the *Public Holidays Act* (NT) without the loss of pay:

- New Year's Day
- Australia Day
- Good Friday
- Easter Saturday
- Easter Monday
- Anzac Day
- Sovereign's Birthday
- Labour Day
- Christmas Day
- Boxing Day
- any additional days gazetted under the Act for Alice Springs

F9.2 An employee on leave without pay for over fourteen (14) days is not entitled to be paid for any public holidays during this period of leave.

F9.3 An employee acting in a higher grade for two (2) working weeks before a public holiday, will be paid the higher rate for the holiday.

F10 Jury service

An employee required to attend for jury service will be granted leave without pay. Council will pay the difference between the amount of jury fee and the employee's normal salary.

F11 Blood donation

An employee may donate blood up to four (4) times per year with no loss of pay or entitlements provided that in each case the employee has obtained their supervisor's prior approval for the absence.

F12 Parental leave

F12.1 An employee with continuous service of twelve (12) months or more is entitled to a maximum of one hundred and four (104) weeks of unpaid parental leave. This period of leave is to be nominated prior to its commencement cannot be altered without the agreement of Council. This leave may be taken in a continuous block at the time of the birth of the child of the employee or adoption of a child under five (5) years of age by the employee. This leave does not count for any service or leave accrual purposes.

F12.2 An employee with not less than twelve (12) months' continuous service with the Council, who produces a certificate from a medical practitioner stating that she is pregnant will be entitled to maternity leave paid at the rate of pay at the commencement of leave, including any increment increases to which the employee may become entitled, for a continuous period of fourteen (14) weeks at

full pay or twenty eight (28) weeks at half pay. This leave counts for service and leave accrual purposes.

F12.3 An employee who meets the criteria for Australian Government paid parental leave will be paid by Council for such leave.

An employee may elect to take this leave at half pay for thirty six (36) weeks.

F12.4 To avoid doubt, only employees with a minimum of twelve (12) months' continuous service will be eligible for Council paid maternity leave.

F12.5 Any public holiday which falls within this period will be counted as a day of paid maternity leave.

F12.6 The period of leave will commence two (2) weeks before the expected date of birth as specified in the certificate as referred to in F12.2, unless the employee provides a medical certificate that an earlier commencement of leave is necessary.

F12.7 The period of maternity leave may be supplemented with any accrued recreation leave, TOIL or long service leave, provided that the total period of leave does not exceed the period of leave as nominated in section F12.1 and the employee will return to duties either part time or full time before the child's first birthday.

F12.8 An employee may not claim personal leave during this period.

F12.9 An employee:

- whose pregnancy terminates after twenty eight (28) weeks, other than by the birth of a living child
- who suffers illness related to her pregnancy may, in addition to any personal leave entitlement, take unpaid special maternity leave of such periods as a medical practitioner certifies as necessary.

The aggregate of paid personal leave, special maternity leave and parental leave may not exceed fifty two (52) weeks.

F12.10 An employee seeking to adopt a child may take up to two (2) days unpaid leave to attend to comply with any related requirements upon providing evidence to that effect.

F12.11 An employee on parental leave may, on one (1) occasion only during the period of this leave, apply to vary the period of this leave. Any such variation must be agreed by Council at least four (4) weeks prior to the variation taking effect.

F12.12 Where an employee is pregnant, and in the opinion of a medical practitioner the employee is at risk of illness or injury should she continue in her current position, she may apply to Council for transfer to a more appropriate position, at the rate and on the conditions attached to that position, until commencement of maternity leave.

F12.13 If the application to transfer is not approved, the employee may elect, or Council may insist, that maternity leave commence at an earlier time.

F12.14 Where transfer is approved, upon returning from parental leave the employee will return to their pre-transfer position.

F12.15 An employee on return from parental leave will resume their previous position except where that position no longer exists. In this case, the employee will be entitled to a suitable alternative position, at the salary rate and conditions no less than those applicable to their former position.

F.13 Christmas Closure

Where Council requires the business operation or part of it to be closed during the Christmas/New Year period, Council may require civic centre or library employees to take recreation leave or TOIL during this period. An employee without sufficient recreation leave or TOIL may take paid leave in advance of entitlement or leave without pay.

Council must give the employee notice of the requirement at least one (1) month prior.

F14 Explanatory leave notes

To avoid doubt:

- in any continuous seven (7) day period of leave a maximum of five (5) days will be paid.
- an employee does not accumulate TOIL whilst on leave.
- any public holidays falling within the period of leave will not be counted as leave, except for maternity leave as in F12.5.
- a part time employee accrues leave entitlements on a pro rata basis and in any period of leave will be paid at their normal pro rata hours.

PART G – SALARY AND BENEFITS**G1 Payment of salary**

- G1.1 Salaries will be paid fortnightly to be received by an employee no later than 3.30pm on the Thursday following the pay period.
- G1.2 Where an employee, because of a fault of Council, has not received payment by that time and the employee has notified Council accordingly by 3.30pm the next day, the employee will be paid double time for work completed from start of work on the Friday following the pay period until their pay is received, to a maximum of thirty eight (38) work hours.
- G1.3 An employee will be provided with details of gross and net salary, allowances, overtime, and any deductions made by Council or directed by the employee.
- G1.4 Payment in advance for recreation leave may be made upon Council being given at least two (2) weeks notice. In that event, payment will be made on the pay day immediately preceding the commencement of leave.
- G1.5 An employee's salary due at termination of employment will be made on date of termination provided the required notice has been given. When the required notice has not been given, that payment will be made within three (3) working days of date of termination.
- G1.6 Council will pay salary directly into an account with a financial institution nominated by the employee without a fee for this service.
- G1.7 Where an employee has been overpaid, Council may recover the overpayment by regular payroll deduction that causes minimum financial hardship to the employee.
- G1.8 Where an employee has been underpaid, Council will pay the amount owing at the next regular pay day after verification of the underpayment. If hardship is proven Council will effect immediate payment.

G2 Superannuation

- G2.1 Council and employees will pay superannuation contributions into a complying fund which, unless otherwise nominated by the employee, will be Local Super.
- G2.2 An employee may elect to make additional superannuation contributions.

An employee, by contributing at least 2.5% of their salary to a

complying fund, will receive additional 2% Council funded superannuation.

G3 Salary sacrifice

G3.1 An employee may with the agreement of Council salary sacrifice any items allowable under Federal Government legislation and where Council does not incur any associated financial costs.

G4 Employee assistance program

An employee may attend, at no cost to the employee, a maximum of five (5) counseling sessions per any twelve (12) month period of employment. These sessions must be with a Council appointed employee assistance program provider. An employee and their immediate family are eligible to participate in this program.

G5 Uniforms and personal equipment

G5.1 An outdoor employee is, on commencement of employment, entitled to:

- five (5) new shirts
- five (5) new pairs of pants (long or short or a combination)
- one (1) pair of new boots
- one (1) new water bottle
- one (1) new broad brimmed hat
- one (1) new jacket
- one (1) new pair of safety glasses

which will be replaced on a fair wear and tear basis.

An employee upon termination with Council must return all issued items.

G5.2 An outdoor casual employee is entitled to:

- one (1) new high visibility vest
- one (1) pair of new boots
- one (1) new water bottle
- one (1) new broad brimmed hat
- one (1) pair of new safety glasses
- which will be replaced on a fair wear and tear basis.

A casual employee upon request by Council must return all issued items.

G5.3 Council may deduct from the employee's entitlements the cost of any issued equipment not returned to Council upon request.

G6 Medical examination

An employee who, in the course of employment deals with chemicals or is employed at Council's Waste Management Facility is entitled to, at Council's expense, one (1) medical examination every twelve (12) months.

PART H – ALLOWANCES**H1 District allowance**

H1.1 An employee will be paid a district allowance at the following annual rate:

- An employee with dependents \$2611
- An employee without dependents \$1498

A dependent means a dependent claimed by an employee for income tax rebate purposes.

H2 Meal allowance

An employee who is required to work overtime, and where Council does not provide a meal, will be paid a meal allowance as follows:

Year 1 of the agreement:

- \$13.77 after the first two (2) hours of overtime
- \$13.77 for each additional four (4) hours of overtime.

Year 2 of the agreement:

- \$14.18 after the first two (2) hours of overtime
- \$14.18 for each additional four (4) hours of overtime.

Year 3 of the agreement:

- \$14.60 after the first two (2) hours of overtime
- \$14.60 for each additional four (4) hours of overtime.

H3 Motor vehicle allowance

An employee authorised to use their own private motor vehicle for work purposes will be paid an amount as per ATO designated rates at the time of use.

H4 First Aid Officers

An employee who is an appointed first aid officer will be paid a weekly allowance of:

- Year 1 of the agreement \$13.77

- Year 2 of the agreement \$14.18
- Year 3 of the agreement \$14.60

H5 Health and Safety Representatives

An employee who is an elected as a HSR will be paid a weekly allowance of:

- Year 1 of the agreement \$13.77
- Year 2 of the agreement \$14.18
- Year 3 of the agreement \$14.60

H6 Wardens

An employee who is an appointed Warden will be paid a weekly allowance of:

- Year 1 of the agreement \$13.77
- Year 2 of the agreement \$14.18
- Year 3 of the agreement \$14.60

H7 Contact Officers

An employee who is an appointed Contact Officer will be paid a weekly allowance of:

- Year 1 of the agreement \$13.77
- Year 2 of the agreement \$14.18
- Year 3 of the agreement \$14.60

H8 Instruments and tools

An employee required to supply their own instruments, tools or equipment, will be paid an allowance per week for the usage period of:

- Year 1 of the agreement \$13.36
- Year 2 of the agreement \$13.76
- Year 3 of the agreement \$14.17

H9 Identified skills shortage

An employee occupying a position identified by Council as being a position where there is a shortage of skilled available workers will be paid an allowance as determined by Council for the duration of the employees tenure.

