

AP765780 - Airline Officers (Qantas Airways Limited) Award 2000

This AIR consolidated award incorporates all amendments up to and including 30 September 2008 (variation [PR983523](#))

Clauses affected by the most recent amendment(s) are:

- [16. Allowances](#)
- [18. Hours of work - daywork and shiftwork](#)
- [21. Overtime](#)

About this Award:

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AP765780 [Pre-Reform AIR Consolidation]

AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION

Workplace Relations Act 1996

Review of award pursuant to Item 51 of Part 2 of Schedule 5 of the
Workplace Relations and Other Legislation Amendment Act 1996
(C No. 00068 of 1998)

AIRLINE OFFICERS (QANTAS AIRWAYS LIMITED) AWARD 1992 (ODN C No. 21880 of 1990) [Print L3319 [A0630]]

Various employees	Airline operations
COMMISSIONER WILKS	SYDNEY, 3 NOVEMBER 2000

Award simplification.

ORDER

A. Further to the decision issued by the Commission on 3 November 2000, [Print T3165] the above award is varied as follows:

By deleting all clauses, schedules and appendices and inserting the following:

PART 1 - APPLICATION AND OPERATION OF THE AWARD

1. AWARD TITLE

The title of this award is the Airline Officers (Qantas Airways Limited) Award 2000.

2. ARRANGEMENT

[2 amended by [PR970325](#)]

This award is arranged as follows:

Part 1 - Application and operation of the award

1. Award title
2. Arrangement [[PR970325](#)]
3. Anti discrimination
4. Definitions
5. Commencement date of award and period of operation
6. Parties bound
7. Relationship with other awards

Part 2 - Award flexibility

8. Enterprise flexibility
9. Special conditions
10. Index of facilitative provisions

Part 3 - Communication, consultation and dispute resolution

11. Consultation and dispute resolution

Part 4 - Employer and employee duties, employment relationship and related arrangements

12. Employer and employee duties
13. Types of employment [[PR970325](#)]
14. Termination of employment

Part 5 - Wages and related matters

15. Classifications and rates of pay [[PR964433](#)]
16. Allowances [[PR983523](#)]
17. Payment of wages

Part 6 - Hours of work, shiftwork, meal breaks and overtime

18. Hours of work - daywork and shiftwork [[PR983523](#)]
19. Flight simulator instructors
20. Breaks

- [21. Overtime \[PR983523\]](#)
- [22. Sunday work](#)
- [23. Make up time](#)

Part 7 - Leave of absence and public holidays

- [24. Annual leave \[PR970325\]](#)
- [25. Personal leave \[PR970325\]](#)
- [25A. Bereavement leave \[PR970325\]](#)
- [26. Parental leave \[PR970325\]](#)
- [27. Jury service](#)
- [28. Long service leave](#)
- [29. Public holidays \[PR961036\]](#)

Part 8 - Training and related matters

- [30. Attendance at training courses](#)

Part 9 - Accident pay entitlements

- [31. Accident pay](#)

3. ANTI DISCRIMINATION

3.1 The parties bound by this Award intend to achieve the principal object in subsection 3(j) of the *Workplace Relations Act 1996* through respecting the value and diversity of the workforce by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

3.2 Accordingly, in fulfilling their obligations under clause 11 - Consultation and Dispute Resolution, the parties to this Award must make every endeavour to ensure that neither the award provisions nor their operation are directly or indirectly discriminatory in their effects.

3.3 Nothing in this clause is taken to effect:

3.3.1 any different treatment (or treatment having different effects) which is specifically exempted under the Commonwealth anti-discrimination legislation;

3.3.2 junior rates of pay until 22 June 2000 or later date determined by the Commission in accordance with s.143 (1E) of the Act;

3.3.3 an employee, employer or registered organisation, pursuing matters of discrimination in any State or Federal jurisdiction, including by application to the Human Rights and Equal Opportunity Commission;

3.3.4 the exemptions in subsections 170CK(3) and (4) of the Act.

4. DEFINITIONS

- 4.1 The Act:** the *Workplace Relations Act 1996* (Cth), as amended from time to time.
- 4.2 Airport:** an area of land intended for use either wholly or in part for the arrival, departure, movement, shelter, supply or repair of aircraft and includes any facilities for the receipt and discharge of passengers and cargo.
- 4.3 The Commission:** the Australian Industrial Relations Commission.
- 4.4 The Company:** Qantas Airways Limited, Q.H. Tours Limited, Qantas Superannuation Limited, Qantas Holidays Limited and Qantas Flight Catering Limited.
- 4.5 Nurse:** Occupational Health Nurse, Nurse Training and Development Consultant and Senior Occupational Health Nurse.
- 4.6 Nurse Training and Development Consultant:** a person registered as a nurse by the relevant state registration body who has or is working towards an educational qualification or equivalent and who has demonstrated experience in the field of education. A Nurse Training and Development Consultant is responsible for the planning, delivery, co-ordination and evaluation of educational programs relating to health care in the airline industry for company employees.
- 4.7 Occupational Health Nurse:** a person registered as a nurse by the relevant state registration body and employed in occupational health nursing duties.
- 4.8 Senior Occupational Health Nurse:** a person registered as a nurse by the relevant state registration body whose responsibilities include the co-ordination of occupational health nursing services and the management of nursing staff employed by the Company.
- 4.9 Session/Duty:** a simulator session of a period of duty as assigned by the Company.
- 4.10 Simulator Pattern:** the overall roster pattern worked by flight simulator instructors. The pattern is based on 56 day bid period designated by the Company in respect to technical aircrew (pilots and/or flight engineers) employed under the terms of Qantas Airways Limited Technical Aircrew (Long Haul) Award 1999.
- 4.11 System of Work:** work as a day worker or as a shift worker on any combination of day, afternoon, night or early morning shifts.
- 4.12 The Union:** the Australian Municipal, Administrative, Clerical and Services Union, trading as the Australian Services Union and/or the Australian Nursing Federation as the context requires.

5. COMMENCEMENT DATE OF AWARD AND PERIOD OF OPERATION

This award comes into force on 3 November 2000 and is in force for a period of 12 months.

6. PARTIES BOUND

- 6.1** This award binds the following:

6.1.1 the Australian Municipal, Administrative, Clerical and Services Union, trading as the Australian Services Union;

6.1.2 the Australian Nursing Federation; and

6.1.3 the Company

in respect of the employment by the Company of employees in the classifications set out in clause 15 of this award, whether the employees are members of the Unions or not.

7. RELATIONSHIP WITH OTHER AWARDS

This award supersedes the Airline Officers (Qantas Airways Limited) Award 1992. No rights, obligations or liabilities incurred or accrued under that award are affected by the supersession.

PART 2 - AWARD FLEXIBILITY

8. ENTERPRISE FLEXIBILITY

If the Company or employees wish to pursue an agreement at the enterprise or workplace about how the award should be varied so as to make the enterprise or workplace operate more efficiently according to its particular needs the following process will apply.

8.1 A consultative mechanism and procedures appropriate to the size, structure and needs of the enterprise or workplace must be established.

8.2 For the purpose of the consultative process the employees may nominate the Union to represent them.

8.3 If agreement is reached an application may be made to the Commission.

9. SPECIAL CONDITIONS

9.1 Despite anything else in this award, the Company, a majority of the employees affected (as agreed in consultation with the Union) and the Union may agree to vary an employee's wages and/or conditions of work to meet special circumstances arising in particular parts of the business.

9.2 After adequate consultation and negotiation neither the Company or the Union will unreasonably withhold its consent to an agreement under this clause.

9.3 The special conditions must be in writing and signed by affected employees, the Company, and where the agreement affects a member of a Union, an official of the relevant Branch of the Union.

9.4 The special conditions may be varied by agreement between the Company, the employee and where the agreement affects a member of a Union, an officer of the Union.

9.5 Conditions for employees based overseas must be governed by a written agreement prior to the

employee departing Australia to take up his or her position overseas.

- 9.6** The Company must keep a copy of any special conditions agreement (and any alterations to the agreement) for the duration of the agreement and for six years thereafter.
- 9.7** Clauses 18 - Hours of work, 21 - Overtime and 22 - Sunday work do not apply to employees who are temporarily engaged away from their home base.
- 9.8** By agreement between the Company, the majority of employees affected and where the agreement affects a member of a Union, the Union, shift lengths of 8, 9.5, 10 and 12 hours may be worked.
- 9.9** The working of a roster including twelve hour shifts is subject to agreement being reached on:
- 9.9.1** proper health monitoring procedures being introduced;
- 9.9.2** suitable roster arrangements being made;
- 9.9.3** proper supervision being provided;
- 9.9.4** adequate breaks being provided;
- 9.9.5** an adequate trial or review process being implemented through the consultative process; and
- 9.9.6** proper arrangements in relation to shift penalties, sick leave, workers compensation, long service leave and overtime being agreed.
- 9.10** Any disputes arising from the special conditions or overseas posting contracts must be resolved by resort to the Dispute Settlement Procedure in this Award.

10. INDEX OF FACILITATIVE PROVISIONS

- 10.1** This award contains facilitative provisions that allow agreement between the employer and employees on how specific award provisions are to apply at the workplace or enterprise level. The facilitative provisions are identified in 10.3 of this award.
- 10.2** The specific award provisions establish both the standard award conditions and framework within which agreement can be reached as to how the particular provisions should be applied in practice. Facilitative provisions are not to be used as a device to avoid award obligations nor should they result in unfairness to an employee or employees covered by the award.
- 10.3** Facilitative provisions in this award are contained in the following clauses:

Clause number	Subject matter
9	Special conditions
13.3.4	Variations to part time employment
18.1.3	Alternative methods of arranging ordinary hours
18.1.4	Alternative methods of arranging rostered days off
18.2.3	Altering spread of hours
18.3.1	Shifts per day and week

18.3.5 (c)	Varying shiftwork roster
21.7.3	Meal breaks on overtime
21.10	Time in lieu of overtime
22.2(b)	Time in lieu of Sunday work
23	Make up time
24.4.2	Annual leave in separate periods
29.4	Substitution of public holidays
29.6.2	Days in lieu and public holidays

PART 3 - COMMUNICATION, CONSULTATION AND DISPUTE RESOLUTION

11. CONSULTATION AND DISPUTE RESOLUTION

11.1 Consultative Mechanism and Procedures

11.1.1 The Company, employees and an appropriate representative (which may include the Union) may establish appropriate mechanisms and procedures for each enterprise which enables them to communicate and consult about matters arising out of this award, in particular clauses 8 and 10 which they agree would assist in achieving and maintaining co-operative workplace relations and mutually beneficial work practices.

11.1.2 The Company will permit a notice board to be erected in each workplace to facilitate communication between employees and/or their Union representative.

11.2 Leave for Consultation Meetings

11.2.1 The Company must allow employees to attend workplace meetings including involving the Union to discuss industrial matters without loss of ordinary pay provided the following conditions are observed:

11.2.1(a) at least 48 hours notice of the meeting is given to the Company; and

11.2.1(b) the period of the meeting is no greater than one hour; and

11.2.1(c) minimum staffing levels are agreed between the supervisor and the Union delegate (s) having regard to the operational requirements of the day; and

11.2.1(d) no bans and limitations are imposed as a result of the meeting.

11.3 Procedures for the Avoidance of Industrial Disputes

11.3.1 In the event of a dispute arising in the workplace, the procedure to resolve the matter will be:

11.3.1(a) The employee and the employee's supervisor meeting and conferring on the matter. The employee may appoint another person to act, including a union delegate or workplace representative of their Union. If the union delegate or workplace representative is involved, he or she must be allowed the necessary time during

working hours to interview the employee and the supervisor.

11.3.1(b) If the matter is not resolved at this meeting, the parties must arrange for further discussions between the employee and more senior levels of management. The employee may invite a union official to be involved in the discussions. The union delegate or workplace representative must be allowed a reasonable period during working hours to interview the duly accredited union officials of the union to which they belong.

11.3.2 If the matter is still not resolved, the matter must be discussed as follows:

11.3.2(a) Between the representative of the Company and the Branch Secretary of the Union or other employee representative;

11.3.2(b) If the matter is not resolved it must be discussed between the representative of the Company and the federal body of the Union, if appropriate, or other employee representative.

11.3.3 If the matter is not resolved it may be referred to the Commission.

11.3.4 While the parties attempt to resolve the matter the parties will continue to work as normal, as instructed by the Company, unless an employee has a reasonable concern about imminent risk to safety or health. In this case, an employee must not unreasonably fail to comply with a direction of the employer to perform other available work that is safe and appropriate for the employee to perform.

PART 4 - EMPLOYER AND EMPLOYEE DUTIES, EMPLOYMENT RELATIONSHIP AND RELATED ARRANGEMENTS

12. EMPLOYER AND EMPLOYEE DUTIES

12.1 In order to meet the needs of the industry, an employee may be required to work as a day worker or as a shift worker on any combination of day, afternoon or early morning shifts (whether on continuous work or not) at the rates applicable thereto and may be required to transfer from one of those systems of work to another.

12.2 Employees must perform duties in lower grades of this award if and when required without any reduction in salary.

13. TYPES OF EMPLOYMENT

13.1 General

13.1.1 Employees under this award will be employed in one of the following categories:

13.1.1(a) full-time employees;

13.1.1(b) part-time employees;

13.1.1(c) casual employees.

13.1.2 At the time of their engagement an employer will inform each employee of the terms of their engagement and in particular whether they are to be temporary, full-time, part-time or casual.

13.2 Full-Time Employment

An employee who is not employed as a casual employee will be deemed to be employed by the month.

13.3 Part-Time Employment

13.3.1 The Company may employ part-time employees in any classification in this award.

13.3.2 A part-time employee is an employee who works a regular pattern of work which averages less than 38 hours per week.

13.3.3 Before commencing part-time employment the employee and the Company must agree:

13.3.3(a) upon the hours to be worked by the employee, the days upon which they will be worked and the commencing and finishing times for the work;

13.3.3(b) upon the classifications applying to the work to be performed.

13.3.4 Except as provided in 13.3.8, the terms of this agreement may be varied by consent.

13.3.5 All time worked by a part-time employee in excess of 10 days per fortnight, 7.6 hours per day or 1976 ordinary hours per annum (based on fortnightly payroll) must be paid for at the applicable overtime rate in clause 21 - Overtime.

13.3.6 Part-time employees are not eligible for a twentieth day in accordance with 18.1.2.

13.3.7 A part-time employee must be paid for ordinary hours at the rate of 1/38th of the weekly rate prescribed for the class of work performed.

13.3.8 The notice provisions in 14.1 and 14.2 of this award apply to part-time employees.

13.3.9 Where a part time employee is required to work additional hours on a day and the number of hours worked in total does not exceed 7.6 hours, all hours will be paid at single time, provided that any hours in excess of 7.6 shall be paid at normal overtime rate.

13.3.10 The terms of this award apply pro-rata to part-time employees on the basis that the ordinary weekly hours for full-time employees are 38.