EXECUTION PAGE

SIGNATORIES TO THE AGREEMENT

Formal Acceptance of this Agreement

This Agreement is made and approved under *Fair Work Australia Act 2009*. By signing below, the employer, employees and organisations bound by this Agreement signify their agreement to its terms.

Signature: _____

Date: _____

Alice Springs Town Council

93 Todd Street, Alice Springs NT 0870

Rex Mooney

Chief Executive Officer:

Signature: _____

Date: _____

The Australian Services Union

5-9 Rundle Street, Kent Town SA 5067

Branch Secretary

Signature: _____

Date: _____

United Voice

3/82 Todd Street, Alice Springs NT 0870

Branch Secretary

Signature _____

Date _____

Alice Springs Town Council Employees

Todd Street, Alice Springs NT 0870

Employee representative

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Attachment A

ALICE SPRINGS TOWN COUNCIL CODE OF CONDUCT FOR EMPLOYEES 2012

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1. Application of this Code

Nothing in this Code overrides, prevails or amends the provisions of the *Local Government Act 2008* (the Act) applicable to the roles and duties of the Officers and an employee of the Alice Springs Town Council (Council).

2. Purpose of this Code

An employee recognises and accepts that the purpose of this Code of Conduct (the Code) is to assist them in the fulfilment of their obligations to Council, electors, ratepayers and the public at large by fostering a climate of ethical awareness in conduct and decision-making in public life and in the workplace.

In this respect, an employee may find it useful to refer to or consider, either by themselves or in consultation with others such as a fellow employee or their supervisor, the following five questions:

- Is the decision or conduct lawful?
- Is the decision or conduct consistent with Council policy and procedures, and in line with Council's objectives and the Code?
- What will be the outcomes be for the employee, a fellow employee, Council, electors, ratepayers and the public at large?
- Do these outcomes raise a conflict of interest or lead to private gain at public or Council expense?
- Can the decision or conduct be justified in terms of the public interest and would it withstand public scrutiny?

3. Duties of office

An employee has a duty to uphold the law and to act on all occasions in accordance with the law, the policies of Council and the trust placed in them by their employer and the public. They have a general duty to act in the best interests of Council and the Municipality of Alice Springs as a whole.

An employee acknowledges that without detracting in any way from their legal obligations, they also have a general duty to abide by the principles of personal conduct set out in the Code when carrying out their duties.

4. Standards of Personal Conduct

An employee will observe the following principles of conduct:

4.1 Selflessness

An employee must not act in order to make financial gain or other benefits for themselves, their families or their friends.

4.2 Integrity

An employee must not:

- be influenced in the performance of their duties by any financial or other obligation that they might have in a private capacity to individuals or organisations; or
- act for an improper or ulterior purpose or on irrelevant grounds.

4.3 Objectivity

Matters being considered by an employee should be dealt with consistently, promptly and fairly. This involves dealing with matters in accordance with approved procedures, in a non-discriminatory manner, and in conformity with natural justice.

When using any discretionary powers, an employee should ensure that they take all relevant facts into consideration, have regard to the particular merits of each case, and not take irrelevant matters or circumstances into consideration.

4.4 Bullying

An employee will not engage in bullying behaviour, that being unreasonable behaviour, both obvious and hidden, that intimidates, humiliates or causes harm to an individual or group within a workplace.

An employee must behave in a professional manner in the course of carrying out their duties which includes treating a fellow employee and all those in the workplace with courtesy, dignity and respect at all times.

4.4.1 Behaviour towards others generally

An employee must:

- efficiently and politely serve the public and Council customers;
- treat members of the public fairly and equitably and with respect, courtesy, compassion and sensitivity;
- treat an elected member of Council (Member) with respect and dignity;
- not misuse their position to influence others in order to gain an advantage for themselves or others;
- refrain from any form of conduct, in the performance of their duties, which may cause any reasonable person unwarranted offence or embarrassment or undertaking improper conduct or partial performance of their public duties;
- not act in relation to others in a manner that is unreasonable, unjust, oppressive or discriminatory; and
- at all times conduct themselves in a manner which maintains and strengthens the public's trust and confidence in the integrity of the Council and must never undertake any action which will bring the Council, employees or Members into disrepute.

4.5 Openness

An employee should be open and clear about all the decisions and actions that they take.

4.6 Conflicts of interest

An employee must be honest in all of their statements and actions and must always be aware of their duty to declare any private interests relating to their public or professional duties.

They must always attempt to resolve any conflicts of interest arising in a way that protects both interests of the public and Council.

A conflict of interest for an employee will arise if it is likely that an employee with a private or personal interest in a matter in which he or she is professionally engaged could be prejudicially influenced in the performance of his or her impartial duty as an employee by that interest, or that a reasonable person would believe that the employee could be so influenced.

Examples of conflicts of interest include:

- an employee having a financial interest in a matter in which Council is concerned or having friends or relatives with such an interest of which the employee is aware;
- personal beliefs or attitudes that influence the impartiality of advice given;
- personal relationships with people that Council is dealing with or investigating that go beyond the level of a professional working relationship;
- secondary employment that compromises the integrity of the employee and Council; and
- party political activities or making adverse political comments that relate to Council's work.

Because of the serious consequences of non-disclosure, an employee has to be sure to identify a conflict of interests when it exists. If an employee is in any degree uncertain whether a conflict exists, they should discuss the matter with their supervisor to assist in answering this question.

To resolve any conflicts of interest that occur, or could occur, a range of options is available depending on the significance of the conflict. These options include:

- disclosing the conflict to the CEO and obtaining approval to proceed;
- the employee relinquishing the personal or private interest; or

- the employee transferring (at no disadvantage in his or her terms and conditions of employment) from the area of work or particular task where the conflict arises.

Disputes over alleged conflicts of interests may be resolved through Council's normal grievance handling procedures but do not override the legislative obligations of disclosure.

4.7 Use of Council's resources

An employee must use Council resources ethically effectively and efficiently in the course of their public and employed duties, and must not use them for private purposes (except when supplied as part of a contract of employment) unless such use is lawfully authorised and proper payment is made where appropriate; and must not convert to their own use any property of Council.

An employee must also be scrupulous in their use of Council resources, services and facilities and must not permit their misuse by any other person or body.

4.8 Gifts, personal benefits and hospitality

An employee must:

- avoid situations in which the acceptance of a gift or personal benefit would be or could give the appearance of the acceptance of an inducement or bribe;
- only accept gifts or moderate acts of hospitality that is a normal courtesy or of a token nature the refusal of which would be rude and that does not create any sense of obligation;
- not seek or accept a bribe or other improper inducement or otherwise demand solicit or request gifts or other personal benefit in respect of services performed in the course of their professional duties, whether to be performed during working hours or not; and
- not take advantage of their public or professional position to improperly influence others to secure a private benefit for them or for some other person.

Generally speaking, token gifts and moderate acts of hospitality may include:

- gifts of single bottles of reasonably priced alcohol to an individual employee at end of year functions, public occasions or in recognition of work done (such as guest speaker at a service club or giving a training session);
- free or subsidised meals, of a modest nature, and/or beverages provided infrequently (and/or reciprocally) that have been arranged primarily for, or in connection with, the discussion of Council business;
- free meals, of a modest nature, and/or beverages provided to an employee who formally represent Council at work related events such as training and education sessions, and workshops;

- refreshments, of a modest nature, provided at conferences where a member or employee is a speaker;
- ties, scarves, coasters, tie pins, diaries, chocolates, flowers and small amounts of beverages;
- invitations to appropriate out of hours “cocktail parties” or social functions organised by groups, such as, sporting and community organisations

An employee must never accept an offer of money, regardless of the amount.

4.9 Use of information

It is important that the Alice Springs community has confidence that information acquired by Council in the course of carrying out its functions is only used for Council purposes.

To maintain such confidence, an employee must maintain the confidentiality of that information and:

- protect confidential information;
- only access confidential information when needed for Council work;
- not use confidential information for any purpose not connected with Council work; and
- only release confidential information when:
 - authorised to do so and only then in accordance with any relevant policy adopted by Council and for the purpose for which it was released; or
 - as required by law.

An employee should be aware of Section 108 of the Act. Sub-section (1) is as follows:

108 Disclosure of confidential information

(1) A staff member must not disclose confidential information obtained in the course of the staff member’s work except as may be required for the staff member’s official duties.

The maximum penalty for the offence is 400 penalty units or 2 year imprisonment.

An employee should also be aware of sub-sections (2) and (3) dealing with improper use of confidential information:

(2) A staff member must not make improper use of confidential information obtained in the course of the staff member's work.

(3) A staff member makes improper use of confidential information if the staff member uses it to gain some private benefit, or to inflict harm on another.

The maximum penalty for the offence is again 400 penalty units or imprisonment for 2 years.

4.10 Communication and the media

An employee must conform with Council's Media including Social Media PSD.

4.11 Lawful directions of employer

An employee must obey any lawful direction given by their supervisor or, in the absence of their supervisor, any person having the proper authority to give the direction.

Where an employee reasonably believes that a direction is improper or illegal, he or she should:

- communicate the grounds for concern to their supervisor or the person responsible for the direction; and
- if an employee still maintains that reasonable belief, he or she should seek advice from the CEO before carrying out the direction after first notifying the person responsible for the direction of the Employer's intention to do so.

4.12 Attendance by an employee

An employee must observe Council requirements relating to attendance and not be absent from duty without leave.

4.13 Occupational Health, Safety and Welfare observance by an employee

An employee must observe relevant occupational health, safety and welfare requirements and bring to the attention of a supervisor any known situation which is or likely to be a health or safety hazard.

4.14 Use of alcohol and drugs by an employee

An employee must not:

- during the course of their duties, consume, ingest or inject alcohol or restricted or illicit drugs;
- allow alcohol or restricted or illicit drugs to affect their work performance;
- consume alcohol on any Council property unless prior approval of the Chief Executive Officer has been given;

- ingest any medication affecting or likely to affect their ability to act in a rational and safe manner while performing their duties; or
- operate or drive any Council vehicle while under the influence of alcohol or restricted or illicit drugs.

4.14.1 Fitness for work

An employee must not attend if not fit for work.

An employee who, in the opinion of their supervisor, is not fit for work on any day may be directed to leave the workplace and required to utilise their personal leave entitlement for that day.

An employee who is able to the satisfaction of Council establish that they were in fact fit for work on that day will be re-credited for the personal leave utilised for that day.

4.15 Standard of dress of an employee

While on duty, dress and appearance must be neat, clean and appropriate for an employees' duties. In positions where protective clothing is required, it must be worn in the manner prescribed.

4.16 Incurrence of costs by an employee

An employee may order goods and services for Council only if:

- authorised; and
- in accordance with any relevant Council policy.

4.17 Use of Council's vehicles

An employee must not operate or drive a Council vehicle without a current driver's licence of the type required for that vehicle in the Northern Territory.

4.18 An employee dealings with a former employee

An employee if dealing with a former employee must make sure that they do not give them favourable treatment or access to information that would not otherwise be available to other a former employee.

4.19 Leadership

An employee must promote and support these principles by leadership and example.

5. Breaches of this Code by an employee

If an employee is found to have breached this Code, one or more of the following sanctions may be applied or invoked, depending on the nature of the breach:

- an employee may be counselled;
- an employee's contract of employment may be terminated;
- civil action may be taken against an employee; or
- an employee may be prosecuted for an offence under the Act or any other relevant Act.

6. Availability of this Code

The availability of the Code will be promoted to employees and the local community, and it will be displayed in a prominent position at the offices of the Council.

Attachment B

Classification Structure for Municipal Employees (Outdoor Staff)

Classification Procedures

The Council will classify all new employees according to these classification standards. The Council will, provide all new employees with details of the position including, position title, and nature and range of duties to be performed, skills, qualifications, experience, etc. which are included in the Job Specification.

The Council shall review the employee's classification when appropriate, or at the request of the employee, and consider the following factors; identifiable changes in the nature and volume of work performed, identifiable changes in the level of skill as a result of training or experience gained by the employee, identifiable changes in the level of responsibility associated with the duties performed.

Employees may request the Council to review their classification and submit with their application the grounds supporting a re-classification. The Council should respond within six (6) weeks of receiving the application. Employees aggrieved by the outcome from their application for a reclassification may proceed in accordance with the grievance procedures of this Agreement.

Classification - Level 1 (G1) Position Requirements

Level 1 is entry level, and position requirements for employees at this level are;

- To work under direct supervision and exercise minimal judgement.
- To undertake induction training and followed by structured on the Job training including basic quality control/assurance procedures.
- To perform routine duties essentially of a manual nature.
- To receive instructions in safety precautions and care of tools and equipment relevant to their work area.
- A licence to drive a motor vehicle, or is able to obtain a licence.
- To undertake tasks as required which indicatively may include;
- basic handling skills,
- use of selected hand tools,
- general labouring,
- maintain simple records,
- use of a first aid kit by reading and following instructions provided.

**Classification - Level 2 (G2)
Position Requirements**

An employee at Classification - Level 2 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 1, and the position requirements for an employee at this level may include;

- To work under routine supervision either individually or in a team environment.
- To be responsible for the quality of their work subject to supervision of tasks and outcomes.
- To exercise judgement in routine matters within the level of skills possessed.
- To perform a selected variety of tasks.
- To undertake tasks as required which indicatively may include;
 - basic inventory and goods receipt,
 - propagation, garden and concreting tasks, including tool preparation,
 - ability to read and interpret simple plans and instructions,
 - safe use of appropriate chemicals,
 - an ability to measure simple quantities,
 - ability to assist trades persons,
 - general labouring tasks.

**Classification - Level 3 (G3, P1)
Position Requirements**

An employee at Classification - Level 3 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 2, and the position requirements for an employee at this level may include;

- Operation of plant as defined in subclause (c).
- Ability to work from detailed instructions and procedures.
- Assist in the provision of on the job training to a limited degree.
- Ability to work individually under general supervision.
- Ability to provide limited supervision of tasks related mainly to achievement of outcomes.
- Use of good interpersonal communication skills.
- Exercises of discretion within scope of this Level.
- Interpretation of safety manuals and understand general safety requirements.
- To undertake tasks as required which indicatively may include;
 - Assist one or more trades persons.
 - Horticultural work within the level of skills possessed.
 - Specialised labouring tasks.
 - Work with and finishing both concrete and paving to a standard higher than Classification- Level 2.
 - Determine order in which assigned work is performed, and allocating a timeframe for completion of the work.
 - Record details of activities undertaken.

- Coordinate supply of materials for the efficient progress of works.
- Perform inventory and store control of goods.
- Perform role of rigger and powderman, if certified to do so.
- Machine setting, loading and operation (i.e., sign making, engraving, steam sterilisation).
- Work accurately to measures and levels.
- Read and understand more complex plans, and ability to work from production drawings, prints and plans.
- Competent at initial problem diagnosis.
- Ability to identify potential problems consistent with their level of skill and training.
- Initiate repairs and replacements in accordance with instructions.
- Basic production scheduling.

Plant Operation

An employee at Classification - Level 3 is under close supervision and is either;

- Undertaking a National Training Board recognised induction training course, or
- Acquiring familiarisation of plant through on the job experience.

Classification - Level 4 (P2) Position Requirements

An employee at Classification - Level 4 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 3, and the position requirements for an employee at this level may include;

- The position requirements of Classification-Level 3.
- Operation of plant as defined in subclause (b).

Plant Operation

An employee at Classification - Level 4;

- Operates Class A and/or Class B machines under supervision and performs associated basic maintenance tasks including oil, grease, fuel and cleaning.
- Completes either a National Training Board recognised induction training course, or two years experience with Class A and/or Class B plant where the employee has operated such plant regularly but possibly for only part of its productive capacity.

**Classification - Level 5 (P3)
Position Requirements**

An employee at Classification - Level 5 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 4, and the position requirements for an employee at this level may include;

- Operation of plant as defined in subclause (b).
- Tasks at Classification - Level 3 including the general trade stream.
- Operation of nominated plant for this level for part of its productive capacity.

Completion of;

- six (6) months employment experience including at least 100 hours of specific operating time on Class A, B or C plant where a National Training Board recognised basic plant operator course has been completed, or
- two (2) years employment experience including at least 500 hours specific operating time on Class A, B or C plant where no structured training has been undertaken.

Plant Operation

An employee at Classification - Level 5 operates;

- One type of Class A machine to productive capacity on all types of work within machine capability, or
- Two types of Class A machines to productive capacity on a limited range of work, or
- Class B or C machines, including basic preventative maintenance, for part of the work time, and undertakes other associated work tasks.

**Classification - Level 6 (G4, P4)
Position Requirements**

An employee at Classification - Level 6 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 5, and the position requirements for an employee at this level may include;

- Is a qualified tradesperson or horticulturalists, or applies trade equivalent skills, or operates plant as defined in subclause (c).
- Works at a higher level than employees at Classification 1, and to the level of their skills and training consistent with;
- the exercise of skills attained through satisfactory completion of training prescribed for this Level,
- the exercise of discretion within the scope of this Level,

- works under general supervision either individually or in a workgroup environment,
- supervision of work is focussed on achievement of outcomes rather than tasks,
- ability to competently interpret safety manuals and understand general safety requirements,
- ability to provide guidance and assistance as part of a workgroup,
- ability (within reasonable limits) to complete tasks in a workmanship like manner, within timeframe and budget.
- To undertake tasks and apply skills as required which indicatively may include;
- Competency in initial diagnosis.
- Working accurately to line and level.
- Working from production drawings, prints or plans.
- Ability to identify potential problem subject to level of training.
- Ability to initiate repairs and replacements in accordance with instructions.
- Ability to perform basic production scheduling.

Plant Operation

An employee at Classification - Level 6 may operate;

- multiple types of Class A machines, possessing the training and experience specified for Classification - Level 5 plus an additional two (2) years of experience, or
- one class of type B or C machine for a majority of the work time including basic preventative maintenance, and undertakes some other (non-operating) tasks.