13.3.11 An employee who has been granted leave under clause 26 - Parental Leave may by agreement with the company work part-time in one or more periods from the seventh week after the birth or placement of the child until its second birthday or the second anniversary of the placement as the case may be.

13.3.12 If an employee works part time under 13.3.12(a) the employee is entitled to return to his or her former position, or if that position no longer exists a position that is nearly comparable in status and pay to that of the employee's former position, subject to the employee being qualified and capable to perform that position.

13.3.13 The terms of the part time employment shall be agreed between the company and the employee.

13.4 Casual Employment

13.4.1 The Company may employ casual nurses and casual employees at Level 1-4 at Qantas Holidays and QH Tours Limited in accordance with this clause.

13.4.2 A casual employee must be paid at an hourly rate equal to the appropriate weekly wage rate divided by 38, plus 20 per cent.

13.4.3 With the exception of casual nurses, a casual employee shall be paid for a minimum of four hours work for each engagement. Casual nurses must be paid for a minimum of two hours for each engagement

13.4.4 The spread of ordinary hours for casual employees shall be as worked by weekly employees, including shiftwork where applicable. Penalty rates and loadings shall be calculated upon the rate determined in accordance with 13.4.2.

13.4.5 Caring responsibilities

[13.4.5 inserted by [PR970325](#) ppc 24Mar06]

13.4.5(a) Subject to the evidentiary and notice requirements in 25.7 and 25.8, casual employees are entitled to not be available to attend work, or to leave work:

if they need to care for members of their immediate family or household who are sick and require care and support, or who require care due to an unexpected emergency, or the birth of a child; or

upon the death in Australia of an immediate family or household member.

13.4.5(b) The employer and the employee shall agree on the period for which the employee will be entitled to not be available to attend work. In the absence of agreement, the employee is entitled to not be available to attend work for up to 48 hours (i.e. two days) per occasion. The casual employee is not entitled to any payment for the period of non-attendance.

13.4.5(c) An employer must not fail to re-engage a casual employee because the employee accessed the entitlements provided for in this clause. The rights of an employer to engage or not to engage a casual employee are otherwise not affected.

14. TERMINATION OF EMPLOYMENT

14.1 Notice of termination by the Company

- 14.1.1** In order to terminate the employment of an employee, the Company must give the employee one month's notice. The notice may be given at any time during the month. If an employee is over 45 years old and has at least 5 years service with the Company, the period of notice shall be five weeks.
- 14.1.2** The Company and an individual employee may agree to a lesser period of notice than 14.1.1 for employees employed within Levels 1 - 4, provided that the period of notice agreed is not less than the notice in 170CM of the Act.
- 14.1.3** Payment in lieu of notice must be made by the Company if the required period of notice is not given. Employment may also be terminated by the employee working part of the required notice and by the Company making payment for the remainder of the period of notice.
- 14.1.4** Payment in lieu of notice must equal or exceed the total of all amounts the employee would have received if the employee had worked during the notice period and his or her employment had not been terminated.
- 14.1.5** The period of notice in this clause does not apply in the case of conduct that justifies summary dismissal, or in the case of casual employees, or employees engaged for a specific period of time or for a specific task or tasks.

14.2 Notice of termination by an employee

- 14.2.1** An employee must terminate his or her employment by giving the Company the same period of notice as that required to be given by the Company, except that there is no additional notice based on the age of the employee concerned. The notice may be given at any time during the month.
- 14.2.2** If the employee does not give the Company one month's notice the employee will forfeit one month's salary.

PART 5 - WAGES AND RELATED MATTERS

15. CLASSIFICATIONS AND RATES OF PAY

15.1 Wage Rates - Adult Employees (other than Nurses)

[15.1.1 substituted by [PR913898 PR927318](#); varied by [PR933624](#); substituted by [PR943204 PR955199](#); [PR964433](#) ppc 01Feb06]

- 15.1.1** Adult employees (other than nurses) employed by the Company must be paid the following minimum rates per annum:

Level	Minimum rate per annum
	\$

Level 1	27,721
Level 2	29,312
Level 3	31,802
Level 4	34,484
Level 5	36,728
Level 6	38,366
Level 8	39,695
Level 7	41,485
Level 9	43,093
Senior Professional Level 1	45,005-46,980
Senior Professional Level 2	49,339-51,698
Level 1 Manager	56,465
Level 2 Manager	62,451

15.1.2 An employee employed after the operative date of this award will be paid the following minimum rate per week for the respective Level.

15.1.3 Residual amounts specified will be absorbed against future safety net adjustments.

15.1.4 Arbitrated safety net adjustment

[15.1.4 substituted by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#); [PR964433](#) ppc 01Feb06]

The rates of pay in this award include the arbitrated safety net adjustment payable under the *Safety Net Review—Wages June 2005* decision [[PR002005](#)]. This arbitrated safety net adjustment may be offset against any equivalent amount in rates of pay received by employees whose wages and conditions of employment are regulated by this award which are above the wage rates prescribed in the award. Such above-award payments include wages payable pursuant to certified agreements, currently operating enterprise flexibility agreements, Australian workplace agreements, award variations to give effect to enterprise agreements and overaward arrangements. Absorption which is contrary to the terms of an agreement is not required.

Increases made under previous National Wage Case principles or under the current Statement of Principles, excepting those resulting from enterprise agreements, are not to be used to offset arbitrated safety net adjustments.

15.2 Wage Rates - Juniors

15.2.1 Junior employees employed by the Company must be paid the following minimum rates per annum:

	Percentage of 1st year of service (Level 3) for adults %
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At 16 years and under	50
At 17 years	55
At 18 years	65
At 19 years	75
At 20 years	90

15.2.2 If a junior employee:

15.2.2(a) is appointed to a position which is classified above Level 3 of this award; and

15.2.2(b) performs the full range of duties for that position

the junior employee must be paid the adult rate applicable to the position.

15.2.3 If a junior employee is not performing the full range of duties of the Level 4 position, the junior employee must be paid the appropriate junior percentage of the first year rate of the Level for that position.

15.2.4 The provisions of this 15.2 do not apply to junior employees engaged in Reservations, Retail, Airports and Qantas Holidays Limited.

15.3 Classification Structure (other than Nurses)

[new 15.3 inserted by [PR933624](#) ppc 26Jun03]

This Clause contains descriptors covering level one to Senior Professional level two. Each level consists of generic descriptors of the skill level required and some typical duties performed at the level.

Generic Descriptors

The generic descriptors are broken down into three parts: knowledge, problem solving and accountability. The scope of each part is as follows:

Knowledge

This part covers the knowledge and skill required to complete the job in a satisfactory manner. It includes both the level and type of knowledge and experience.

Problem Solving

This part covers the complexity inherent in the problem solving. It includes:

the extent to which guidance is available and the extent to which rules and precedents apply,
the level of analysis required and
the extent to which judgement is required.

It includes both degree of difficulty and freedom to think.

Accountability

This part covers the extent to which the position:

is accountable for producing an identifiable, measurable end result, and has the authority to act and to approve or make decisions.

It includes:

the type and extent of impact over organisational resources,
freedom to act,
impact on end result, and
the scope and breadth of responsibility, including degree of responsibility for the work of others.

Typical Duties

By providing examples and contextual information, the typical duties provide assistance in interpreting the generic descriptors.

Typical duties are representative of core functions and activities performed at a particular level in the business area concerned. This Clause does not contain an exhaustive list of duties.

Applying the Skill Descriptors

Positions should be evaluated as a whole after being:

reviewed against each of the descriptors for knowledge, problem solving and accountability,
and
tested against the typical duties, starting with the relevant business area and then looking at other areas as required.

The evaluation should be consistent with other evaluations conducted using these skills descriptors. The evaluation will also take into account the benchline established by Clause B4 of Australian Services Union (Qantas Airways Limited) Enterprise Agreement VI.

The descriptors for knowledge, problem solving and accountability are graduated scales. Positions should be rated on these scales at the level of best fit, working up the scale. The typical duties are cumulative, so skills required at a lower level may be required at a higher level even though they are not specifically mentioned.

Where a skill is repeated at different levels it is mentioned at the higher level for context. Where this occurs the skill concerned should not be used as the differentiating factor to place a position above the first level where the repeated skill is mentioned.

These skill descriptors describe substantive roles, not training roles. A current or new employee who is training for entry to a position in a work area may be classified at a lower level until they acquire the skills and knowledge required for performance at the substantive level.

Functions that are undertaken in accordance with Qantas performance management requirements may continue to be performed at the level in each operational area that accords with practices as at September 2002.

The criteria detailed in this Clause have been developed for the sole purpose of classifying positions. They do not circumscribe the right of the Company to arrange the work to meet operational needs and to require appropriate standards of behaviour and compliance with company procedures and legislative requirements. Rearrangement of work by the Company does not preclude the reassessment or reclassification of positions.

LEVEL 1 DESCRIPTORS:

Knowledge:

Communication and interpersonal skills appropriate to successfully complete the corporate and / or local induction-training program.

Literacy and numeracy skills and a commitment to learning to complete training to perform Level three functions.

Sufficient computer skills for training in specific applications.

Problem Solving:

Problems can be solved by the simple application of things learnt.

Detailed instructions and rules are applied to solve problems.

Accountability:

Commitment to Occupational Health and Safety and Service Standards.

Requires a commitment to learning, participation and completion of an induction/ training program.

Tasks performed under full supervision and review consistent with training role.

No responsibility for the work of others.

Typical duties at Level 1 include:

Intensive Corporate and business unit induction and training for new starters to Qantas

LEVEL 2 DESCRIPTORS:

Knowledge:

Acquires knowledge required to progress to performance of level three functions. Or;

Has knowledge of prescribed routine tasks which can be learnt by observation of others, brief instruction or training and may require familiarity with equipment, machines and computer applications and general knowledge of company functions, services & locations.

Problem Solving:

Completes tasks within detailed instructions and rules with minimal scope to consider alternative procedures.

Applies known solutions to a variety of predictable problems and the relevant response is covered by procedures and instructions.

Accountability:

Adheres to procedures and completion of prescribed routine tasks in a timely manner.

For training roles meeting learning outcomes to progress to performance of Level three functions.

Deviation from procedures and unfamiliar situations are referred to higher levels.

Work is supervised and regularly checked.

No responsibility for the work of others.

Typical duties within Airports at Level 2 include:

Reconcile passenger lists with ticket coupons; and/or,

Meet and greet customers and assist with wheelchairs, unaccompanied minors and customers with special needs on dedicated roster at SIT.

Typical duties within Freight at Level 2 include:

Training and induction for duties performed at level 3 for up to six months before progression to level 3; and,

Participate in classroom and on-the-job training for Freight Operations Agent duties; and

Undertake training in freight operations system for customer/operational information and retrieval.

Typical duties within Support Areas at Level 2 include:

Operate switchboard systems and data entry; and/or,

Meet and greet Qantas guests, issue guest passes, answer and direct inquiries; and,

General administration duties including filing, photocopying, collating and faxing information; and/or

Receipt and dispatch of mail, including sorting, collecting and distributing.

LEVEL 3 DESCRIPTORS:

Knowledge:

Understands routine standardised work procedures requiring product knowledge within a single functional area.

The ability to adapt and transfer skills to related applications of a similar scope or complexity to achieve position goals.

Has communication skills at the level required to explain a process or promote a product within set procedures and guidelines.

Problem Solving:

Has the opportunity to choose between limited prescribed options.

Work usually has pre-determined instructions that detail both sequence of tasks, timing of tasks and a clearly defined choice of alternative procedures.

Assistance is available for unfamiliar or non-routine circumstances.

Accountability:

Responsible for achieving the required standards and results usually within short time-spans, for example within the shift concerned.

Work is regularly checked or monitored and is subject to regular evaluation.

Approval must be sought before deviating from procedures.

May assist staff in own work group or team, including buddy training, but is not accountable for the work of others.

Typical duties within Airports at Level 3 include:

Identify passenger profile/s; and,

Check-in (including groups) - collect ticket coupons, tag baggage to destination, issue boarding passes, check passports and visas including editing system details, assess excess baggage, ensure baggage security procedures have been completed; and,

Transfers including Qantas Domestic/International, International/ Domestic, Interline; and,

Create baggage irregularity reports; and,

Perform simple editing (pre flight); and,

Perform domestic check-in functions at departure gate; and,

Assist with International arrivals and departures; and/or,

Apply Qantas Club access policy and greets passengers at reception.

Typical duties within Sales & Marketing at Level 3 include:

Provide consistent and excellent customer service; and,

Convert customer inquiries to sales for air and non air revenue suggesting appropriate alternatives to maximise selling opportunities; and,

Attempt first call resolution to customer queries and identifies individual customer needs; and,

Answer customer sales inquiries on domestic airfares, airline procedures, auxiliary products, Qantas and partner airline loyalty programs and domestic redemption procedures; and,

Quote and construct domestic fares and build domestic tickets; and,

Assess and calculate and action domestic e-ticket re-issues and refunds; and,

Provide advice on paper tickets; and/or,

Issue Qantas Holidays documentation and chase outstanding monies; and,

Perform product call outs.

Typical duties within Freight at Level 3 include:

Use the Freight operating system; and,

Perform functions associated with import and export front counter and import and export documents; and,

Create and confirm freight manifests; and,

Deliver, retrieve and transfer documents from aircraft; and,

Handle and resolve customer inquiries; and,

Trace freight; and,
Dangerous Goods Acceptance; and,
Undertake training as required; and,
Provide on-the-job training and information on correct procedure.

Typical duties within Engineering Technical Operations & Maintenance Services at Level 3 include:

File technical records and maintenance data in accordance with Company, Client and regulatory requirements; and,
Scan and prepare documents for archiving; and,
Operate record management system to ensure integrity of aircraft and maintenance data in accordance with Company, Client and Regulatory policy; and,
Input and update technical records in on-line system; and,
Access Airworthiness Compliance Database and other on-line systems to verify records and run routine reports; and,
Update manuals and documentation.

Typical duties within Support Areas at Level 3 include:

Perform cashiering functions such as: receiving money, paying out petty cash vouchers, balancing own float at end of day and enter data into general ledger system. Process pay-ins for example in-flight sales; and,
Issue correctly prepared and authorised Qantas petty cash vouchers, travel expense advances and miscellaneous receipts according to Company policy and operating guidelines; and,
Prepare daily transaction batches and data entry transactions into General Ledger, Accounts Payable and/or Accounts Receivable systems.

LEVEL 4 DESCRIPTORS:

Knowledge:

Utilises a greater depth or breadth of knowledge of product, company policies, procedures and standards within a single functional area than previous levels
Understands how their work area processes interact with other related areas.

Problem Solving:

Achieves prescribed goals using varied techniques, systems, methods or processes within established procedures or operating guidelines, with some latitude to consider which solution might be most appropriate.

Accountability:

Responsible for achieving the required standards and results usually within short time-spans, for example within the shift concerned.
Approval must be sought before deviating from procedures or operating guidelines.
May provide technical advice. May provide on the job training to employees at level 4 or below, for example, demonstration or explanation, but is not accountable for the work of others.