An employee at Classification - Level 6 has completed;

- in respect of Class A machines, the training and experience specified for Classification - Level 5, plus an additional two (2) years experience, or
- in respect to Class B or C machines, the training and experience specified for Classification - Level 5 plus an additional 1,500 hours.
- An employee at Classification -Level 6 where trained on Class A machines, is competent to operate to productive capacity on all types of work.

Classification - Level 7 (G5, P5) Position Requirements

An employee at Classification - Level 7 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 6, and the position requirements for an employee at this level may include;

- Is an experienced tradesperson or horticulturalists, or operates plant as defined in subclause (c).
- Has completed one-third of the modules towards an appropriate Post Trade Certificate, or an agreed and accredited training plan.
- Works at a higher level than employees at Classification - Level 6, and to the level of their skills and training consistent with;
- the exercise of skills attained through satisfactory completion of training prescribed for this Level,
- the exercise of discretion within scope of this Level,
- the provision of guidance and assistance as part of the workgroup,
- a good understanding of quality control techniques and their implementation,
- works under limited supervision either individually or in a workgroup environment,
- responsibility for establishing their own production and quality targets for new locations, given directions and on job plans/specifications,
- the provision of on the job guidance and/or operating instruction to a trainee, in accordance with a supplied plan of instruction.
- To undertake tasks as required which indicatively may include;
- Exercise of high precision trade skills using various materials and or specialised techniques.
- Installs, repairs, and maintains, tests, modifies, commissions, and /or fault finds on complex machine equipment which uses hydraulic and/or principles and in the course of such work, is required to read and understand hydraulic and pneumatic circuitry which control fluid power systems.
- Works on complex or intricate circuitry, which involves examining, diagnosing and modifying systems comprising interconnected systems.

Plant Operation

An employee at Classification - Level 7

- Operates Class B or C machines (including changing to and using all basic attachments) to its productive capacity on all types of work within the machine's capability, but excluding work to fine tolerances.
- Completes a National Training Board recognised advance production skills course, plus a minimum of one (1) year's experience at Classification - Level 6, or completes two (2) years experience at Classification - Level 6 where no advanced and structured training has been undertaken.
- Arranges for their own support services, including fuel, minor repairs, machine transport, etc.
- Operates competently one type of Class B or C machine to its productive capacity.

Classification - Level 8 (G6, P6) Position Requirements

An employee at Classification - Level 8 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 7, and the position requirements for an employee at this level may include;

- Is an experienced tradesperson or horticulturalists, or operates plant as defined in subclause (c).
- Works at a higher level than employees at Classification -Level 6, and to the level of their skills and training consistent with;
- the exercise of skills attained through satisfactory completion of training prescribed for this Level,
- provides trade guidance and assistance as part of the work team,
- understands and implements quality control techniques,
- Works under limited supervision either individually or in a team environment.

An employee at Classification - Level 8 may perform the following indicative tasks;

- Exercises of high precision trade skills using various materials and or specialised techniques.
- Performs operations on a CAD/CAM terminal in the performance of routine modifications to NC/CNC programs.
- Installs, repairs and maintains, test, modifies, commissions, and/or fault finds on complex machine and equipment which utilises hydraulic and/or pneumatic principles and in the course of such work, is required to read and understand hydraulic and pneumatic circuitry which control fluid power systems.
- Works on complex or intricate circuitry which involves examining, diagnosing and modifying systems comprising interconnected circuits.

Plant Operation

An employee at Classification - Level 8

- Operates Class B or C machines (including changing to and using all basic attachments) to its productive capacity on all types of work within the machine's capability, but excluding work to fine tolerances.
- Arranges for own support services, eg. Fuel, minor repairs, machine transport, etc.
- Completes a National Training Board recognised advance production skills course, plus a minimum of two (2) years experience at Level 7, or completes four (4) years experience at Level 7 where no advanced and structured training has been undertaken.
- Arranges for their own support services, including fuel, minor repairs, machine transport, etc.
- Accepts responsibility for establishing their own production and quality targets for new locations, given only directions and on job or work plans.

- May provide on-the-job guidance and/or instruction to a trainee operator, in accordance with a given plan or instruction.

Classification - Level 9 (G7, P7) Position Requirements

An employee at Classification - Level 9 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 8, and the position requirements for an employee at this level may include;

- Possesses an accredited post-trade certificate, or performs the duties of a horticultural workgroup leader, or operates plant as defined in subclause (c).
- Works at a level consistent with;
- the exercise of skills attained through satisfactory completion of training prescribed for this Level,
- provision of trade guidance and assistance as part of a workgroup,
- a good understanding of quality control techniques and their implementation,
- provision of training in conjunction with supervisors and trainers,
- works under limited supervision either individually or in a workgroup environment.
- To undertake tasks as required which indicatively may include;
- Works on machines or equipment that utilise complex mechanical/hydraulic/pneumatic controls and systems, including a combination of.
- Works on machines or equipment that utilise complex electrical/electronic circuitry and controls.
- Works on instruments used for complex control systems, which may utilise a combination of electrical, electronic, mechanical or fluid power principles.
- Applies advanced computer numerical control techniques in machining, cutting, welding, or fabrication.
- Exercises intermediate CAD/CAM skills in the performance of routine modifications to programs;
- Works on complex or intricate interconnected electrical circuits at a level above Level Classification 3 Level 1.
- Works on complex radio communication equipment.

Plant Operation

An employee at Classification - Level 9

- Competently operates two (2) different types of Class B machines, or one Class B and one Class C machine.
- May estimate machine requirements for a given job and plan/specification, and coordinate supply of plant.
- Direct and coordinate standards of production, and quality of workmanship of other operators on multiple types of Class A and B Machines.

- Program work for the workgroup, and be responsible for performance of the workgroup, subject to resource allocation.
- Provide pre-planned basic training for trainee operators, both on and off the job.

Classification - Level 10 (G8, P8) Position Requirements

An employee at Classification - Level 10 is expected to demonstrate a higher level of skills relative to an employee at Classification - Level 9, and the position requirements for an employee at this level may include;

- Completion of the first year of an Advanced Certificate and works above Classification - Level 9 or two-thirds of a second trade, or applies the equivalent level of skill in two or more trades.
- As foreman, supervise work performed by teams of labourers, machine operators, and or tradespersons.
- Operates plant as defined in subclause (b).
- Manage delivery of prescribed training programs for the organisation.
- As a tradesperson with post-trade qualifications, certify work performed by others in accordance with regulatory requirements.

Plant Operation

An employee at Classification - Level 10
Competently operates;

- To fine tolerances on two (2) types of Class B machines, or one Class C machine, or
- Three or more types of Class B machines to the competency level set at Classification - Level 7

Definition of Plant and Equipment Classes

PLANT OPERATOR STREAM

Plant had been categorised into the following three classes:

Class A machines, including:

- agricultural type Tractors with 3 Point Linkage attachments;
- rigid Frame front end loaders including "Skid steer loaders";
- fork-lifts; and
- all machines of the type as specified in Class B, but without power attachments.

Class B machines, being all machines of the type described below, including those with power attachments (other than those in Class A or Class B):

- Bulldozer (rubber tyred or tracked);
- Backhoe (rubber tyred or tracked);
- Skid steer loader (with power operated attachments other than standard front bucket);
- Front end loader (articulated or tracked);
- Compactor/spreader;
- Scraper (single and/or twin power);
- Hydraulic excavator;
- Face shovel;
- Drag line; and
- Truck above 4.5 tonne.

Class C machines, being all machines of the type described below, including those types with power attachments (other than those in Class A or Class B).

Grader

Classification definitions for operators of plant are set out below. Employees performing both general trade stream tasks and operating plant will be classified in terms of the Plant operator stream.

Level P1

An employee at Level P1 is under close supervision, and is either:

- undertaking a National Training Board recognised induction training course; or
- acquiring familiarisation of plant through on the job experience.

Level P2

An employee at Level P2 is, under supervision, engaged in the driving of Class A and/or Class B machines and associated basic maintenance tasks (e.g. oil, grease, fuel and clean).

An employee at Level P2 has completed either:

- an NTB recognised induction training course; or
- two years experience with Class A and/or Class B plant where the employee has operated such plant regularly but possibly for only part of their work time.

Level P3

An employee at Level P3:

- performs tasks at Level G3 in the General trade stream as well as operating plant as nominated in this level for part of their work time;

- has completed six months employment experience including at least 100 hours specific operating time on Class A, B or C plant where a NTB recognised Basic plant operator course has been completed; or
- has completed two years employment experience including at least 500 hours specific operating time on Class A, B or C plant where no structured training has been undertaken.

An employee at Level P3:

- operates one type of Class A machine to productive capacity on all types of work within machine capability, or operates two types of Class A machines to productive capacity on a limited range of work; or
- operates Class B or C machines, including basic preventative maintenance, for part of work time, and undertakes other associated work tasks.

Level P4

An employee at Level P4 applies trade equivalent skills and:

- operates multiple types of Class A machines to productive capacity on all work within machine capability; or
- operates one type of Class B or C machine for a majority of work time including basic preventative maintenance, and undertakes some other associated (non operating) tasks.

An employee at Level P4 has completed either:

- in respect of Class A machines, the training and experience specified for Level P3 plus an additional two years experience; or
- in respect of Class B or C machines, the training/experience specified for Level P3 plus an additional 1500 hours "log" time.

An employee at Level P4, where trained on Class A machines, is competent to operate to productive capacity on all types of work.

Level P5

An employee at Level P5 operates Class B or C machines (including changing to and using all basic attachments) on all basic types of work not involving or requiring work to fine tolerances.

An employee at Level P5 has completed either:

- an NTB recognised advanced production skills course, plus a minimum of one year's experience at Level P4; or
- a minimum of two year's experience at Level P4 where no advanced structured training has been undertaken.

An employee at Level P5 is competent to operate one type of Class B or C machine to productive capacity.

Level P6

An employee at Level P6:

- operates Class B or C machines to productive capacity on all types of work within machine capability (except fine tolerances); and
- arranges for own support services, e.g. fuel, minor repair, machine transport, etc.

An employee at Level P6 has completed either:

- an NTB recognised advanced production skills course specified at Level P5, plus a minimum of two years experience at Level P5; or
- a minimum of four years experience at Level P5 where no advanced structured training has been undertaken.

An employee at Level P6, given only directions on job or work plan and specification, is responsible for establishing own production and quality targets for new locations. The employee may also provide on-the-job guidance and/or operating instruction to a trainee operator, in accordance with a given plan or instruction.

Level P7

An employee at Level P7 competently operates two different types of Class B machines, or one Class B and one Class C machine.

An employee at Level P7 may:

- estimate and arrange machine requirements given job plan and specification;
- direct and coordinate standards of production and quality of other operators on multiple types of Class A machines and/or Class B machines; and
- provide pre-planned basic training for Trainee Operators both on and off the job.

Level P8

An employee at Level P8:

- competently works to fine tolerances on two Class B machines, or one Class C machine; or
- operates three or more types of Class B machines to the competency level set at Level P5.

An employee at Level P8 may be responsible for the organisation and management of prescribed training programs.

Attachment C

Classification Structure for Municipal Officers (Indoor Staff)

In this Attachment the following definitions will apply:

1. COMPLEX

1.1 Complex

Denotes work wherein the predominant feature is the consideration of the impact of interactive elements as they relate to the total job rather than focusing on any segment in isolation.

1.2 Moderately complex

To a lower degree than complex, less extensive.

1.3 Limited complexity

Relates to work which involves the application of established principles, practices and procedures. Generally, actions and responses which can be readily identified and repeated from previous experience.

1.4 Very complex

The application of a comprehensive knowledge of established practices and procedures as they affect all aspects of the range of operations, or an in-depth knowledge of the operation. Generally responses require a high level of analytical skills with the work drawing together a range of aspects and the method selected from a range of genuine alternatives.

2. DIRECTION

2.1 Close direction

Employees receive detailed instruction on job requirements, methods to be adopted and unusual or difficult features. Employee's work is subject to checking at all stages.

2.2 Regular direction

Employees receive instruction on job requirements, methods to be adopted on unusual or difficult features. Employee's work is subject to progress checking.

2.3 General direction

Employees receive general instructions usually covering only the broader aspects of the work. In some situations, detailed instructions may be necessary. The work of experienced and competent employees is subject to final checking and, only as required, progress checking.

2.4 Limited direction

Employees receive limited instructions which clearly state objectives. Employees have a significant degree of competence and experience and are able to achieve the objective by conforming to instructions but with minimal guidance.

2.5 Broad direction

Employees normally receive instructions in the form of broadly stated objectives. Extensive knowledge and experience enables employees to contribute to the determination of goals and objectives.

3. EXPERIENCE**3.1 Experienced**

This means having worked in a relevant field for sufficient time to have sufficient understanding of the basic principles of the discipline, to have the ability to successfully undertake the majority of normal requirements of the work situation and to have a good appreciation of the activities involved.

3.2 Considerable experience

This means having worked in a relevant field for sufficient time to ensure competence or undertake and advise on a full range of normal requirements of the work situation and to have the ability to perform a variety of activities involving special, unusual or complex features of the work.

3.3 Extensive experience

This means having worked in a relevant field for sufficient time to ensure the ability to control and advise on the full range of activities and to be expert in terms of a wide variety of special, unusual or complex features of the work.

4. LEVEL 1**4.1 Characteristics of the level**

Level 1 is the base level position in an organisation that undertakes routine clerical and administrative duties using basic skills and techniques. Initially employees may receive, if required, on the job training relevant to their work area.

Employees work to established standards and procedures. With the gaining of greater experience and competence employees may exercise responsibility for planning their own work and/or have technical oversight of a minor work area.

4.2 Responsibility and accountability

A position at this level may include some of the following inputs or those of a similar value:

- Undertaking routine activities of a clerical, administrative and/or support nature relevant to the employee's work area;
- Undertaking straight forward operation of all types of standard office equipment;
- Dealing with internal and external clients of their work area in a courteous and approachable manner.
- Performing work requirements accurately and in a timely manner;
- Working under direct supervision with suitable assistance readily available to provide support where required.

4.3 Skills, knowledge, experience, qualifications and/or training

Some or all of the following are needed to perform work at this level:

- Basic knowledge and skills of clerical, administrative and organisational practices and procedures relevant to the work area, including operating knowledge of standard office equipment and relevant software;
- An ability to develop knowledge of work practices, policies and relevant legislation, regulation and by laws relating to the duties and responsibilities of the position;
- Basic numeracy, keyboard, written and verbal communication skills relevant to the work area;
- No formal qualifications are normally required at this level, however, it is desirable that employees are studying for an appropriate certificate or undertaking either internal or external training relevant to the work area.

4.4 Typical functions

The following are typical functions that an employee at this level may perform. It is not an exhaustive or prescriptive list of such types of positions.

At a basic level of skill:

- Undertake library duties involving routine shelving, issues and returns;
- Enforce compliance with traffic by laws and regulations at an elementary level;
- Assist with the operation of an aquatic or recreational complex including the oversight of a specific function within the complex;
- Basic clerical and administrative tasks and functions.

5. LEVEL 2

5.1 Characteristics of the level

Level 2, is the level in an organisation that undertakes a range of activities in clerical, administrative, financial, regulatory and customer service communication duties using demonstrated skills, qualifications and knowledge.

At this level employees work to established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation.

Employees will be responsible for managing time, planning and organising their own work and may be required to oversight and/or guide the work of a limited number of lower classified employees and/or may be required to assist senior employees with specific projects.

This level is the appointment level for employees who have completed an appropriate certificate and are required to undertake work related to that certificate.

The 3rd incremental step of this level is the appointment level for any graduate with a relevant 3 year degree who utilises that qualification to undertake professional work. Graduates will advance to the 4th step of this level after twelve months satisfactory service.

The 4th incremental step of this level is the appointment level for any graduate with a four year degree who utilises that qualification to undertake professional work.

Graduates will progress to the 2nd step of level 3 after twelve month's satisfactory service on the 4th step of level 2 and shall progress to the 1st step of level four after a further twelve months of satisfactory service.

5.2 Responsibility and accountability

A position at this level may include some of the following inputs or those of a similar value:

- Undertakes a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgement;
- Operates standard office equipment and software and is conversant with and utilises the functions of those systems and is proficient in their use;
- Timely, accurate and proficient advice to internal and external clients;
- Ability to educate and communicate with internal and external clients on issues relevant to their work area;
- Work reliably under regular direction and guidelines with assistance available where required;
- Perform tasks of a sensitive nature requiring the exercise of sound judgement, initiative, confidentiality and including the provision of more than routine information, the receiving and accounting for monies and assistance to clients/ratepayers;
- Oversee and guide a limited number of lower classified employees;

- Where relevant, supervise minor works programs/projects.

5.3 Skills, knowledge, experience, qualifications and/or training

Some or all of the following are needed to perform work at this level:

- Developed skills in oral and written communication with clients and other members of the public;
- Knowledge of established work practices policies, regulations and procedures relevant to the work area;
- Developing knowledge of statutory requirements relevant to the work area;

Formal qualifications may be required for specific positions which include:

- Appropriate post-trade certificate or associate diploma relevant to the work area;
- Three year (full time) degree; or
- In a position that does not require formal qualifications employees will have attained through previous appointments or service an equivalent level of expertise and experience to undertake the range of activities required;

5.4 Typical functions

The following are typical functions that an employee at this level may perform. It is not an exhaustive or prescriptive list of such types of positions:

- Secretarial support to supervisors and managers;
- Basic level information technology specialist advice and services;
- Para-professional support to qualified librarians;
- Oversight the work of unqualified library staff and/or take charge of a library outlet;
- Undertake inspectorial duties involving the enforcement of general by-laws/regulations, assist senior officers with special projects;
- Assist with elementary health inspections under the regular direction of a senior qualified officer (trainee level);
- Assist with the management of a multifunctional recreation complex/aquatic centre or exercise operational responsibility for a single function within the complex or a swimming pool of less than 50 metres;
- Operate a community service programme at an elementary level;
- Operate a desk top publisher to a routine/basic level.

6. LEVEL 3

6.1 Characteristics of the level

Level 3 is the position in an organisation that involves solving problems of limited difficulty/complexity using knowledge, judgement and work organisational skills acquired through qualifications and/or previous work experience In addition, employees may provide assistance to

lower classified employees. Employees may be involved in a range of work activities in a specialised area and/or the undertaking of a number of minor works within the total works programme.