Work is regularly checked or monitored and is subject to regular evaluation.

Typical duties within Airports at Level 4 include:

Domestic fares and ticketing enquiries and ticket issue/re-issue; and,
Issue Domestic Miscellaneous Charges Order / Multi Purpose Documents vouchers; and/or,
Perform check-in and customer service functions for Qantas Club and other loyalty program members; and/or,
Plan and prepare Group check-in; and/or,
Perform functions at Customer Service Desk including flow forward, standby, upgrades, and implement delay handling procedures; and/or,
Organise Qantas crew travel and accommodation, book transport and issue meal allowances; and/or,
Report and trace lost and damaged baggage through World Tracer System.

Typical duties within Sales & Marketing at Level 4 include:

Provide domestic total travel management sales and services to customers for carriers and selling value added products; and,
Interpret fare rules and calculate and construct international fare types at a level equivalent to the competencies acquired at Fares 1; and,
Issue and re-issue tickets and domestic travel documents involving Australian Domestic carriers and suppliers fare types and products; and/or,
Ensure daily domestic Qantas Sales Return audit requirements are met including accurate completion of all documentation and sales reports; and,
Process refunds accurately and promptly within set KPIs; and/or,
Construct wholesale travel packages; and,
Transfer funds from one holiday package to another; and,
Extend payment deadlines on Holiday packages

Typical duties within Freight at Level 4 include:

Convert international freight inquiries to sales and up-selling; and,
Book and coordinate the uplift of special cargo; and,
Allocate space within given parameters in liaison with Capacity Control and Sales to maximise capacity and yield; and/or,
Provide assistance to higher level positions in efficient and effective operation of each shift.

Typical duties within Engineering Technical Operations & Maintenance Services at Level 4 include:

Update and amend technical records in Engineering Regulatory and Airworthiness and/or Procurement databases in accordance with Company and Regulatory policy; and,
Run routine reports using on-line company systems including in Engineering Regulatory and Airworthiness and/or Procurement databases; and,
Suggest additions and/or changes to improve current procedures; and,
Verify maintenance aircraft checks are completed as per procedure; and,
Monitor and correct rejected or invalid data in Company Procurement and Airworthiness Databases; and,

Use Engineering Regulatory and Airworthiness and/or Procurement databases, as required, to receipt, amend / revalidate and approve / distribute Airworthiness Technical Data.

Typical duties within Support Areas at Level 4 include:

Process invoices in system, matching manual invoices to purchase orders and arrange for payment of invoices; and/or,
Process expense claims; and/or,
Administration of database including production of reports, reconciliation of database records between Qantas and contractor databases and verifying and certifying invoices for contractors; and/or,
Process passenger sales, refunds, uplifts and billings between Qantas and other carriers; and,
Identify and resolve, within operating guidelines, processing discrepancies.

Typical duties within Operations Resources & Infrastructure at Level 4 include:

Monitor aircraft movements and perform flight-deck library maintenance using current hard copy procedures and distribution to aircraft; and,
Maintain library master aeronautical, technical reference library and the Flight Training Simulator Libraries; and,
Continually monitor the status of aircraft flight libraries to ensure adherence to the Airline Operation Certificate (AOC) compliance for aircraft Flight Libraries; and,
Respond to inquiries and requests by Flight Crew and other operational areas regarding aircraft flight library contents and status; and,
Investigate and resolve Flight Library discrepancies to minimise disruption to aircraft operations.

LEVEL 5 DESCRIPTORS:

Knowledge:

Utilises expert knowledge of standardised procedures within a single functional area, which may include –
Advising and assisting others in resolving more difficult or non-routine problems within established systems. And/or;
Significant breadth or depth of technical knowledge. And/or;
Understanding the relationships between related work areas.
Has the ability to organise, influence and communicate with others to achieve work objectives on a task or transactional basis.

Problem Solving:

Within established systems, practices and procedures, problems may be solved based on:
prior experience;
knowledge of precedent and
some interpretation, investigation and judgement.
Guidance is available.

Accountability:

Work is subject to specified procedures and the results are clearly defined. Work is subject to periodic review with guidance and supervision available.

May be accountable for advising or providing guidance to other employees based on advanced technical knowledge and experience but not accountable for the work of these employees.

May be responsible for organising, advising and or assisting a team or work group on a day to day basis.

Typical duties within Airports at Level 5 include:

First level team leader, including organising, advising and assisting a team or work group on operational and technical matters on a single shift; and/or,

Issue International Miscellaneous Charges Order / Multi Purpose Documents vouchers; and, International fares ticketing including issuing, reissuing and providing advice on pre-paid tickets; and/or,

Settle written baggage claims within prescribed parameters; and/or,

Initiate and organise delay handling procedures including organising travel and accommodation, booking transport, issuing denied boarding documents and meal vouchers.

Typical duties within Sales & Marketing at Level 5 include:

Provide domestic/international total travel management sales and services to customers and sell value added products; and,

Interpret fare rules and calculate and construct international fare types at a level equivalent to the competencies acquired at Fares 1 and 2; and,

Ensure daily Qantas Sales Return audit requirements are met; including accurate completion of all documentation and sales reports; and,

Issue and re-issue international tickets and documents, including inbound, in accordance with commercial agreements; and/or,

Ensure the coordination of field sales support functions; Organise advertising and promotion activities; and/or,

Provide technical product support, on-the-job instruction, guidance and advice. Identify staff training needs and provide feedback to supervisor on performance issues; and/or,

Provide first level waiver authority.

Typical duties within Freight at Level 5 include:

Plan freight load in accordance with Load Distribution and Restraint including the prioritising of special cargo and dangerous goods; and,

Prepare and reconcile Dead-load Weight Statements; and,

Verify Notification to Captain documents; and,

Organise the build up and loading of units, uplifting freight as booked in accordance with safety and security procedures, maximising use of uplift, minimising offloads and disruptions; and,

Responsible for securing the arrival, stowage and dispatch of valuable cargo; and,

Assist in the supervision and development of staff; and,

Shift planning and coordinating work-flow and resources within a single work group.

Typical duties within Engineering Technical Operations & Maintenance Services at

Level 5 include:

Liaise with domestic and international vendors and warehouse facilities to ensure quality, quantity and timely delivery of orders; and,
Liaise with international and domestic suppliers and Qantas Finance department to resolve price discrepancies and invoice queries; and,
Use forecast recommendations from reports to ensure correct component quantities are purchased; and,
Review manufacturer / supplier information or various approved data sources to establish and recommend substitute spare parts options for update onto the procurement technical database for use by engineering staff.

Typical duties within Support Areas at Level 5 include:

Ensure staff are paid correctly by maintaining current pay and benefits data including personal details, salary levels, award rates, and ensure entitlements are paid against appropriate legislation and policy; and,
Process individual pay adjustments and verify and ensure payments are correct; and,
Timely and accurate ledger account reconciliation of payroll accounts by ensuring outstanding items are investigated, scrutinise payments and journal entries to ensure all accounts are operating effectively; and/or,
Prepare and complete monthly reconciliation for corporate payroll clearance and income tax suspense accounts for all transactions posted to General Ledger; and/or,
Organise mail services team, allocating work functions, administering rosters, shift swaps, leave allocation and providing information for performance management purposes; and/or,
Collect debts owed to Qantas and resolve customer queries through an understanding and application of policy; and/or,
Investigate travel agent sales worldwide to review, identify and evaluate rule violations and fare miscalculations for the recovery of fares and reconcile payments; and/or,
Monthly reconciliation of ledgers and accounts, client liaison both internal and external to resolve problems and queries.

Typical duties within Operations Resources & Infrastructure at Level 5 include:

Ensure all flights are legally crewed in accordance with Technical and Cabin Crew Industrial Awards and CASA regulations; and,
Provide relevant Technical and Cabin Crew information that may impact on schedule integrity by managing all aircrew activities associated with disruption management, in accordance with CASA regulations, Technical and Cabin Crew Industrial Awards; and,
Provide roster notification (face to face, phone, electronic and written) service to Qantas Technical and Cabin Crew.

LEVEL 6 DESCRIPTORS:**Knowledge:**

Specialised knowledge including understanding of concepts and principles and ability to analyse and evaluate alternatives. And/or;
Comprehensive operational knowledge of work processes and systems within a single

functional area. And/or;
The ability to brief and influence and/or motivate and develop people to achieve desired outcomes.

Problem Solving:

Judgement is required to discriminate between alternatives that generally follow a defined pattern.
May exercise judgement and initiative in the investigation of options.
Solutions may be developed and implemented with approval within a single functional area.

Accountability:

May be accountable for recommendations made for practical solutions to problems.
May be accountable for meeting well defined objectives.
May be accountable for the work of others by for instance monitoring the quality of information and or products/services provided.
May be responsible for coordination of a work group or for the work of others to maximise operational effectiveness.
Guidance and Supervision is available.

Typical duties within Airports at Level 6 include:

Deliver training for Customer Service Staff within Airports environment, update training manuals and assist in training needs analysis; and/or,
Provide a full range of customer service functions in a Chairman's Lounge; and/or,
Oversee a large Qantas Club Lounge on shift, including advising, assisting and organising Qantas Club employees at lower classification levels on technical and operational issues and on the provision of services; and/or,
Organise and monitor Qantas and Client Airlines aircraft movements and load processes to obtain safe on-time departures (Adelaide, Hobart, Darwin and Canberra); and/or,
Operate relevant airport resourcing system to provide day-to-day allocation of staff duties; and/or,
Lead a team or work group eg: Baggage Services on a single shift.

Typical duties within Sales & Marketing at Level 6 include:

Deliver training and coaching and provide technical assistance; and,
Conduct evaluations and provide feedback to sales staff to ensure quality assurance processes, procedures and standards are adhered to and recommend training to a higher level when required; and/or,
Lead a team including duties such as coordinating daily staffing levels, providing feedback and providing input into performance planning and review.

Typical duties within Engineering Technical Operations & Maintenance Services at Level 6 include:

Provide training and coaching as directed to Records Officers/Clerks; and,
Assist in the creation of new aircraft and engines types into Airworthiness Compliance

Database; and,
Research and within delegated authority resolve problems and errors in the Air Worthiness Compliance Database using specialised aircraft record knowledge to provide solutions/recommendations to coordinators and/or auditors; and,
Distribute all aircraft maintenance documentation to Records Officers; and,
Ensure the integrity of technical data received from other Engineering departments; and,
Monitor and distribute work within the team; and,
Conduct searches to identify correct status and location of Qantas and Client Airlines components.

Typical duties within Support Areas at Level 6 include:

Reconcile general ledger accounts, clear cash in transit accounts, process monthly accruals and extract reports; and/or,
Ensure payroll quality by monitoring and controlling payroll procedures for the accurate completion and maintenance of payroll data involving leave adjustments, salary rate changes, allowance payments and termination payments, cross signing payroll variations and team building and training payroll staff; and/or,
Perform QA checks and provide feedback to Supervisor; and,
Ensure day to day operations of a work group including integrity of data being processed via the on line accounting system including verification and authorisation; and/or,
Assess and recommend Workers Compensation claims; and,
Estimate Workers Compensation claims liability and benefit calculations; and,
Conduct regular workers compensation claim reviews and reconcile payments; and,
Review and interpret published and unpublished fares and approve
Debit memos as directed by management policies and procedures.

LEVEL 7 DESCRIPTORS:

Knowledge:

The application of a systematic and coherent body of knowledge gained through working in a variety of situations. This includes a detailed understanding of work practices and precedents. And/or;
The standard application of a theoretical body of knowledge including the underlying principles and concepts. And/or;
Supervisory skills including people management and performance review process.

Problem Solving:

Use of discretion in applying knowledge of procedures, policy and precedent is used in decision making.
Decisions are made with consultation for issues outside established procedures, policies or precedents.
Analysis, evaluation and judgement are required at this level.

Accountability:

May be responsible for the coordination of resources and processes of a work group in order to

achieve outcomes for the organisation including conducting performance appraisals and formal counselling.

May be accountable for managing operational issues on a daily basis.

May be accountable for developing team members.

Work is subject to guidance and broad instructions and assistance is available on request.

Typical duties within Airports at Level 7 include:

Plan, coordinate and produce all load, weight and balance documentation in accordance with Company and Client airline specifications; and/or,

Plan, monitor and adjust the allocation of staff to ensure the achievement of both financial and service KPIs contained in span of control; and,

Supervise and coordinate the Customer Service team on a shift to achieve prescribed service standards; and/or,

Organise and monitor Qantas and Client Airlines aircraft movements and loading processes to obtain safe on-time departures (Perth, Cairns, Coolangatta, Townsville).

Typical duties within Sales & Marketing at Level 7 include:

Staff Supervision including appraising, evaluating and counselling staff and the coordination of daily operation of teams; and,

Monitor and propose review of customer service policies and procedures and/or identify issues that limit service delivery and recommend appropriate changes; and,

Ensure team KPIs are met; and/or,

Supervise the handling of inquires from other areas of the company and provide departmental statistics for Product and other areas of the company as required; and/or,

Write, research and update training modules to ensure service standards are met.

Typical duties within Freight at Level 7 include:

Maintain and develop Freight contract costing model; and,

Generate costing tool by carrier to facilitate contract quotes and renewals; and,

Integrate data from freight systems to produce Freight Contract Ground Handling Profitability reports; and,

Provide analytical support during contract negotiations; and,

Define and specify report needs for Freight systems development and ensuring data quality.

Typical duties within Engineering Technical Operations & Maintenance Services at Level 7 include:

Coordinate daily functions of teams to assist in achieving departmental KPIs/KRAs; and,

Supervise staff including delegation, training needs analysis, coaching and motivating staff which in Technical departments may include counselling and absence control; and,

Supervise the provisioning and introductory assessment of new aircraft Rotable spares, Modifications & Upgrade Inventories having regard for budgetary constraints, fleet support requirements & Inventory Holding costs; and,

Consolidate data for inclusion in budgets and financial plans for reporting of Capital Expenditure Approvals, Modification Planning & Procurement Status reports; and,

Ensure Qantas and Client Airline technical records and associated databases are consistent to

and comply with aircraft maintenance schedules outlining maintenance history and component management; and,
Interrogate and utilise relevant established company systems, write reports pertaining to records management to check accuracy and validity of technical records data; and,
Audit aircraft and engines within Airworthiness Compliance Database ensuring thorough analysis of technical data to ensure compliance with CASA maintenance schedules and to provide accurate data to Engineering Technical Operation and Maintenance Services (ETOMs) staff.

Typical duties within Support Areas at Level 7 include:

Section lead a team of experienced Credit Collection Officers who pursue debt collection on a timely basis in accordance with Credit Policy; and,
Ensure all customer accounts operate in accordance with established Corporate Policy and Procedures with maximum collections and minimised debt exposure; and/or,
Assist in the development / review of accounting policies and procedures ensuring the existence of adequate internal controls; and,
Assist in the detailed review and reporting on status of account reconciliation's on key balance sheet accounts; and/or,
Ensure database staff fully understand the database load process, and develop measurements criteria to ensure efficient, timely and accurate loading; and,
Evaluate and define the user/s requirements for modifications to multiple systems; and/or,
Lead a work group to ensure all internal and external customer requirements are satisfied; and,
Undertake performance appraisals to ensure KPIs are met; and/or,
Identify work group problems, evaluate potential solutions within policy, procedures and precedents and implement action plans; and,
Prioritise, organise and delegate work to ensure targets are met.

Typical duties within Operations Resources & Infrastructure at Level 7 include:

Plan, monitor and amend the scheduling of training resources to achieve optimum efficiency and effectiveness in satisfying the requirements of the Flight Operations' Endorsement and Recurrent Training programs, the company's scheduled flying program and budget forecasts; and,
Determine and monitor the usage requirements of all training resources and identify opportunities to generate income via the provision of simulator training time or other training services to external customers, other airlines and organisations; and,
Recommend improvements to training and scheduling systems, procedures and documentation to enhance efficiency and effectiveness levels; and,
Provide support within Operations Control Centre to manage all disruptions and perform a coordinating role in maintaining schedule integrity for QF and Customer Airlines; and,
Process all incoming movement messages and other message queues to ensure data is correct and databases are updated accurately; and,
Monitor and filter weather, Notam and engineering messages to determine the impact on schedule to enable early warnings of any delays.

LEVEL 8 DESCRIPTORS:

Knowledge:

Thorough knowledge of a wide range of company policies, procedures and relevant legislation.
And/or;
Sufficient understanding of business plans and budgets in order to contribute to their development. And/or;
Customer relationship management skills (including internal/external customers) subject to guidelines, standards and procedures.
Supervisory skills including people management and performance review process.

Problem Solving:

Solve problems through considering diversified procedures and precedents covering a variety of situations.
May be required, on occasion to make decisions without consultation on issues outside of established procedures or precedents for this level by recourse to the relevant principles, policies or operating guidelines.
May solve problems using planning /forecasting data.

Accountability:

May be accountable for greater decision making than at level seven for example, senior staff member in charge on shift or greater complexity of work supervised within a single functional area.
May be responsible for the coordination of resources and processes of a work group or groups in order to achieve outcomes for the organisation.
May be accountable for analysis, evaluation, review or development of systems and procedures.
Work is subject to guidance and broad instructions and assistance is available on request.

Typical duties within Support Areas at Level 8 include:

Investigate, analyse and interpret monthly actual and budget account movements; and,
Identify and summarise balance sheet movements; and,
Analyse and review consolidated depreciated numbers.

LEVEL 9 DESCRIPTORS:

Knowledge:

Knowledge of operations or functions across sections or work areas. These operations or functions may be complex and involve specialised use of equipment and/or multiple systems.
Knowledge of business requirements and implementation of business strategy.

Problem Solving:

Solves problems in a changing environment and/or, has some autonomy in performing complex technical operations.
Solves problems such as the allocation of resources which may require the evaluation of multiple solutions. Judgement is required to find the best solution.

Solves problems using sophisticated analysis of existing forecasting and planning data (at a higher level than level 8).

Accountability:

Responsible for one or more teams/ work areas.

May have responsibility for providing support to managerial staff through participation in the development of business strategies.

May be accountable for decisions that have significant impact on day-to-day operations.

Typical duties within Airports at Level 9 include:

Combine operational responsibilities with portfolio responsibilities which may include Qantas Club Coordination, client airline contract management, emergency plan procedures or adhoc projects with requisite financial/customer service KPI delivery responsibility; and,

Manage work function across single or multiple terminals within the scope of the area including the after hours responsibility for the whole Airport; and,

Investigate and resolve employee grievances; and,

Supervise the coordination and monitoring of Qantas and Client Airlines aircraft movements and loading processes to obtain safe on-time departures (Sydney and Brisbane Domestic); and/or,

Ensure Airport's compliance with both Federal and State Government OH&S and Environmental Statutory Legislation, together with QANTAS's Standard Operational Procedures; and/or,

Ensure appropriate level of training (eg. PeopleSafe), reduce injury to personnel, damage to aircraft and equipment, lost time with a consequential reduction in operating costs across Airport; and/or,

Review and recommend work practices and procedures to reduce lost time injuries and damage to property.

Typical duties within Sales and Marketing at Level 9 include:

Monitor and allocate passenger inventory (seats) on allocated flights using the yield management system in order to maximise route revenue; and,

Forecast demand using relevant historical flight booking data; and,

Monitor forward bookings to identify any need to revise control parameters,

Taking action to generate traffic or make ad hoc adjustments to schedule and/or capacity; and,

Use specialised knowledge and experience in revenue management for flight data analysis; and,

Provide analysis and reports on flights assigned; and/or,

Coordinate the operation and initiate appropriate action to ensure daily service levels are met; and,

Coordinate the deployment of resources and personnel to meet the demands of the operation; and,

Provide analysis using accurate call forecast reports based on historical data and relevant systems to ensure adequate staffing levels to handle the operation.

Typical duties within Engineering Technical Operations & Maintenance Services at Level 9 include:

Analyse and introduce technical system enhancements to significantly improve the timeframe in which Airworthiness Compliance Database is updated after maintenance is carried out; and,
Responsible for the technical records of all Qantas and client Aircraft under their control are maintained to the satisfaction of lessor/owner through effective monitoring, directing and reviewing the auditing of documents produced by workshops and planning staff; and,
Act as key reference point of contact for other Qantas departments, client airlines and CASA regarding technical record and compliance issues; and,
Identify and investigate non-conformance and potential exposure to non-conformance in conjunction with line management; and/or,
Participate in the management of quality and compliance issues in Material and Logistic sites domestically and internationally.

Typical duties within Support Areas at Level 9 include:

Prepare business process maps and flow charts demonstrating an understanding of the business processes; and/or,
Prepare material to consolidate operational business profits and produce weekly/monthly reports; and/or,
Interpret management accounting variance analysis; and/or,
Research and collate data from multiple databases for Board reports (Financial Reports, Profit and Loss and Cash-flow); and/or,
Analyse and interpret data / databases to ensure accurate information and recommend efficiencies and improvements.

Typical duties within Operations Resources and Infrastructure at Level 9 include:

Analyse the Company's published schedules and formulate an effective plan to create the most cost efficient crew Patterns each crew Bid Period that are published in accordance with deadlines; and,
Ensure Patterns are optimised to provide a cost and crew requirement that meets the available crew resource level that is within Budget; and,
Perform detailed analysis of published and proposed schedules to determine any changes which would result in more efficient crew utilisation and reduced costs; and,
Develop and publish bid packages for all Longhaul and Shorthaul Technical and Cabin Crew; and,
Assist the Aircrew Planning Systems Manager with the system design, testing and implementation of identified functions for optimising and building Patterns; and,
Assist the Senior Aircrew Pattern Planning Analyst to ensure Patterns are optimised with a balance of primary drivers: cost, premium, accuracy, legality, quality, punctuality, allocatability, and operational flexibility; and,
Ensure all Aircrew Schedulers provide consistent and accurate information to Technical and Cabin Crew and related departments in conjunction with Branch Service Standards and Service Quality Agreements; and,
Evaluate and advise on Technical Cabin Crew resource levels in conjunction with demand on open time, 'day of operations' activities and adhoc schedule planning requests; and,
Ensure complete and timely communication flow of operational information between Aircrew Operations staff and Network Operations Control Centre during disruptions to ensure optimum and timely decisions are made; and,

Coordinate Technical and Cabin Crew activities associated with disruption management, in accordance with CASA regulations, Technical and Cabin Crew Industrial Awards and achieves optimum balance between customer, financial and operation requirements.

SENIOR PROFESSIONAL LEVEL 1 DESCRIPTORS:

Knowledge:

Commercial aptitude including understanding of the industry, competitors and market trends.
And/or;

Understanding of how organisational interrelationships across business areas operate and the role of own business unit within broader company context. And/or;

Technical knowledge in a specialised field requiring understanding of involved concepts, theories and principles. And/or;

Managerial knowledge including ability to influence and motivate individuals and groups to improve performance and work practices.

Problem Solving:

May solve problems by undertaking analysis and utilising existing strategies and/or policies.
And/or;

In a technical role, specialist knowledge is used to develop solutions to problems for which no precedent exists within the organisation. And/or;

In a technical role, evaluates policies, legislation and guidelines that underpin organisational decision making. And/or;

In a managerial role, is responsible for implementing process changes.

Accountability:

Accountable for making decisions outside prescribed standards and procedures.

Work is subject to broad direction.

In a managerial role, financial responsibility includes monitoring/reconciling and taking action to achieve targets

In a managerial role, may manage multiple teams with similar responsibilities.

In a technical role, is responsible for developing and assisting in the implementation of policies, practices and procedures within own area of expertise.

In a technical role, is responsible for providing specialist opinions and/or systems design advice.

Introduction:

The focus of Senior Professional roles may be on either managerial or specialist/technical functions, or varying combinations of these.

Typical Management Duties at Senior Professional Level 1 include:

Recommend changes to policies, procedures and resource plans to ensure systems and processes are consistent with department needs and objectives, and

Identify, recommend, and/or manage specific improvement activities and practices to deliver

increased productivity, efficiency and cost savings.
Apply project management processes in the implementation of business initiatives. May manage a project or part of a project depending on project scope.
Implement business plans.
Ensure a safe working environment for all operational areas in accordance with the appropriate Occupational Health and Safety legislation
Manage staffing levels, recruitment, staff development and performance within area of responsibility.

Typical Specialist Duties at Senior Professional Level 1 include:

Airports

Provide the focus and direction for development and work place change initiatives and drive the cultural changes necessary for the continual improvement within the business; and,
Initiate and manage staff education and training programs including learning centre initiatives, strategies and performance review systems; and/or,
Ensure consumption menu costs fall within budget; and,
Monitor and reduce overtime costs, identify and document costs and formulate improvements; and,
Monitor and improve cleaning standards and procedures; and/or,
Manage work function across single or multiple terminals within the scope of the area including the after hours responsibility for the Airport with cross functional teams in complex environments.

Sales & Marketing

Ensure all flights are well managed ensuring all revenue opportunities, queues/requests are cleared and alternatives offered if required and targets are met by undertaking appropriate inventory actions; and,
Develop and maintain a detailed market characteristic plan by Point of Sale flights or markets; achieve revenue, yield and seat factor targets for flights or markets under management; achieve inventory KPIs for flights or markets under management; control and monitor the yield forecasts for designated flights or markets; and,
Evaluate opportunities and direct sales ensuring maximum yield and revenue; and,
Identify and make recommendations for capacity increases and/or business opportunities; and,
Manage and analyse forward bookings to identify trends and changing market conditions, identify pricing opportunities and capacity changes ensuring optimal class mix / availability; and,
Provide business and technical support to other departments.

Freight

Plan and control the functional aspects of underfloor capacity for all Qantas International Services to meet passenger and freight objectives; and,
Ensure maximisation of hold capacity on all Qantas International services worldwide; and,

Determine available Freight capacity for each Qantas Flight and those of selected partner airlines.

QFCL

Develop customer service improvement strategies, manage and coordinate all customer service initiatives to ensure optimum service to all client airlines within the scope of pricing and contractual arrangements; and/or,
Ensure close cooperation between Operations, Food Production and Stores to ensure on time, on budget and within specification supply to customers; and/or,
Initiate and maintain contingency plans to meet client requirements during operational disruption; and/or,
Investigate and report on reasons for callbacks and delays taking the appropriate corrective action to ensure they are minimised; and/or,
Coordinate the activities of cabin cleaning, transportation, dispatch and fridge assembly to ensure that contracted services are delivered on time and in accordance with customer specifications; and,
Develop customer service improvement strategies and actively develop and maintain excellent customer relationships

Engineering Technical Operations & Maintenance Services

Develop inventory forecasts, which improve demand satisfaction rates and reduce inventory holdings; and,
Supervise the implementation and conduct a program of systematic stock record review to ensure amendment of stock levels, reorder points and supply algorithms; and,
Analyse supply and demand patterns of parts with high value or unusual demand cycles to ensure optimal stock holdings; and,
Ensure that procurement and purchasing are aware of demand patterns of parts so that these are reflected in procurement and purchasing management decisions.

Support Areas

Review claims in accordance with Work Cover Guidelines/Actuarial requirements, authorise acceptance, determine and investigate claims referred by staff; and,
Manage the performance of claims handling practices and their continuous improvement, and/or,
Formalise policy/procedure changes and implement audit recommendations; and,
Continually review operational processes and procedures to identify productivity improvements; and,
Co-ordinate the production of monthly reconciliations and accruals explaining trends and variances; and,
Review all reconciliations to ensure all variances are explainable and resolved; and,
Analyse and review all supplier payments in the Purchase Ledger system to ensure accuracy and integrity of the data; and/or,
Coordinate the completion of the subsidiary Business Activity Statement ensuring compliance with GST legislation; and/or,
Perform the financial consolidation of actual and budget financial information including elimination; and/or,

Produce management reports from financial reporting systems.

Operations Resources & Infrastructure

Negotiate changes with Yield and Capacity Control Management; and,

Seek and identify commercial opportunities for freight supplementary in lieu of non-revenue flying; and,

Analyse monthly reports from Airports Corporations Australia (ACA) detailing QF off slot operations, investigate and report on all off slot operations ensuring allowable reasons; and,

Negotiate with government agencies regarding curfew restrictions over flight clearances and airport slots; and,

Plan, direct and coordinate flight disruption management to minimise the impact on internal/external customers; and,

Liaise, coordinate and negotiate with specific ETOMS departments during disruptions and promulgate plans that ensure appropriate agreed aircraft are available for recovery.

SENIOR PROFESSIONAL LEVEL 2 DESCRIPTORS:

Knowledge:

Detailed knowledge of management theories and their application in the business area. And/or; Understanding of business unit's impact on organisation's strategy, operations and commercial context. And/or;

Technical knowledge in a specialised role requiring indepth research and significant expertise. And/or;

Managerial knowledge including the ability to manage specialists and/or diverse teams.

Problem Solving:

Develops solutions to complex, strategic problems. And/or;

Provides high level, detailed analysis, including the assessment of the efficiency of operations, to develop solutions to problems. And/or;

In a technical role, is required to develop new approaches and methods within area of expertise. And/or;

In a managerial role, develops or modifies problem resolution techniques/processes within own business unit.

Accountability:

Responsible for introducing initiatives within area of expertise. And/or;

In a managerial role, financial responsibility includes investigating/preparing business cases, assessing risk and developing budgets to deliver business unit results. And/or;

In a technical role, is required to provide expert advice that has a significant impact on business unit or broader organisation. And/or;

In a technical role, seen as the recognised reference point for their specialty.