Positions at this level allow employees the scope for exercising initiatives in the application of established work procedures and may require the officer to establish goals/objectives and outcomes for their own particular works programme/project.

At this level employees may be required to supervise. Employees with supervisory responsibilities may undertake some complex operational work and may undertake planning and coordination of activities within the work area.

Supervisors may be required to supervise more than one component of the work programme. They should have a sound knowledge of personnel practices and be able to assist subordinate employees with on-the-job training.

Graduates shall advance to the 2nd year incremental step after twelve months satisfactory service on the 4th step of level 2 and shall progress to the 1st step of level 4 after a further twelve months satisfactory service.

6.2 Responsibility and accountability

A position at this level may include some of the following inputs or those of a similar value:

- Undertake responsibility for various activities or a function in a work or specialised area;
- Exercises initiative in the application of established work procedures and undertakes routine problem solving activities where there are no established procedures;
- Providing accurate and timely advice on requirements for compliance with the relevant acts, codes, regulations, standards, by-laws and policies. Undertake basic health inspections;
- An employee performing at this level in a professional field will at least undertake some degree of any of the following: planning, coordination, supervision, designing, and/or analysing projects, programmes, services or functions of a specialist nature within their work area;
- An employee at this level with responsibilities in a technical field may perform moderately complex functions in their work area and may plan, coordinate and exercise responsibility for minor works;

"Working under general supervision" but may also supervise other employees and may be a member of a professional team.

6.3 Skills, knowledge, experience, qualifications and/or training

Some or all of the following are needed to perform work at this level:

- Sound knowledge of, or ability to attain, statutory requirements, procedural and operational methods of the work area;

- May utilise professional technical or specialised knowledge;
- Demonstrated competency in the operation and installation of computing systems and software;

A position at this level shall require an employee to possess:

- Four year degree with two years relevant experience; or
- Three year degree plus graduate diploma in the relevant discipline with two years relevant experience; or
- Associate diploma with experience; or
- Three year degree plus three year professional experience in the relevant discipline; or
- Appropriate certificate with relevant experience; or
- Attained through previous appointments, service and/or study an equivalent level of expertise and experience to undertake the range of activities required.

6.4 Typical functions

The following are typical functions that an employee at this level may perform. It is not an exhaustive or prescriptive list of such types of positions:

- Operational responsibility for a multifunction aquatic/recreational complex or large swimming pool;
- Coordinate elementary community service programs or a single programme at a more complex level;
- Provide a range of records management services however, the responsibility for the records management service would not rest with the officer;
- Proficient in the operation of the computer to enable modification and/or correction of computer software systems/packages and/or the identification of operational problems. This level could include systems administrators in small to medium sized organisations whose responsibility includes the security/integrity of the system;
- Provide a service utilising the full functions of a desk top publisher;
- Supervise the work of other library staff and/or take charge of a small library branch;
- Regularly undertake general inspections to enforce compliance with various acts, (excluding those relating to health regulations), by laws and policies including the presentation of materials for prosecution of offences as required;
- Receive, allocate and prepare for processing accounts and invoices approved for payment;
- Provide secretarial and/or administrative support requiring a high degree of judgement, initiative, confidentiality and sensitivity in the performance of work.

7. LEVEL 4

7.1 Characteristics of the level

Level four is the level in an organisation which requires the application of knowledge and skills which are gained through qualifications and/or previous experience relevant to the position. Employees will be expected to contribute knowledge in establishing procedures and required to supervise various functions within a work area or activities of a complex nature.

Positions may involve a range of work functions which could contain a substantial component of supervision or require employees to provide specialist advice relevant to the position.

7.2 Responsibilities and accountabilities

A position at this level may include some of the following inputs or those of a similar value:

- Set outcomes and develop work methods where general work procedures are not defined;
- Employees undertaking health inspections shall be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level;
- Graduates will progress to the first incremental step of this level once one year of satisfactory service at level 3 is completed and will progress to the 3rd incremental step following an additional year of satisfactory service;
- Undertake activities which may require the officer to exercise judgement and/or contribute critical knowledge and skills where procedures are not clearly defined and/or perform duties of a specialised nature;
- Provide administrative support of a complex nature to senior officers;
- Provide prompt and effective administration of their area of responsibility;
- An employee performing at this level in a professional field will, discuss techniques with clients and lead a team in a discipline related project;
- An employee at this level with responsibilities in a technical field may undertake projects, programmes, carry out a variety of activities requiring initiative and judgement;
- An employee that supervises outside employees exercises responsibility for work groups, completion of work assignments and standards of work quality. They assist senior officers with work programmes of a complex nature and are responsible for part of the works programme budget;
- Works under general direction, works in a specialised field; and/or supervises staff or contractors.

7.3 Skills, knowledge, experience, qualifications and/or training

Some or all of the following are needed to perform work at this level:

- Sound knowledge of statutory requirements, programme, activity, operational policy or service aspects of the work performed within a function or a number of work areas;
- High level skills in managing time, setting priorities, planning and organising their own work and that of subordinate staff;
- Liaise with other professionals at a technical level;
- Demonstrated ability to work effectively in a team environment;
- Facilitation of internal and external committees;
- High level written and verbal communication skills including conflict resolution;
- Demonstrated initiative and promotional ability;
- Well developed analytical skills;

An employee in a position at this level must possess:

- Relevant four year degree with two years relevant experience or three year degree with three years of relevant experience; or
- Associate diploma with relevant experience; or
- Lesser formal qualifications with substantial years of relevant experience; or
- Attained through previous appointments, service and/or study on equivalent level of expertise and experience to undertake the range of activities required.

7.4 Typical functions

The following are typical functions that an employee at this level may perform. It is not an exhaustive or prescriptive list of such types of positions:

- Provision of a reference and research information service and technical service;
- Assist senior officers with the planning and coordination of a community programme of a complex nature;
- Exercise supervisory responsibility for various functions within a work area including compliance with regulations, codes and procedures;
- Ensure plans, permits, applications, site inspections etc. comply with the various relevant Acts, Codes, Regulations and Standards;
- Provide assistance on health applications including liaison with clients;
- Manage a recreation complex (aquatic or non aquatic);
- Develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of council records and related material;
- Provide advice and assistance on matters relating to rates and assessment;
- Undertake computer operations requiring technical expertise and experience and may exercise initiative and judgement in the application of established procedures and practices.

8. LEVEL 5

8.1 Characteristics of the level

Level 5 is the level in an organisation where employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with departmental and/or organisational goals.

General features at this level indicate the involvement in establishing sectional/departmental programs and procedures. Positions will include a range of work functions and may involve the supervision of a section or in the case of small organisations, a department. 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 departmental budget. Employees at this level will be required to provide expert advice to lower classified employees.

Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience in the discipline.

Employees are required to set project priorities, plan and organise their own work and that of subordinate staff and establish the most appropriate operational methods for the section/department.

Graduates will progress to the 2nd incremental step of this level on the completion of two years satisfactory service at level 4 and will progress to the 3rd incremental step after a further year of service.

8.2 Responsibility and accountability

A position at this level may include some of the following inputs or those of a similar value:

- Acts under the general direction of senior officers but are required to exercise discretion and initiative within the standards set by the organisation;
- Responsibility for a range of functions within the section and/or department requiring a high level of knowledge and skills including a moderately complex project; a minor phase of a broader or more complex professional assignment; and setting priorities and monitor work flow in areas of responsibility;
- Assisting with the preparation or prepare departmental or section budgets;
- Providing expert advice to lower classified employees;
- Exercise judgement and initiative where procedures are not clearly defined;
- Operate as a specialist officer in the relevant discipline where decisions made and taken rest with the officer with no reference to a senior officer;
- An employee performing at this level in a professional field will, under general direction undertake tasks of a specialised and/or

detailed nature and provide reports on progress of project activities including recommendations;

- An employee at this level with responsibilities in a technical field may exercise significant initiative and judgement in the selection and application of established principles, and techniques, supervise the work of other staff, and provide reports to management and/or recommendations on technical suitability of equipment procedures, processes and results.
- An employee that supervises outside employees exercises operational responsibility for works programs. They establish work programs in small organisations.

8.3 Skills, knowledge, experience, qualifications and/or training

Some or all of the following are needed to perform work at this level:

- Knowledge of departmental programs, policies and activities and the role of the organisation's structure and service;
- Well developed supervisory skills;
- Demonstrated communication skills both verbal and written, including report writing;
- High level organisational skills including strategic planning, and policy development where required by the position;
- Demonstrated capacity to analyse problems and arrive at creative solutions;
- Relevant and applied knowledge of budgetary control and financial management systems;
- Sound understanding of current computer technology appropriate to the position's workplace and duties;
- Proven experience in contract and/or project management;
- High level of interpersonal skills in dealing with the internal and external clients;

An employee in a position at this level must possess:

- A degree relevant to the position with relevant experience; or
- Associate diploma with substantial experience; or
- Qualifications in more than one discipline; or
- Less formal qualifications with specialised skills sufficient to perform at this level; or
- Attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

8.4 Typical functions

The following are typical functions that an employee at this level may perform. It is not an exhaustive or prescriptive list of such types of positions:

- Planning, developing and operating a community service program of a moderately complex nature;

- Planning, coordinating and administering the operation of a multi-functional recreation/aquatic complex including financial management and reporting;
- Providing information technology specialist support to internal clients;
- Monitoring and interpreting legislation, regulations and other agreements relating to occupational health and safety and workers compensation and rehabilitation;
- Undertaking analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation;
- Undertake publicity assignments within the framework of the organisation's publicity and promotions programme. Such assignments would be of limited scope and complexity but would involve the coordination of facets of the total programme including media liaison, design and layout of publications/displays and editing;
- Coordination and management of a specialist function.