Typical Management Duties at Senior Professional Level 2 include:

Develop and/or implement strategies, business plans, policies and procedures to achieve consistency and profitability through improved work practices to meet customer needs.
Develop immediate and long-term plans for organisational resources including human, physical and financial.
Manage diverse or complex set of functions that may have, conflicting demands, objectives and goals.
Develop, monitor, measure and re-develop KPI's to ensure objectives are met within the context of the business plan.
Resolve significant area problems involving internal & external stakeholder/customers to ensure impact on the business is minimised.

Typical Specialist Duties at Senior Professional Level 2 include:

Airports

Ensure all airline operations meet contractual commitments; and,
Develop and maintain effective customer service procedures and systems that ensure delivery on service; and,
Deliver on client airlines contracts and expectations and ensures the integrity of services provided; and,
Develop, maintain and evaluate service levels agreements ensuring effective review processes are in place; and/or,
Manage work function across single or multiple terminals within the scope of the area including the after hours responsibility for the whole Airport with cross functional teams in complex environments with higher frequencies of client airlines.

Sales & Marketing

Prepares, analyses and acts on reports by recommending solutions that maximise customer service levels and opportunities for maximising profit; and
Direct the management of resources in accordance with call demands to achieve maximum productivity.

QFCL

Manages the receipt of all incoming goods and delivery of working stock, to production and operational areas; and
Control audit and account for all bonded goods; and
Ensures compliance with all State and Federal legislation and Customer airline policies in relation to customs and quarantine regulations.
Engineering Technical Operations & Maintenance Services Manages the formulation and implementation of plans to identify and pursue recoveries against suppliers in cases of defective material being delivered in satisfaction of Qantas orders; and,
Manages the review of vendor service literature to identify and update warranty recovery opportunities by identifying performance shortfalls against which claims can be initiated; and,
Promotes warranty awareness in production workshops by setting policies and procedures, conducting training of engineering staff and encouraging referrals to

warranty staff where cover is uncertain; and/or,
Manages the flow of parts through internal and external repair service providers, maintain accurate records of the location and progress of parts, expedites turnaround where necessary, and monitor and manages supplier performance against contractual obligations; and,
Designs, implements and maintains records of repair service supplier performance and product reliability, and makes recommendations resourcing and improvements in supplier performance; and,
Manages repairable inventory holdings in order to reduce holding costs and maximise demand.

Support Areas

Works with the Divisions in the production and review of Weekly and Monthly executive Management Reporting and the management information for the 3 year business plans, annual budgeting process and quarterly Ancillary reporting; and,
Provides high levels of financial analysis that identifies performance trends and forecasts targets to be used in developing strategies for the achievement of Group profit targets; and,
Develops forecasts modelling techniques to facilitate pro-active reviews of divisional forecasts; and/or,
Responsible for the reconciliation of GL accounts pertaining to Sales Ledger transactions; and,
Provides Support to internal users of Accounts Receivable and liaise with IT on Accounts Receivable system matters; and,
Responsible for the production of Qantas Statements and IATA billing.

Operations Resources & Infrastructure

Provides primary day to day focus on network schedule integrity by managing all aircrew activities associated with disruption managements in accordance with industrial awards, CASA regulations, Service Quality Agreements and other relevant documentation by achieving an optimum balance between customer, financial and operational requirements; and,
Manages all aircrew operational information, problem solving and decision making processes within the department and ensures an appropriate level of consultation occurs with other departments; and,
Provides logistic and problem solving support to Flight Operations, Operation Resources and Cabin Services management; and,
Performs post disruption reviews with all resource areas to determine the performance of the operations disruption management process; and,
Monitors the movements of disrupted passengers, ensure that appropriate disruption plans are in place to minimise disruption effects, advise public affairs, safety, security and other relevant areas of major incidents.

15.4 Wage Rates - Nurses

[15.3 renumbered as 15.4 by [PR933624](#) ppc 26Jun03; varied by [PR943204](#); substituted by [PR955199](#); [PR964433](#) ppc 01Feb06]

Adult employees employed by the Company as nurses must be paid the following minimum rates per week for their respective classifications:

Classification	Minimum rate per week
	\$
Occupational Health Nurse	858.00
Nurse Training & Development Consultant	917.80
Senior Occupational Health Nurse	1,016.70

Note: Residual amounts will be absorbed against future safety net adjustments.

15.5 Salary Progression

[15.4 renumbered as 15.5 by [PR933624](#) ppc 26Jun03]

Where an employee is confirmed in a position in which he or she has just been acting and for which he or she has been paid higher duties allowance in accordance with 15.5, the immediately preceding period that the employee has so acted in such position will be counted as service in the higher salary range for the purposes of determining the appropriate salary rate in the higher range.

15.6 Higher Duties

[15.5 renumbered as 15.6 by [PR933624](#) ppc 26Jun03]

15.6.1 If the Company requires an employee to temporarily act in a higher position or classification which attracts a higher salary, the Company must pay the employee an allowance equal to the difference between the employee's current salary and the salary for the higher position in accordance with the following table:

Employee's substantive position	Payment
Up to and including Level 4	allowance for whole day or shift.
Level 5-10 inclusive	allowance for any period of one day or in excess of one day.
Level 11-13 inclusive	allowance for periods in excess of five working days.

15.6.2 If the Company does not designate to an employee the full responsibilities of a more senior position in Level 5 or above, the Company must set out in writing to the employee his or her duties and the allowance to be paid.

15.6.3 The allowance is deemed to be part of the employee's salary rate for the purpose of 18.3, Clause 21 - Overtime, Clause 22 - Sunday work and Clause 29 - Public holidays.

15.6.4 Except in unavoidable circumstances, relief duties worked during a pay period will be paid not later than the pay day for the second pay period following the week in which

relief work is performed.

15.7 Lower Duties

[15.6 renumbered as 15.7 by [PR933624](#) ppc 26Jun03]

- 15.7.1** If an employee is required to perform work in a lower position, the employee must be paid at the employee's regular rate of pay.
- 15.7.2** Employees whilst performing work in a lower position shall not be responsible for the full duties of their substantive position.

15.8 Probationary Employment

[15.7 renumbered as 15.8 by [PR933624](#) ppc 26Jun03]

- 15.8.1** Existing employees may be appointed to a new position on a probationary basis for a period of up to three months. This period may be extended, if necessary, and in this case the probationary period shall not exceed six months.
- 15.8.2** New employees may be appointed to a position on a probationary basis for a period of up to six months. This period may be extended, if necessary, in which case the probationary period shall not exceed twelve months.
- 15.8.3** At the end of the probationary period, the employee must be given notice of confirmation of appointment or, if the appointment is not confirmed, the reasons must be given to the employee.

15.8 Classification of Positions

[15.8 deleted by [PR933624](#) ppc 26Jun03]

16. ALLOWANCES

16.1 Disability Allowance

- 16.1.1** If significant disabilities occur for a period of two weeks or more because of construction, reconstruction, alteration, major repair or other like work at or in the immediate vicinity of the premises in which the employees are required to work, the Union may claim the following allowances on behalf of affected employees, to be paid from the date of the Union's application:

[16.1.1(a) varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#) [PR964433](#) [PR975052](#) [PR979632](#); [PR983523](#) ppc 01Oct08]

- 16.1.1(a)** if the work involves excessive fumes, noise and dust or other like disabilities through construction vehicles, drilling, electric saws and jack hammering, form work and concrete pours, 69 cents per hour;

[16.1.1(b) varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#) [PR964433](#) [PR975052](#) [PR979632](#);

[PR983523](#) ppc 01Oct08]

16.1.1(b) if the work involves noise and dust to a limited degree due to alterations and/or the removal or installation of plant and machinery and a marked reduction in work space, 42 cents per hour.

16.1.2 The allowance must not be included with the wage rates for all purposes of this Award.

16.1.3 These amounts must be reviewed regularly. If, upon review, the parties are unable to reach agreement, the matter must be referred to the Commission for determination.

16.1.4 Where the parties are unable to agree on the significance of the disabilities, 11.3 Procedures for the Avoidance of Industrial Disputes shall be followed.

16.2 Transport Allowance

[16.2.1 varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#) [PR964433](#) [PR975052](#); [PR983523](#) ppc 01Oct08]

16.2.1 An employee employed as a shift worker at an airport must be paid a transport allowance of \$7.85 for each ordinary shift worked which commences or finishes after 1900 hours and before 0700 hours.

[16.2.2 varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#) [PR964433](#) [PR975052](#); [PR983523](#) ppc 01Oct08]

16.2.2 An employee employed at an airport must be paid a transport allowance of \$7.85 if the employee works overtime between 1900 hours and 0700 hours and the overtime is continuous with their normal hours of duty. This does not apply if transport is provided in accordance with 21.8.

16.2.3 An employee is not entitled to a transport allowance if:

16.2.3(a) the employee is provided with transport; or

16.2.3(b) the employee is reimbursed for transport.

16.3 Tropical District Allowance

If an employee is working on the mainland of Australia north of the twentieth parallel of South latitude, the employee must be paid a district allowance at the rate prevailing under the appropriate Australian Public Service regulation from time to time.

16.4 First Aid Allowance

[16.4 varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#) [PR964433](#) [PR975052](#) [PR979632](#); [PR983523](#) ppc 01Oct08]

If an employee:

- 16.4.1 is appointed by the Company to perform first aid duty;
- 16.4.2 is willing to perform that duty; and
- 16.4.3 holds an appropriate first aid qualification approved by the Company's Aviation Medicine Department

the employee must be paid \$12.05 per week.

16.5 Laundry Allowance

- 16.5.1 Employees required to wear a uniform as specified by the Company shall be reimbursed for the cost of such uniform. The provisions of this Clause shall not apply if the uniform is paid for by the Company.
- 16.5.2 If the employee is required to launder a uniform provided by the company as provided in 16.5.1, the employee must be issued with five laundry service vouchers per month at no cost to the employee.
- 16.5.3 The provisions of this clause shall not apply where the company pays for the cost of laundering clothing.

16.6 Australian Security Identification Card

[16.6 inserted by [PR970704](#) ppc 24Mar06]

Where an employee is required to obtain an Aviation Security Identification Card (“ASIC”) to access an Australian Airport facility to perform their work, the cost of the application fee and other fees required by the legislation will be reimbursed by the employer.

The employer is not, however, required to reimburse any costs incurred prior to the commencement of employment or the costs associated with unsuccessful ASIC applications or renewals.

17. PAYMENT OF WAGES

17.1 Period of Payment

- 17.1.1 Wages must be paid fortnightly.
- 17.1.2 Payments in respect of overtime worked within the fortnight before the pay day need not be paid until the succeeding pay day

17.2 Method of Payment

Wages will be paid by electronic funds transfer into the employee's nominated bank, credit union or building society, or by cheque.

17.3 Payment of Wages on Termination of Employment

17.3.1 On termination of employment, wages due to an employee must be paid 48 hours after clearance of employment procedures have been completed.

17.3.2 Clearance of employment procedures must be completed no later than two working days following an employee's termination of employment.

PART 6 - HOURS OF WORK, SHIFTWORK, MEAL BREAKS AND OVERTIME

18. HOURS OF WORK - DAYWORK AND SHIFTWORK

18.1 Hours of Duty - Daywork and Shiftwork

18.1.1 Ordinary hours of work will be an average of 38 hours per week, within a work cycle not exceeding 28 consecutive days.

18.1.2 Except as provided in 18.1.3, the ordinary hours of work will be arranged to provide for a twentieth day off in each four week cycle (i.e. 8 ordinary hours per day over 19 working days, with the twentieth day off, totalling twelve days per annum. These days shall not attract any premium payment, but shall be paid at single time at the rate applicable at the time of taking the day.

18.1.3 Despite 18.1.2, 18.1.4 and 18.3.2, the Company, a majority of employees concerned and where the agreement affects a member of a Union, the relevant Union, may agree on the following:

18.1.3(a) alternative methods of arranging ordinary hours over a work cycle;

18.1.3(b) arranging ordinary hours of work above and below eight per day to a maximum of twelve;

18.1.3(c) alternative methods to substitute and accrue. twentieth days.

18.1.4 Rostered days off (or twentieth days) may be taken as follows:

18.1.4(a) employees must be advised of twentieth days prior to the commencement of each four weekly period. By mutual agreement between the supervisor and the employee, another day may be substituted for the rostered day;

18.1.4(b) Where an employee is notified no later than the commencement of the shift or period of duty immediately prior to the day, such additional day off may be transferred by mutual agreement to another day which is to be taken not later than the end of the next four week period;

18.1.4(c) the twentieth day must be granted on a day other than a public holiday unless agreed;

18.1.4(d) by agreement between the Company and the employee(s) in any one state, port or location the twentieth days may be arranged in any of the following ways:

18.1.4(d)(i) five days attached to annual leave and seven days taken through mutual agreement;

18.1.4(d)(ii) ten days attached to annual leave and two days taken by mutual agreement;

18.1.4(d)(iii) eight days attached to annual leave every eight months.

18.1.4(e) if, due to operational reasons, a twentieth day is changed by mutual agreement but without due notice as outlined in 18.1.4 (b), an employee must be paid time and one quarter for the day worked and receive a substitute day which is to be taken no later than the end of the next four weekly period.

18.2 Daywork

18.2.1 The ordinary hours of work may be worked continuously between 7.00 a.m. and 6.00 p.m. except for meal breaks on any or all of the days of the week, Monday to Friday.

18.2.2 The hours of work of an employee may be altered by the Company within the spread of hours, after giving seven (7) day's notice to the employee.

18.2.3 Despite 18.2.2, the spread of hours in 18.2.1 may be fixed or altered for an employee or group of employees by mutual agreement between the Company and the Union

18.3 Shiftwork Arrangements

18.3.1 Shifts per day and Week

A shift worker must not work more than six shifts in any consecutive seven day period, unless the Company and the employee or majority of employees concerned and an officer of the relevant Union agree.

18.3.2 The ordinary hours for shiftworkers will not exceed:

18.3.2(a) 8 in any shift, inclusive of meal breaks;

18.3.2(b) 80 in 14 consecutive days;

18.3.2(c) 152 in 28 consecutive days.

Ordinary hours must be worked continuously, except for meal breaks, at the discretion of the Company.

18.3.3 Shift Work Penalty Rates

Subject to any arrangements entered into in accordance with clause 18.1, shift workers must be paid the following shift rates:

- 18.3.3(a) For all shifts worked on a Saturday - time and a half;
- 18.3.3(b) For all shifts worked on a Sunday - double time;
- 18.3.3(c) For all shifts worked on public holidays, except Christmas Day and Good Friday - double time;
- 18.3.3(d) For all shifts worked on Christmas Day and Good Friday - double time and a half.