9. LEVEL 6

9.1 Characteristics of the level

Level 6 is the level in an organisation where employees undertake a range of functions for which operational policies, practices and guidelines may need to be developed.

Employees at this level will be expected to contribute to the management of the section and/or department, assist/prepare budgets, establish procedures and work practices etc. In addition, employees at this level will be required to provide expert advice to lower classified employees.

Employees may exercise managerial responsibility for a work area, 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/activities.

9.2 Responsibility and accountability

A position at this level may include some of the following inputs or those of a similar value:

- Undertaking significant projects and/or functions involving the use of analytical skills and advise on matters of complexity within the work area;
- Advise on policy matters and contribute to their development;
- Negotiate on matters of significance within the section and/or department, with other bodies and/or members of the public;
- Control and coordinate a work area with a degree of autonomy within budgetary constraints;

- An employee performing at this level in a professional field will, under limited direction undertake or provide support to a range of activities or programs, control and coordinate projects, contribute to the development of new procedures and methodology, provide expert/specialist advice or assistance, supervise/manage the operation of a discrete element which is part of a larger office, supervise on occasions other professional staff within the relevant work area, provide consultancy services for a range of activities;
- An employee at this level with responsibilities in a technical field will undertake duties which involve more than one discipline, contribute to the development of new techniques and methodology, and provide a consultancy service for a range of activities.
- An employee whose prime responsibility is to supervise outside employees controls and coordinates the works programme within budgetary constraints, supervise large outside workforce and/or contractors, exercise a degree of autonomy within budgetary constraints in establishing works programs.

9.3 Skills, knowledge, experience, qualifications and/or training

Some or all of the following are needed to perform work at this level:

- Knowledge of the requirements of the position gained through experience, training or education;
- Demonstrated ability to define problems, plan and exercise judgement to a high level;
- Communicate effectively at a high level with all clients utilising proficiency in verbal and written English;
- Good research, analytical and problem solving skills;
- Capacity to manage meetings and consultative processes effectively;
- Detailed knowledge of local government legislation, practices and procedures;
- Detailed knowledge of programme activities and work practices relevant to the work area;
- Highly capable time manager;
- A high level of organisational skills enabling the effective negotiation of contracts;
- Effective human resource management practices including motivation of subordinate staff;

An employee in a position at this level must possess:

- A degree with substantial experience; or
- An associate diploma with substantial experience; or
- Lesser formal qualifications with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

9.4 Typical functions

The following are typical functions that an employee at this level may perform. It is not an exhaustive or prescriptive list of such types of positions:

- High level design and drafting work;
- Conducting necessary in depth research to provide effective liaison with clients for the provision of technical advice;
- Demonstrating a comprehensive knowledge of operational standards and the ability to apply them to their work and that of others.

10. LEVEL 7

10.1 Characteristics of the level

Level 7 is the level in an organisation where employees exercise managerial responsibility for various functions within the department and/or organisation or operate as a specialist, a member of a specialised professional team or independently.

Employees are involved in the formation/establishment of programs, the procedures and work practices within the department and will be required to provide assistance to other employees, sections and/or departments.

Positions at this level will demand responsibility for decision making and the provision of expert advice to other areas of the organisation. Graduates employed with and required to perform duties relevant to their tertiary qualification shall progress to this level once they have completed three years satisfactory service at level 6 and undertake work related to the responsibilities under this level.

10.2 Responsibility and accountability

A position at this level may include some of the following inputs of those of a similar value:

- Undertake managerial or specialised functions, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single function/programme/project or multi-disciplinary operation;
- Prepare budget submissions for senior officers and/or the organisation;
- An employee performing at this level in a professional field will, under limited direction provide control and coordination of projects/programs, provide a consultancy service to a wide range of clients, advise on policy methods and contribute to policy development;
- An employee at this level with responsibilities in a technical field will develop appropriate methodology, apply proven techniques in providing specialised technical services and exercise significant levels of initiative in the accomplishment of technical objectives;

- An employee whose prime responsibility is to supervise outside employees develops and implements significant works programs and reviews operations to determine their effectiveness;
- Has significant delegated authority.

10.3 Skills, knowledge, experience, qualifications and/or training

Some or all of the following are needed to perform work at this level:

- Sound knowledge of the requirements of the position gained through experience, training or education;
- Demonstrated ability to define complex problems, plan and exercise judgement to a high level;
- Communicate effectively at a high level with all clients utilising proficiency in verbal and written English;
- Well developed research, analytical and problem solving skills;
- Ability to work effectively independently and as part of a team;
- Demonstrated leadership skills;
- Capacity to manage meetings and consultative processes effectively;
- Detailed knowledge of local government legislation, practices and procedures;
- Detailed knowledge of programme activities and work practices relevant to the work area;
- High level theoretical and applied financial management skills;
- Highly capable time manager;
- A high level of organisational skills enabling the effective negotiation of contracts;
- Effective human resource management practices including motivation of subordinate staff;

An employee in a position at this level must possess:

- Qualifications generally beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience; or
- Lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard; or
- A combination of experience, expertise and competence sufficient to perform the duties required at this level.

10.4 Typical duties

The following are typical functions that an employee at this level may perform. It is not an exhaustive or prescriptive list of such types of positions:

- Managing a planning and design section;
- Responsible for a community development function;
- Facilitation of council committees and participation providing technical expertise;
- Undertaking a public relations function;
- Development of council codes;

- Preparation of council reports.

11. LEVEL 8

11.1 Characteristics of the level

Level 8 is the level in an organisation which exercises managerial responsibility for a department/organisation's relevant activity. In addition, employees may operate as a senior specialist providing multi-functional advice to either various departments or directly to the organisation.

General features of this level require the officer's involvement in the initiation and formulation of extensive projects/programs which impact on the organisation's goals and objectives.

Additional features include providing financial, specialised, technical and professional and/or administrative advice on policy matters within the department.

11.2 Responsibility and accountability

A position at this level may include some of the following inputs or those of a similar value:

- Undertake work of significant scope and/or complexity that may be innovative, novel and/or critical in nature with little or no professional direction;
- Provide high level advice on policy matters, programs/activities, management of service delivery;
- An employee performing at this level in a professional field will, under broad direction contribute to the development of operational policy, assess and review the standards and work of other professional personnel/external consultants, initiate and formulate departmental/organisational programs, implement organisational objectives within corporate goals, provide specialist advice and ensure the outcome of work of significant scope and/or complexity;
- An employee at this level with responsibilities in a technical field will conduct technical support programs and sub-programs within the framework of the organisation's operating programme, offer consultancy service, ongoing evaluation and development/revision of methodology/techniques and/or the application of a high level of analytical skills in the attainment and satisfying of technical objectives;
- An employee whose prime responsibility is to supervise outside employees, establish control and organise ongoing plans and programs for department/organisation; and administer complex policy and works programme matters.

11.3 Skills, knowledge, experience, qualifications and/or training

Some or all of the following are needed to perform work at this level:

- Demonstrated ability to define and solve complex problems, plan and exercise judgement to a high level;
- Highly proficient in communicating and liaising with all internal and external clients and contacts at all levels;
- Highly developed research, analytical and problem solving skills;
- Ability to work effectively autonomously, creatively, and as part of a team;
- Demonstrated high level leadership skills;
- Effectively manage meetings and consultative processes and demonstrate understanding of local government meeting procedures;
- Detailed knowledge of local government legislation, practices and procedures;
- High level theoretical and applied financial management skills;
- Highly capable time manager;
- A high level of organisational skills enabling the effective negotiation of contracts;
- Effective human resource management practices including motivation of subordinate staff;
- Ability to initiate and implement necessary change;
- High level of knowledge of statutory requirements;

An employee in a position at this level must possess:

- Qualifications that are generally beyond those normally acquired through a degree course and experience in the field of specialist expertise (could be acquired through further formal qualifications in field of expertise or in management); or
- Lesser formal qualification together with the acquisition of considerable skills and extensive and diverse experience relative to an equivalent standard; or
- A combination of experience, expertise and competence sufficient to perform the duties of the position.

11.4 Typical duties

The following are typical functions that an employee at this level may perform. It is not an exhaustive or prescriptive list of such types of positions:

- Management of an organisational section of council; and
- Management of a significant library service.