18.3.4 Shift Loadings

- 18.3.4(a) For all shifts worked between Sunday midnight to Friday midnight - the following loadings must be paid in addition to ordinary rates:

- 18.3.4(a)(i) **Early morning shift** - (commencing from 4.00am and before 7.00am) - 15%
- 18.3.4(a)(ii) **Early morning shift** - (commencing between midnight and 4.00am) - 22.5%
- 18.3.4(a)(iii) **Early morning shift (Mascot only)** (commencing at or before 6.00am) - 17.5%
- 18.3.4(a)(iv) **Afternoon shift** (finishing after 6.00 pm and at or before midnight) - 15%
- 18.3.4(a)(v) **Night shift** (finishing after midnight and at or before 8.00 am)- 22.5%
- 18.3.4(a)(vi) **Permanent Night Shift** (employees in Level 1 - 4 only) - 27.5%

[18.3.4(b) varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#) [PR964433](#) [PR975052](#) [PR979632](#); [PR983523](#) ppc 01Oct08]

- 18.3.4(b) Employees who work afternoon and night shifts on weekends and public holidays must be paid an additional \$11.20 per shift.

18.3.5 Shift Work Rosters

- 18.3.5(a) Shift workers must work at such times as the Company directs but:

- 18.3.5(a)(i) An employee must not be required to work more than one shift in 24 hours, except at the regular change-over of shifts.

- 18.3.5(a)(ii) An employee must have at least ten hours break between shifts. If any employee does not have a ten hour break between shifts, the employee must be paid at overtime rates until the employee is released from duty and has a ten hour break before resuming work.

- 18.3.5(b) Except at the regular changeover of shifts, an employee who is engaged in Levels 1-4 employed at the Perth International Airport must be granted at least twelve

hours free of duty between the termination of the employee's ordinary duty at the end of one shift and the commencement of ordinary duty in the next. If an employee is required to resume ordinary duty prior to the expiry of twelve hours, the ordinary duty occurring in the twelve hour period will be paid at overtime rates.

- 18.3.5(c)** Shift work rosters must specify the starting and finishing times of ordinary working hours of the respective shifts and shall be posted to give at least seven days notice of any change. An exception to this is if the shift work roster has been varied by agreement between the Company and an accredited representative of the Union for the area concerned. In this case, no notice is required.
- 18.3.5(d)** If any shift worker is required to change his or her roster, the employee must be given at least two days notice of the change. If this notice is not given, the shift worker will be paid for the shifts worked during the two day period at the rate of double time.
- 18.3.5(e)** The Company must give at least seven days notice to employees affected by changes in shift structure.

18.3.6 Night Shift Loading

An employee who:

- 18.3.6(a)** works night shift only during a period of engagement on shift work; or
- 18.3.6(b)** remains on night shift for more than four consecutive weeks; or
- 18.3.6(c)** works on a night shift which does not rotate with another shift or with day work so that the shift worker does not have at least one third of his or her working time off night shift in each roster cycle;

must be paid at the rate of time and a quarter for all time worked during ordinary working hours on such night shifts.

18.3.7 Afternoon and Night Shift

Shift workers who work on any afternoon or night shift work which does not continue for at least five consecutive afternoons or nights, shall be paid at the rate of time and a half.

18.3.8 Calculation of Ordinary Hourly Rate

[18.3.8 varied by [PR933624](#) ppc 26Jun03]

- 18.3.8(a)** Except for employees who are paid a salary greater than the maximum in Senior Professional Level 1, the ordinary hourly rate may be obtained by:

dividing the annual salary by 1976;

adding the prescribed shift premiums.

18.3.8(b) For nurses, the ordinary hourly rate may be obtained by:

dividing the weekly salary by 38; and

adding the prescribed shift penalty.

18.3.8(c) The ordinary rate for calculating the shift premium for employees who are paid a salary greater than the maximum in Senior Professional Level 1 can be obtained by dividing the maximum Senior Professional Level 1 salary by 1976 (or 38 if appropriate) and calculating the shift premium from the difference.

18.3.9 Level 1-4 Shift Workers - Multi Start Allowance

If:

18.3.9(a) an employee is paid a Level 1-4 inclusive salary; and

[18.3.9(b) varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#) [PR964433](#) [PR975052](#) [PR979632](#); [PR983523](#) ppc 01Oct08]

18.3.9(b) is a shift worker who is required to work, in any roster week:

one or more shifts; and

at starting times which are, in three or more cases, at least 30 minutes different each from the other,

the employee must be paid \$3.85 extra for starting times in excess of two.

18.3.10 An employee's rostered day off must be at least 24 hours and, as far as practicable, not less than 32 hours.

19. FLIGHT SIMULATOR INSTRUCTORS

19.1 Despite anything else contained in this award, the provisions of this clause apply only to Flight Simulator Instructors.

19.2 Rosters

19.2.1 The attendance and work performed will be based on simulator sessions and/or the appropriate duties.

19.2.2 Flight Simulator Instructors will work to a 14 day roster, prepared by the Company, within the simulator pattern ("the 14 day roster"). The roster will specify start and finish time for all shifts, and will take precedence over the 56 day simulator pattern.

19.2.3 Flight Simulator Instructors must attend simulator session/duties as set out in the 14 day

roster. The sessions and duties may be varied within the prescribed shift.

- 19.2.4** Rosters will be constructed on the basis of 8 hour shifts.
- 19.2.5** The simulator pattern will identify the rostered day (twentieth day) off and planned annual leave.
- 19.2.6** The Company, a majority of employees concerned, and where the agreement affects a member of a Union, the relevant Union, may agree on alternative methods of arranging ordinary hours over a work cycle.

19.3 Notice of Shift Change

- 19.3.1** If the Company alters, in accordance with this clause, a session or duty, within the published shift times, the Company will not be liable to pay any penalty payment. The Company must provide as much notice of the change as possible.
- 19.3.2** If the Company alters a session or duty, within 48 hours of the commencement of a shift, and an instructor must work prior to or beyond the published shift starting or finishing time, the instructor must be paid overtime rates for all time worked prior to or beyond the shift starting or finishing time.
- 19.3.3** If the Company alters a session or duty, within 48 hours of the commencement of a shift, and this change required an instructor to either:
 - 19.3.3(a)** work beyond the published shift finishing time; and
 - 19.3.3(b)** more than eight hours beyond the published starting time for the session or duty, or
 - 19.3.3(c)** work before the published shift starting time; and
 - 19.3.3(d)** more than eight hours prior to the published finishing time for the session or duty,

he or she must be paid double time for all hours worked up to the 48 hours notice, with a minimum payment of eight hours at double time.

19.4 Route Observation Flights

- 19.4.1** To comply with Civil Aviation Authority requirements, flight simulator instructors must undertake route observation flights.
- 19.4.2** Route observation flights are allocated by the Company. They may be substituted for any rostered shift.
- 19.4.3** Flight Simulator Instructors who undertake route observation flights:
 - 19.4.3(a)** must be paid in accordance with their published roster;
 - 19.4.3(b)** must be paid a flight allowance based on a block to block basis;

19.4.3(c) will not be paid overtime.

19.4.4 If a route observation flight is delayed:

19.4.4(a) a flight simulator instructor must be reimbursed for any accommodation and meal expenses incurred; and

19.4.4(b) if the delay impacts on a flight simulator instructor's next rostered shift, the flight simulator instructor will be entitled to a ten hour break before resuming his or her normal rostered duty. The block arrival time is the shift finishing time for the purpose of calculating the ten hour minimum break entitlement.

19.5 Meal Breaks

Meal breaks must be taken either prior to the commencement of simulator sessions, or at the conclusion of the session as elected by the instructor.

19.6 Minimum Break Between Planned Sessions

A minimum break of twelve hours must be provided between the conclusion of one planned simulator session and the commencement of the next planned simulator session to be undertaken by a flight simulator instructor.

19.7 Non-Session Simulator Shift

Where a flight simulator instructor is not required for a session duty, on any day or shift, he or she must contact the Company prior to his or her published shift commencement time to ascertain whether he or she is required for duty. Where a flight simulator instructor is not required for duty, he or she may be released from duty at the discretion of the Company.

20. BREAKS

20.1 Meal Breaks - Daywork

Employees must receive an unpaid meal break of between 30 minutes and one hour on each of the days Monday to Friday inclusive. An employee must not be required to work for more than five hours without a meal break. The meal break must be taken at a time agreed between the employee and the Company between 11.00 am and 2.00 pm.

20.2 Meal Breaks - Shiftwork

Shift workers must be allowed a paid meal break of 30 minutes each shift which will be counted as time worked. An employee must not be required to work for more than five hours after commencing ordinary shift without a meal break.

21. OVERTIME

21.1 Payment for Working Overtime - Daywork

Except as provided in 21.10, clause 22, clause 23 and 29.5, all time worked outside ordinary hours must be paid for at the rate of time and a half for the first two hours and double time after that, such double time to continue until the completion of overtime worked.

21.2 Payment for Working Overtime - shiftwork

21.2.1 Except as provided in 21.10, clause 22, clause 23 and 29.5, all time worked:

21.2.1(a) in excess of or outside ordinary hours; or

21.2.1(b) on a shift other than a rostered shift

must be paid for at the rate of double time, unless the time is worked for the purpose of effecting the customary rotation of shifts.

21.2.2 Overtime will not be paid if the time is worked by arrangement between the employees themselves, with the approval of the head of the section.

[21.2.3 deleted by [PR933624](#) ppc 26Jun03]

21.3 Calculating Overtime

21.3.1 In calculating overtime, each day's work will stand alone, except as otherwise provided for in this clause.

21.3.2 In calculating the number of hours worked per week, any leave with pay will be treated as time worked.

21.3.3 Except in special circumstances, no employee must work overtime unless properly authorised by the Company.

21.4 Entitlement to Overtime Payments

[21.4 substituted by [PR933624](#) ppc 26Jun03]

Employees who are paid in excess of the maximum of Senior Professional Level 1 are not entitled to overtime payments provided by this clause (except the meal allowance) if they are required to work overtime.

21.5 Calculating Overtime Penalty Rates

In calculating overtime penalty rates, an employee's annual salary must be divided by 1976 to obtain the ordinary hourly rate. The maximum hourly rate to be used must not be greater than the result of dividing the maximum salary of Level 9 by 1976.

21.6 Rest period after overtime

21.6.1 An employee who works so much overtime between the termination of his/her ordinary

duty on one day and the commencement of his/her ordinary work on the next day that he/she has not had at least ten consecutive hours off duty between those times shall, subject to this subclause, be released after completion of such overtime until he/she has had ten consecutive hours off duty without loss of pay for ordinary working time occurring during such absence.

21.6.2 If, on the instructions of the company, the employee resumes or continues work without having had such ten consecutive hours off duty, he/she shall be paid double time until he/she is released from duty for such period and he/she shall then be entitled to be absent until he/she has had ten consecutive hours off duty without loss of pay for ordinary working time occurring during such absence.

21.7 Meal Breaks

21.7.1 If:

21.7.1(a) an employee is required for overtime duty in excess of one hour before the normal starting time or one hour after the usual finishing time, and

21.7.1(b) the overtime is continuous with ordinary working hours

the employee must be:

21.7.1(c) given a meal break of 30 minutes before starting overtime either before or after working his or her ordinary hours, paid at the appropriate overtime rate of pay; and

[21.7.1(d) varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#) [PR964433](#) [PR975052](#) [PR979632](#); [PR983523](#) ppc 01Oct08]

21.7.1(d) paid \$11.20 or supplied with a suitable meal by the Company.

21.7.2 The time allowed for the meal break is not to be used in the calculation of overtime hours.

21.7.3 An employee and the Company may agree to vary this requirement for operational reasons but the Company will not be required to pay in respect of time allowed in excess of 30 minutes.

21.7.4 If an employee is required to work more than four hours overtime, the employee must be:

21.7.4(a) allowed a meal break of 30 minutes, paid at the appropriate overtime rate after each four hours of overtime; and

[21.7.4(b) varied by [PR913898](#) [PR927318](#) [PR943204](#) [PR955199](#); corrected by [PR955561](#) varied by [PR964433](#) [PR975052](#) [PR979632](#); [PR983523](#) ppc 01Oct08]

21.7.4(b) paid \$11.20 for the second and \$10.65 for each subsequent meal or be supplied with a suitable meal by the Company.

However, the Company and employee may agree that the employee may take a longer unpaid meal break.

21.7.5 An employee in Level 1-4 salary who works on a call in or on a rostered day off must be:

21.7.5(a) provided with a suitable meal by the Company; or

21.7.5(b) paid a meal allowance as above

if four hours actual work is performed.

21.8 Transport Allowance - Overtime

21.8.1 If an employee finishes work at a time when the employee's usual or reasonable means of transport is not available, the Company must, at its expense:

21.8.1(a) provide the employee with transport; or

21.8.1(b) pay the employee his or her current salary for the time taken to travel home.

21.8.2 If this clause applies to an employee, the transport allowance payable under 16.2 will not be paid.

21.9 Recall to duty

21.9.1 If:

21.9.1(a) an employee is recalled to work overtime after leaving the Company's premises; or

21.9.1(b) in the case of a shiftworker, after his or her normal finishing time

whether the employee is notified before or after leaving the Company's premises, the employee must be paid at the appropriate rate for a minimum of four hours work for each time the employee is recalled, whether or not the employee is actually required to perform four hours work.

21.9.2 If the employee works for more than four hours, the employee must be paid for the period actually worked.

21.9.3 This sub-clause does not apply if the overtime is continuous with the completion or commencement of ordinary working time (subject to a meal break).

21.9.4 If the actual time worked on recall is less than four hours, overtime worked under this clause is not regarded as overtime for the purposes of 21.6.

21.10 Time in Lieu of Overtime

21.10.1 An employee may elect, with the consent of the Company, to take time off in lieu of payment for overtime at a time or times agreed with the Company.

21.10.2 Overtime taken as time off during ordinary time hours will be taken at the ordinary time

rate, that is an hour for each hour worked.

- 21.10.3** The Company must, if requested by an employee, provide payment at the rate provided for the payment of overtime in the award, for any overtime worked under 21.10.1 if the time has not been taken within four weeks of accrual.

21.11 Reasonable overtime

[21.11 inserted by [PR970325](#) ppc 24Mar06]

- 21.11.1** Subject to clause 21.11.2 an employer may require an employee to work reasonable overtime at overtime rates.

- 21.11.2** An employee may refuse to work overtime in circumstances where the working of such overtime would result in the employee working hours which are unreasonable having regard to:

21.11.2(a) any risk to employee health and safety;

21.11.2(b) the employee's personal circumstances including any family responsibilities;

21.11.2(c) the needs of the workplace or enterprise;

21.11.2(d) the notice (if any) given by the employer of the overtime and by the employee of his or her intention to refuse it; and

21.11.2(e) any other relevant matter.

22. SUNDAY WORK

- 22.1** Employees required to work on Sundays must be paid for a minimum of four hours. If more than four hours are worked, the employee must be paid for the period actually worked.

- 22.2** Employees who work on Sunday must:

22.2.1 be paid at the rate of double time for all time worked; or

22.2.2 with mutual consent, be given time off equal to the number of hours worked on the Sunday in lieu of paying the penalty. This time off must be given within 28 days of the Sunday worked, if practicable. If not practicable, the time in lieu may be added to the employee's annual leave. This does not apply to employees who are shiftworkers and who regularly work on Sundays and public holidays.

- 22.3** For employees occupying positions up to and including Level 4, the time in lieu must be at least 24 hours, and, as far as practicable, at least 32 hours.

- 22.4** An employee who works on a Sunday and (except for meal breaks) immediately thereafter continues such work shall, on being relieved from duty, be entitled to be absent until he/she has had ten consecutive hours off duty, without deduction of pay for ordinary time off duty

occurring during such absence.

23. MAKE UP TIME

23.1 An employee may elect, with the consent of the Company, to work "make up time" under which the employee takes time off during ordinary hours and works those hours at a later time, during the spread of ordinary hours provided in the award.

23.2 An employee on shift work may elect, with the consent of the Company, to work "make up time" under which the employee takes time off ordinary hours and works those hours at a later time, at the shift work rate which would have been applicable to the hours taken off.

PART 7 - LEAVE OF ABSENCE AND PUBLIC HOLIDAYS

24. ANNUAL LEAVE

24.1 Annual Leave Entitlement - General

An employee, other than a casual employee, is entitled to 28 consecutive days annual leave on full pay, after each 12 months continuous service, less the period of annual leave.

24.2 Annual Leave Entitlement - Seven Day Shift Workers

24.2.1 Seven day shift workers (i.e. shift workers who are rostered to regularly work Sundays and public holidays) are entitled to an additional seven consecutive days annual leave (including non-working days), on full pay at the end of each year of continuous service.

24.2.2 If an employee only works for part of the twelve month period as a seven day shift worker, the employee is entitled to have the period of 28 consecutive days annual leave increased by half a day for each calendar month the employee works as a seven day shift worker.

24.3 Payment for annual leave

24.3.1 Before going on annual leave, employees must be paid their ordinary rate of pay.

24.3.2 In addition to this amount, an employee must also be paid a holiday loading:

24.3.2(a) for day workers, the lesser of :

17.5% of ordinary pay or;

an amount equal to average weekly earnings per employed male unit as published by the Australian Bureau of Statistics for the September Quarter in the year preceding the annual leave.

24.3.2(b) for shift workers, the greater of:

24.3.2(b)(i) the rate which they would ordinarily be paid including shift loadings; or

24.3.2(b)(ii) their ordinary time rate of pay plus a loading of 17.5%.

24.4 Time of taking annual leave

[24.4.1 substituted by [PR970325](#) ppc 24Mar06]

24.4.1 Annual leave must be given and taken by the employee within two years of its becoming due.

[24.4.2 substituted by [PR970325](#) ppc 24Mar06]

24.4.2 Annual leave must be taken at a time fixed by the Company and must be given and taken on consecutive days. However, annual leave may be taken in separate periods by agreement between the Company and employee. An employee may elect, with the consent of the employer, to take annual leave in single day periods or part of a single day not exceeding a total of 10 days in any calendar year at a time or times agreed between them.

24.4.3 The Company must give at least four weeks notice (and six weeks, where practicable) to the employee of the commencement of the employee's annual leave. If the Company and employee agree, less than four weeks notice may be given by the Company.

24.4.4 Leave must not accumulate for more than two years.

24.5 Annual Leave Exclusive of Public Holidays

24.5.1 If:

24.5.1(a) a public holiday occurs during an employee's period of annual leave; and

24.5.2(a) the employee would have worked on that public holiday if he or she was not on annual leave

the employee may elect to take a day off in lieu of the public holiday or be paid an additional eight hours' pay.

24.6 Annual Leave to be Taken

Except upon termination of employment, payment must not be made to employees by the Company in lieu of the employee taking annual leave.

24.7 Annual Leave taken before due date

24.7.1 The Company may allow annual leave to be taken by an employee before it has accrued.

24.7.2 If the employee's employment is terminated before the employee completes this twelve months service, the Company may deduct the cash equivalent of the unearned leave. This amount does not include any sums paid in respect of public holidays.

24.8 Calculation of Continuous Service for Annual Leave

For the purposes of this clause, service will be deemed to be continuous despite absences due to:

- 24.8.1** leave granted by the Company on account of the employee's personal injury or illness or other leave lawfully granted; or
- 24.8.2** any interruption or termination of the employment by the Company if that interruption or termination was done with the intention of avoiding the Company's obligation under this clause; or
- 24.8.3** any absence with reasonable cause proof of which lies with the employee.

24.9 Proportionate Annual Leave on Termination

[24.9.1 varied by [PR933624](#) ppc 26Jun03]

- 24.9.1** Upon termination of employment employees must be paid for any accrued but untaken annual leave, in respect of each completed week of continuous service. This subclause only applies to employees in Level 1 - 4 after one week's continuous service, or employees in Level 5 - Senior Professional Level 2 after one calendar month's continuous service.
- 24.9.2** An employee with less than twelve months continuous service must lawfully leave his/her employment, or be terminated through no fault of his/hers to be entitled to the proportionate leave on termination, calculated at the rate of 2.923 hours (3.65 hours for seven day shift workers) for each five ordinary working days for which leave has not been granted under this clause
- 24.9.3** Annual leave Payments made to shift workers on termination of employment will be at ordinary rates.
- 24.9.4** Holiday loading in 24.3.2 does not apply to proportionate leave on termination.

24.10 Annual Leave in Single Day Periods

- 24.10.1** An employee may, with the consent of the Company, elect to take up to five days of annual leave in single day periods, in any calendar year, for the purposes of this clause.
- 24.10.2** The Company and employee may agree to defer payment of the annual leave loading in respect of each single day, until at least five consecutive annual leave days are taken.
- 24.10.3** Access to annual leave under this sub-clause is exclusive of any shutdown period provided for in this award.

25. PERSONAL LEAVE

[25 substituted by [PR970325](#) ppc 24Mar06]

The provisions of this clause apply to full-time and regular part-time employees (on a pro rata basis) but do not apply to casual employees. The entitlements of casual employees are set out in clause 13.4.5.

25.1 Definitions

25.1.1 Immediate family or household

25.1.2 The entitlement to use personal leave for the purposes of carer's leave is subject to the person being either:

25.1.2(a) a member of the employee's immediate family; or

25.1.2(b) a member of the employee's household.

25.1.3 The term immediate family includes:

25.1.3(a) spouse (including a former spouse, a de facto spouse and a former de facto spouse) of the employee. A de facto spouse means a person of the opposite sex to the employee who lives with the employee as his or her husband or wife on a bona fide domestic basis; and

25.1.3(b) child or an adult child (including an adopted child, a step child or an ex-nuptial child), parent, grandparent, grandchild or sibling of the employee or spouse of the employee.

25.2 Amount of paid personal leave

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

due to personal illness or injury; or

for the purposes of caring for an immediate family or household member who is sick and requires the employee's care and support or who requires care due to an unexpected emergency.

25.2.2 The amount of personal leave to which a full-time employee is entitled depends on how long they have worked for the employer and accrues as follows:

25.2.2(a) A fulltime employee is entitled to the following amount of personal leave:

Length of time worked for the employer	Personal leave (hours)
On appointment	38
After 6 months continuous service	76
After 12 months continuous service	114

25.3 Accumulation of personal leave

At the end of each year of employment, unused personal leave accrues by the balance of the year's unused personal leave.

25.4 Effect of workers' compensation

If an employee is receiving workers' compensation payments, they are not entitled to personal leave.

25.5 Personal leave for personal injury or sickness

An employee is entitled to use the full amount of their personal leave entitlement including accrued leave for the purposes of personal illness or injury, subject to the conditions set out in this clause.

25.6 Personal leave to care for an immediate family or household member

25.6.1 Subject to 25.6.2 and 25.6.3, a full-time employee is entitled to use their personal leave to care for members of their immediate family or household who are sick and require care and support or who require care due to an unexpected emergency.

25.6.2 The entitlement in 25.6.1 is subject to the employee being responsible for the care and support of the person concerned. In normal circumstances an employee is not entitled to take leave for this purpose where another person has taken leave to care for the same person.

25.6.3 Except as provided for in 25.6.4, not more than 76 hours (for employees who work normally 8 or less ordinary hours per day) can be used in a year by an employee for the purposes set out in 25.6.1. These limits apply to the employee's total accrued personal leave which includes any untaken personal leave from the current year's entitlement and any untaken personal leave which has accumulated from previous years.

25.6.4 By agreement between an employer and an individual employee, the employee may access an additional amount of their accrued personal leave for the purposes set out in 25.6.1, beyond the relevant limit set out in 25.6.3. In such circumstances, the employer and the employee shall agree upon the additional amount that may be accessed.

25.7 Employee must give notice

25.7.1 As soon as reasonably practicable, and within eight hours of the commencement of absence due to illness or accident, an employee shall inform his or her supervisor of the inability to attend for duty.

25.7.2 The notice must include:

25.7.2(a) the nature of the injury or illness (if unknown); and

25.7.2(b) how long the employee expects to be away from work.

25.7.2(c) how long the employee expects to be away from work.

25.7.3 If it is not practicable for the employee to inform the employer within eight hours of such absence, the employee must notify the employer within 24 hours of such absence.

25.7.4 When taking leave to care for members of their immediate family or household who are sick and require care and support, or who require care due to an unexpected emergency, the employee must give prior notice to the employer, including:

the name of the person requiring care and support and their relationship to the employee;

the reasons for taking such leave; and

the estimated length of absence.

If it is not practicable for the employee to give the employer prior notice of the absence, the employee must notify the employer by telephone of such absence at the first opportunity on the day of the absence.

25.8 Evidence supporting claim

25.8.1 When taking leave for personal illness or injury, the employee must, if required by the employer, establish by production of a medical certificate or statutory declaration, that the employee was unable to work because of injury or personal illness.

25.8.2 When taking leave to care for members of their immediate family or household who are sick and require care and support, the employee must, if required by the employer, establish by production of a medical certificate or statutory declaration, the illness of the person concerned and that such illness requires care by the employee.

25.8.3 When taking leave to care for members of their immediate family or household who require care due to an unexpected emergency, the employee must, if required by the employer, establish by production of documentation acceptable to the employer or a statutory declaration, the nature of the emergency and that such emergency resulted in the person concerned requiring care by the employee.

25.8.4 Once the employee has had four days of personal leave in any one year, or more than the three consecutive days of personal leave, the employee must provide the employer with a medical certificate for any other day or days of personal leave in that year.

25.9 Personal leave and Public Holidays

Leave under this clause is exclusive of public holidays.

25.10 Personal leave and annual leave

If an employee takes personal leave, due to illness or injury, while on annual leave, and provides the employer with satisfactory medical evidence, the employee may be granted additional annual leave equivalent to the period of personal leave. The additional annual leave may be granted at a time convenient to the employer and the employee. The period of personal

leave within the annual leave must be recorded as personal leave.

25.11 Unpaid personal leave

Where an employee has exhausted all paid personal leave entitlements, they are entitled to take unpaid personal leave to care for members of their immediate family or household who are sick and require care and support or who require care due to an unexpected emergency. The employer and the employee shall agree on the period. In the absence of agreement, the employee is entitled to take up to two days (up to a maximum of 16 hours) of unpaid leave per occasion, provided the requirements of 25.7 and 25.8 are met.

25.12 Casual employment

Casual employees are entitled to not be available to attend work or to leave work in certain circumstances as set out in clause 13.4.5

25a. BEREAVEMENT LEAVE

[25A inserted by [PR970325](#) ppc 24Mar06]

The provisions of this clause apply to full-time and regular part-time employees (on a pro rata basis) but do not apply to casual employees. The entitlements of casual employees are set out in clause 13.4.5.

25A.1 Paid leave entitlement

25A.1.1 Entitlement

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

25A.1.2 Close Relative

In the event of a death of other close relatives of the employee, one day's leave may be granted by the company on production of satisfactory evidence.

25A.2 Unpaid bereavement leave

An employee may take unpaid bereavement leave by agreement with the employer.

26. PARENTAL LEAVE

[26 substituted by [PR970325](#) ppc 24Mar06]

Subject to the terms of this clause employees are entitled to maternity, paternity and adoption leave and to work part-time in connection with the birth or adoption of a child.

The provisions of this clause apply to full-time, part-time and eligible casual employees, but do not

apply to other casual employees.

An **eligible casual employee** means a casual employee:

- (a) employed by an employer on a regular and systematic basis for several periods of employment or on a regular and systematic basis for an ongoing period of employment during a period of at least 12 months; and
- (b) who has, but for the pregnancy or the decision to adopt, a reasonable expectation of ongoing employment.

For the purposes of this clause, **continuous service** is work for an employer on a regular and systematic basis (including any period of authorised leave or absence).

An employer must not fail to re-engage a casual employee because:

- (a) the employee or employee's spouse is pregnant; or
- (b) the employee is or has been immediately absent on parental leave.

The rights of an employer in relation to engagement and re-engagement of casual employees are not affected, other than in accordance with this clause.

26.1 Definitions

26.1.1 For the purposes of this clause **child** means a child of the employee under school age, or a person under school age who is placed with the employee for the purposes of adoption, other than a child or step-child of the employee or of the spouse of the employee or a child who has previously lived continuously with the employee for a period of six months or more.

26.1.2 Subject to clause 26.1.3 hereof, in this clause, **spouse** includes a de facto or former spouse.

26.1.3 In relation to clause 26.7 hereof, **spouse** includes a de facto spouse but does not include a former spouse.

26.2 Basic entitlement

26.2.1 After twelve months continuous service, parents are entitled to a combined total of 52 weeks unpaid parental leave on a shared basis in relation to the birth or adoption of their child. For females, maternity leave may be taken and for males, paternity leave may be taken. Adoption leave may be taken in the case of adoption.

26.2.2 Subject to 26.5.6 hereof, parental leave is to be available to only one parent at a time, in a single unbroken period, except that both parents may simultaneously take:

- 26.2.2(a)** for maternity and paternity leave, an unbroken period of up to one week at the time of the birth of the child;

26.2.2(b) for adoption leave, an unbroken period of up to three weeks at the time of placement of the child.

26.3 Variation of parental leave

Where an employee takes leave under clause 26.2.1 or 26.4.1(b), unless otherwise agreed between the employer and employee, an employee may apply to their employer to change the period of parental leave on one occasion. Any such change to be notified as soon as possible but no less than four weeks prior to the commencement of the changed arrangements. Nothing in this clause detracts from the basic entitlement in clause 26.2 or the right to request in clause 26.4.

26.4 Right to request

26.4.1 An employee entitled to parental leave pursuant to the provisions of clause 26.2 may request the employer to allow the employee:

26.4.1(a) to extend the period of simultaneous unpaid parental leave provided for in clauses 26.2.2(a) and 26.2.2(b) up to a maximum of eight weeks;

26.4.1(b) to extend the period of unpaid parental leave provided for in clause 26.2.1 by a further continuous period of leave not exceeding 12 months;

26.4.1(c) to return from a period of parental leave on a part-time basis until the child reaches school age;

to assist the employee in reconciling work and parental responsibilities.