Attachment D

Model Flexibility Term

- (1) An employer and employee covered by this enterprise agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the agreement if:
 - (a) the agreement deals with 1 or more of the following matters:
 - (i) arrangements about when work is performed;
 - (ii) overtime rates;
 - (iii) penalty rates;
 - (iv) allowances;
 - (v) leave loading; and
 - (b) the arrangement meets the genuine needs of the employer and employee in relation to 1 or more of the matters mentioned in paragraph (a); and
 - (c) the arrangement is genuinely agreed to by the employer and employee.
- (2) The employer must ensure that the terms of the individual flexibility arrangement:
 - (a) are about permitted matters under section 172 of the *Fair Work Act 2009*; and
 - (b) are not unlawful terms under section 194 of the *Fair Work Act 2009*; and
 - (c) result in the employee being better off overall than the employee would be if no arrangement was made.
- (3) The employer must ensure that the individual flexibility arrangement:
 - (a) is in writing; and
 - (b) includes the name of the employer and employee; and
 - (c) is signed by the employer and employee and if the employee is under 18 years of age, signed by a parent or guardian of the employee; and
 - (d) includes details of:
 - (i) the terms of the enterprise agreement that will be varied by the arrangement; and
 - (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
 - (e) states the day on which the arrangement commences.
- (4) The employer must give the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- (5) The employer or 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 the employer and employee agree in writing — at any time.

Attachment E

Model Consultation Term

- (1) This term applies if:
 - (a) the employer has made a definite decision to introduce a major change to production, program, organisation, structure, or technology in relation to its enterprise; and
 - (b) the change is likely to have a significant effect on employees of the enterprise.
- (2) The employer must notify the relevant employees of the decision to introduce the major change.
- (3) The relevant employees may appoint a representative for the purposes of the procedures in this term.
- (4) If:
 - (a) a relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and
 - (b) the employee or employees advise the employer of the identity of the representative;the employer must recognise the representative.
- (5) As soon as practicable after making its decision, the employer must:
 - (a) discuss with the relevant employees:
 - (i) the introduction of the change; and
 - (ii) the effect the change is likely to have on the employees; and
 - (iii) measures the employer 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; and
 - (ii) information about the expected effects of the change on the employees; and
 - (iii) any other matters likely to affect the employees.
- (6) However, the employer is not required to disclose confidential or commercially sensitive information to the relevant employees.

- (7) The employer must give prompt and genuine consideration to matters raised about the major change by the relevant employees.
- (8) If a term in the enterprise agreement provides for a major change to production, program, organisation, structure or technology in relation to the enterprise of the employer, the requirements set out in subclauses (2), (3) and (5) are taken not to apply.
- (9) In this term, a major change is likely to have a significant effect on employees if it results in:
 - (a) the termination of the employment of employees; or
 - (b) major change to the composition, operation or size of the employer's workforce or to the skills required of employees; or
 - (c) the elimination or diminution of job opportunities (including opportunities for promotion or tenure); or
 - (d) the alteration of hours of work; or
 - (e) the need to retrain employees; or
 - (f) the need to relocate employees to another workplace; or
 - (g) the restructuring of jobs.
- (10) In this term, relevant employees means the employees who may be affected by the major change.

Attachment F

Salary Levels Municipal Officers

Rates of pay after EBA 2012

| LEVEL | STEP | Year 1: November 2012 | Year 2: November 2013 | Year 3: November 2014 |
|---------|--------|--------------------------|--------------------------|--------------------------|
| LEVEL 1 | Step 1 | 45,996.08 | 48,076.08 | 50,156.08 |
| | Step 2 | 46,699.24 | 48,779.24 | 50,859.24 |
| | Step 3 | 47,685.66 | 49,765.66 | 51,845.66 |
| | Step 4 | 48,747.73 | 50,827.73 | 52,907.73 |
| | Step 5 | 49,838.50 | 51,918.50 | 53,998.50 |
| | Step 6 | 50,959.58 | 53,039.58 | 55,119.58 |
| LEVEL 2 | Step 1 | 52,095.57 | 54,175.57 | 56,255.57 |
| | Step 2 | 53,220.21 | 55,300.21 | 57,380.21 |
| | Step 3 | 54,358.38 | 56,438.38 | 58,518.38 |
| | Step 4 | 55,528.80 | 57,608.80 | 59,688.80 |
| LEVEL 3 | Step 1 | 56,753.30 | 58,833.30 | 60,913.30 |
| | Step 2 | 57,979.79 | 60,059.79 | 62,139.79 |
| | Step 3 | 59,233.49 | 61,313.49 | 63,393.49 |
| | Step 4 | 60,496.94 | 62,576.94 | 64,656.94 |
| LEVEL 4 | Step 1 | 61,758.02 | 63,838.02 | 65,918.02 |
| | Step 2 | 63,046.86 | 65,126.86 | 67,206.86 |
| | Step 3 | 64,349.44 | 66,429.44 | 68,509.44 |
| | Step 4 | 65,650.83 | 67,730.83 | 69,810.83 |
| LEVEL 5 | Step 1 | 66,950.84 | 69,030.84 | 71,110.84 |
| | Step 2 | 68,253.42 | 70,333.42 | 72,443.42 |
| | Step 3 | 69,554.82 | 71,641.46 | 73,790.71 |
| LEVEL 6 | Step 1 | 71,733.39 | 73,885.39 | 76,101.96 |
| | Step 2 | 73,978.74 | 76,198.10 | 78,484.05 |
| | Step 3 | 76,296.80 | 78,585.70 | 80,943.27 |
| LEVEL 7 | Step 1 | 78,670.86 | 81,030.99 | 83,461.92 |
| | Step 2 | 81,033.99 | 83,465.01 | 85,968.96 |
| | Step 3 | 83,404.33 | 85,906.46 | 88,483.66 |
| LEVEL 8 | Step 1 | 86,245.66 | 88,833.03 | 91,498.02 |
| | Step 2 | 89,130.25 | 91,804.15 | 94,558.28 |
| | Step 3 | 92,059.37 | 94,821.15 | 97,665.79 |

Attachment G

Salary Levels Municipal Employees

Rates of pay after EBA 2012

| LEVEL | STEP | Year 1: November 2012 | Year 2: November 2013 | Year 3: November 2014 |
|----------|--------|--------------------------|--------------------------|--------------------------|
| LEVEL 1 | Step 1 | 43,750.91 | 45,830.91 | 47,910.91 |
| | Step 2 | 44,093.91 | 46,173.91 | 48,253.91 |
| | Step 3 | 44,444.39 | 46,524.39 | 48,604.39 |
| | Step 4 | 44,801.20 | 46,881.20 | 48,961.20 |
| LEVEL 2 | Step 1 | 45,172.85 | 47,252.85 | 49,332.85 |
| | Step 2 | 45,515.85 | 47,595.85 | 49,675.85 |
| | Step 3 | 45,866.33 | 47,946.33 | 50,026.33 |
| | Step 4 | 46,223.14 | 48,303.14 | 50,383.14 |
| LEVEL 3 | Step 1 | 46,506.79 | 48,586.79 | 50,666.79 |
| | Step 2 | 46,849.79 | 48,929.79 | 51,009.79 |
| | Step 3 | 47,200.27 | 49,280.27 | 51,360.27 |
| | Step 4 | 47,557.08 | 49,637.08 | 51,717.08 |
| LEVEL 4 | Step 1 | 47,558.08 | 49,638.08 | 51,718.08 |
| | Step 2 | 47,901.08 | 49,981.08 | 52,061.08 |
| | Step 3 | 48,251.56 | 50,331.56 | 52,411.56 |
| | Step 4 | 48,608.37 | 50,688.37 | 52,768.37 |
| LEVEL 5 | Step 1 | 48,609.37 | 50,689.37 | 52,769.37 |
| | Step 2 | 48,952.37 | 51,032.37 | 53,112.37 |
| | Step 3 | 49,302.85 | 51,382.85 | 53,462.85 |
| | Step 4 | 49,659.66 | 51,739.66 | 53,819.66 |
| LEVEL 6 | Step 1 | 49,660.66 | 51,740.66 | 53,820.66 |
| | Step 2 | 50,119.33 | 52,199.33 | 54,279.33 |
| | Step 3 | 50,553.83 | 52,633.83 | 54,713.83 |
| | Step 4 | 51,003.87 | 53,083.87 | 55,163.87 |
| LEVEL 7 | Step 1 | 51,004.87 | 53,084.87 | 55,164.87 |
| | Step 2 | 51,463.55 | 53,543.55 | 55,623.55 |
| | Step 3 | 51,898.05 | 53,978.05 | 56,058.05 |
| | Step 4 | 52,348.09 | 54,428.09 | 56,508.09 |
| LEVEL 8 | Step 1 | 52,349.09 | 54,429.09 | 56,509.09 |
| | Step 2 | 52,807.76 | 54,887.76 | 56,967.76 |
| | Step 3 | 53,242.27 | 55,322.27 | 57,402.27 |
| | Step 4 | 53,692.31 | 55,772.31 | 57,852.31 |
| LEVEL 9 | Step 1 | 53,693.31 | 55,773.31 | 57,853.31 |
| | Step 2 | 54,151.98 | 56,231.98 | 58,311.98 |
| | Step 3 | 54,586.48 | 56,666.48 | 58,746.48 |
| | Step 4 | 55,036.52 | 57,116.52 | 59,196.52 |
| LEVEL 10 | Step 1 | 56,266.16 | 58,346.16 | 60,426.16 |
| | Step 2 | 56,724.83 | 58,804.83 | 60,884.83 |
| | Step 3 | 57,159.33 | 59,239.33 | 61,319.33 |
| | Step 4 | 57,609.38 | 59,689.38 | 61,769.38 |