26.4.2 The employer shall consider the request having regard to the employee's circumstances and, provided the request is genuinely based on the employee's parental responsibilities, may only refuse the request on reasonable grounds related to the effect on the workplace or the employer's business. Such grounds might include cost, lack of adequate replacement staff, loss of efficiency and the impact on customer service.

26.4.3 Employee's request and employer's decision to be in writing

The employee's request and the employer's decision made under clauses 26.4.1(b) and 26.4.1(c) must be recorded in writing.

26.4.4 Request to return to work part-time

Where an employee wishes to make a request under clause 26.4.1(c), such a request must be made as soon as possible but no less than seven weeks prior to the date upon which the employee is due to return to work from parental leave.

26.5 Maternity leave

26.5.1 An employee must provide notice to the employer in advance of the expected date of

commencement of parental leave. The notice requirements are:

- 26.5.1(a)** of the expected date of confinement (included in a certificate from a registered medical practitioner stating that the employee is pregnant) – at least ten weeks;
- 26.5.1(b)** of the date on which the employee proposes to commence maternity leave and the period of leave to be taken – at least four weeks.

26.5.2 When the employee gives notice under 26.5.1(a) hereof the employee must also provide a statutory declaration stating particulars of any period of paternity leave sought or taken by her spouse and that for the period of maternity leave she will not engage in any conduct inconsistent with her contract of employment.

26.5.3 An employee will not be in breach of this clause if failure to give the stipulated notice is occasioned by confinement occurring earlier than the presumed date.

26.5.4 Subject to clause 26.2.1 hereof and unless agreed otherwise between the employer and employee, an employee may commence parental leave at any time within six weeks immediately prior to the expected date of birth.

26.5.5 Where an employee continues to work within the six week period immediately prior to the expected date of birth, or where the employee elects to return to work within six weeks after the birth of the child, an employer may require the employee to provide a medical certificate stating that she is fit to work on her normal duties.

26.5.6 Special maternity leave

26.5.6(a) Where the pregnancy of an employee not then on maternity leave terminates after 28 weeks other than by the birth of a living child, then the employee may take unpaid special maternity leave of such periods as a registered medical practitioner certifies as necessary.

26.5.6(b) Where an employee is suffering from an illness not related to the direct consequences of the confinement, an employee may take any paid sick leave to which she is entitled in lieu of, or in addition to, special maternity leave.

26.5.6(c) Where an employee not then on maternity leave suffers illness related to her pregnancy, she may take any paid sick leave to which she is then entitled and such further unpaid special maternity leave as a registered medical practitioner certifies as necessary before her return to work. The aggregate of paid sick leave, special maternity leave and parental leave, including parental leave taken by a spouse, may not exceed 52 weeks.

26.5.7 Where leave is granted under clause 26.5.4 hereof, during the period of leave an employee may return to work at any time, as agreed between the employer and the employee provided that time does not exceed four weeks from the recommencement date desired by the employee.

26.6 Paternity leave

26.6.1 An employee will provide to the employer at least ten weeks prior to each proposed period of paternity leave, with:

26.6.1(a) a certificate from a registered medical practitioner which names his spouse, states that she is pregnant and the expected date of confinement, or states the date on which the birth took place; and

26.6.1(b) written notification of the dates on which he proposes to start and finish the period of paternity leave; and

26.6.1(c) except in relation to leave taken simultaneously with the child's mother under clauses 26.2.2(a), 26.2.2(b) and 26.4.1(a), a statutory declaration stating:

26.6.1(c)(i) he will take that period of paternity leave to become the primary care-giver of a child;

26.6.1(c)(ii) particulars of any period of maternity leave sought or taken by his spouse; and

26.6.1(c)(iii) that for the period of paternity leave he will not engage in any conduct inconsistent with his contract of employment.

26.6.2 The employee will not be in breach of clause 26.6.1 hereof if the failure to give the required period of notice is because of the birth occurring earlier than expected, the death of the mother of the child, or other compelling circumstances.

26.7 Adoption leave

26.7.1 The employee will notify the employer at least ten weeks in advance of the date of commencement of adoption leave and the period of leave to be taken. An employee may commence adoption leave prior to providing such notice, where through circumstances beyond the control of the employee, the adoption of a child takes place earlier.

26.7.2 Before commencing adoption leave, an employee will provide the employer with a statutory declaration stating:

26.7.2(a) the employee is seeking adoption leave to become the primary care-giver of the child;

26.7.2(b) particulars of any period of adoption leave sought or taken by the employee's spouse; and

26.7.2(c) that for the period of adoption leave the employee will not engage in any conduct inconsistent with their contract of employment.

26.7.3 An employer may require an employee to provide confirmation from the appropriate government authority of the placement.

- 26.7.4** Where the placement of a child for adoption with an employee does not proceed or continue, the employee will notify the employer immediately and the employer will nominate a time not exceeding four weeks from receipt of notification for the employee's return to work.
- 26.7.5** An employee will not be in breach of this clause as a consequence of failure to give the stipulated periods of notice if such failure results from a requirement of an adoption agency to accept earlier or later placement of a child, the death of a spouse, or other compelling circumstances.
- 26.7.6** An employee seeking to adopt a child is entitled to unpaid leave for the purpose of attending any compulsory interviews or examinations as are necessary as part of the adoption procedure. The employee and the employer should agree on the length of the unpaid leave. Where agreement cannot be reached, the employee is entitled to take up to two days unpaid leave. Where paid leave is available to the employee, the employer may require the employee to take such leave instead.

26.8 Parental leave and other entitlements

An employee may in lieu of or in conjunction with parental leave, access any annual leave or long service leave entitlements which they have accrued subject to the total amount of leave not exceeding 52 weeks or a longer period as agreed under clause 26.4.

26.9 Transfer to a safe job

- 26.9.1** Where an employee is pregnant and, in the opinion of a registered medical practitioner, illness or risks arising out of the pregnancy or hazards connected with the work assigned to the employee make it inadvisable for the employee to continue at her present work, the employee will, if the employer deems it practicable, be transferred to a safe job at the rate and on the conditions attaching to that job until the commencement of maternity leave.
- 26.9.2** If the transfer to a safe job is not practicable, the employee may elect, or the employer may require the employee to commence parental leave for such period as is certified necessary by a registered medical practitioner.

26.10 Returning to work after a period of parental leave

- 26.10.1** An employee will notify of their intention to return to work after a period of parental leave at least four weeks prior to the expiration of the leave.
- 26.10.2** An employee will be entitled to the position which they held immediately before proceeding on parental leave. In the case of an employee transferred to a safe job pursuant to clause 26.9, the employee will be entitled to return to the position they held immediately before such transfer.
- 26.10.3** Where such position no longer exists but there are other positions available which the employee is qualified for and is capable of performing, the employee will be entitled to a position as nearly comparable in status and pay to that of their former position.

26.11 Replacement employees

- 26.11.1** A replacement employee is an employee specifically engaged or temporarily promoted or transferred, as a result of an employee proceeding on parental leave.
- 26.11.2** Before an employer engages a replacement employee the employer must inform that person of the temporary nature of the employment and of the rights of the employee who is being replaced.

26.12 Communication during parental leave

- 26.12.1** Where an employee is on parental leave and a definite decision has been made to introduce significant change at the workplace, the employer shall take reasonable steps to:
- 26.12.1(a)** make information available in relation to any significant effect the change will have on the status or responsibility level of the position the employee held before commencing parental leave; and
 - 26.12.1(b)** provide an opportunity for the employee to discuss any significant effect the change will have on the status or responsibility level of the position the employee held before commencing parental leave.
- 26.12.2** The employee shall take reasonable steps to inform the employer about any significant matter that will affect the employee's decision regarding the duration of parental leave to be taken, whether the employee intends to return to work and whether the employee intends to request to return to work on a part-time basis.
- 26.12.3** The employee shall also notify the employer of changes of address or other contact details which might affect the employer's capacity to comply with 26.12.1.

27. JURY SERVICE

27.1 Reimbursement for Jury Service

- 27.1.1** If an employee is required to attend for jury service during the employee's ordinary working hours, the Company must pay the employee the difference between:
- 27.1.1(a)** the amount the employee received for his or her attendance for jury duty; and
 - 27.1.1(b)** the amount of single time pay he or she would have received if he or she had been at work.

27.2 Notification of Jury Service

If an employee is required to attend for jury service, the employee must notify the Company as soon as possible of the date on which the employee is required to attend for jury service.

27.3 Proof of attendance at Jury Service

27.3.1 If an employee is required to attend for jury service, the employee must provide the Company:

27.3.1(a) proof of his or her attendance;

27.3.1(b) the duration of the attendance; and

27.3.1(c) the amount received for the jury service.

28. LONG SERVICE LEAVE

28.1.1 Entitlements to long service leave will be determined by respective state or federal legislation. Despite this legislation, an employee who:

28.1.1(a) is employed by the Company; and

28.1.1(b) has completed ten years of continuous service with the Company

may apply to the Company for long service leave at half pay for a period up to twice the employee's period of entitlement.

28.1.2 The Company may, in its discretion, and subject to operational requirements grant such long service leave at half pay.

28.1.3 Long service leave taken pursuant to this clause is deemed to be long service leave for the purposes of the relevant State and/or Federal legislation.

29. PUBLIC HOLIDAYS

29.1 Prescribed Public Holidays

Employees, other than casual employees, are entitled to the following public holidays without loss of pay:

29.1.1 New Year's Day, Australia Day, Good Friday, Easter Saturday, Easter Monday, Queen's Birthday, Eight Hour's Day or Labour Day, Anzac Day, Christmas Day, and Boxing Day (except in South Australia, where employees are entitled to Commemoration Day); and

29.1.2 one other day on the day fixed as follows (unless an alternate day is agreed to by the Company and where affected employees are members of the union, the Union):

29.1.2(a) Victoria - Cup Day;

29.1.2(b) New South Wales - August Bank Holiday;

29.1.2(c) South Australia - third Monday in May;

29.1.2(d) Western Australia - Foundation Day;

29.1.2(e) Tasmania - Regatta Day in Southern Tasmania and Recreation Day in Northern Tasmania;

29.1.2(f) Other Areas - the appropriate Show Day; or

29.1.3 another day that is generally observed in the locality as a substitute for the above days.

29.2 Additional Public Holidays

29.2.1 If:

29.2.1(a) an additional public holiday is gazetted within a State, Territory or locality by the relevant Government, Authority or order, and

29.2.1(b) the holiday is observed generally by people in that State, Territory or locality,

that day will be deemed to be a holiday for the purposes of this award, for employees employed in that State, Territory or locality.

29.3 Certain Public Holidays and Weekends

[29.3.1 substituted by [PR961036](#) ppc 04Aug05]

29.3.1 When Christmas Day is a Saturday or a Sunday, 27 December shall be observed as the public holiday in lieu of the prescribed day. In relation to an employee whose ordinary hours are regularly rostered to be worked on a Saturday or Sunday, when substitution occurs because Christmas Day falls on a weekend, the ordinary hours worked on 25 December will attract an additional loading of half a normal day's wage for a full day's work in addition to the Saturday or Sunday loading. In relation to Saturday the total rate is double time and for Sunday, double time and a half. The employee is also entitled to the benefits of the substituted public holiday.

29.3.2 When Boxing Day falls on a Saturday or Sunday, 28 December shall be observed as the public holiday in lieu of the prescribed day

29.3.3 When New Year's Day or Australia Day falls on a Saturday or Sunday, the following Monday shall be observed as the public holiday in lieu of the prescribed day.

29.4 Substituted Holidays

29.4.1 The Company may agree to substitute another day for any public holiday prescribed in this clause, if:

29.4.1(a) the union(s) which are party to this award agree; or

29.4.1(b) an employee or a majority of the affected employees agree.

29.4.2 If the agreement is pursuant to 29.4.1(b) with a majority of affected employees, the agreement must be recorded in writing and be available to all affected employees and the

union.

- 29.4.3** Any dispute about the substitution of a public holiday must be notified to the Commission 14 days before the prescribed holiday.

29.5 Payment for Working on Public Holidays

- 29.5.1** Employees required to work on public holidays must be paid for a minimum of four hours. If more than four hours are worked, the employee must be paid for the period actually worked.

- 29.5.2** Day workers who work on public holidays must:

29.5.2(a) be paid at the rate of double time and a half for all time worked; or

29.5.2(b) with mutual consent, may be given time off equal to the number of hours worked on the public holiday in lieu of paying the penalty rate. This time off must be given within 28 days of the public holiday worked, if practicable. If not practicable, the time in lieu may be added to the employee's annual leave. This does not apply to employees who are shiftworkers and who regularly work on Sundays and public holidays.

29.5.2(c) For employees employed in Levels 1 - 4, the day off in lieu shall comprise at least 24 hours and as far as practicable, not less than 32 hours.

- 29.5.3** An employee who works on a public holiday and (except for meal breaks) immediately thereafter continues such work shall, on being relieved from duty, be entitled to be absent until he/she has had ten consecutive hours off duty, without deduction of pay for ordinary time occurring during such absence.

- 29.5.4** Shift workers who work on public holidays (except Christmas Day and Good Friday) must be paid at the rate of double time for all time worked on such public holidays. On Christmas Day and Good Friday, shift workers who work must be paid at the rate of double time and a half for all time worked on those days.

29.6 Rostered Day Off Falling on a Public Holiday

- 29.6.1** If a shift worker is rostered off on a public holiday, the shift worker is entitled to a day off in lieu, to be paid at ordinary time.

- 29.6.2** The shift worker must apply to the Company for the day off in lieu. The day off must be on a day agreed between the Company and the shift worker. The day or days off may accumulate up to the time the employee takes annual leave. When the employee takes annual leave, the day or days may be added to the period of annual leave, or may be paid for at single time rate of pay. Where the Company and employee agree, the employee may add some of the accumulated days to the period of annual leave and have the rest paid out.

PART 8 - TRAINING AND RELATED MATTERS

30. ATTENDANCE AT TRAINING COURSES

- 30.1** If an employee is required to attend a training course, the Company must pay the employee his or her full salary (including all shift allowances and weekend penalty rates) that the employee would have received had the employee worked his or her normal roster or ordinary hours.
- 30.2** This clause does not apply to an employee who attends an initial training course commencing within one month of the employee's engagement with the Company.

PART 9 - ACCIDENT PAY ENTITLEMENTS

31. ACCIDENT PAY

31.1 Definitions

For the purposes of this clause, the following definitions apply:

31.1.1 Accident Pay: a weekly amount of pay calculated as follows:

31.1.1(a) employees deemed totally incapacitated within the meaning of the relevant state legislation by reason of an injury: the difference between:

31.1.1(a)(i) the weekly compensation paid to the employee under the relevant state legislation; and

31.1.1(a)(ii) the ordinary weekly award wage for a day worker under the employee's normal classification excluding shift premiums, overtime payments, fares and travelling allowance, tool allowance, special rates or other similar payments.

31.1.1(b) employees deemed partially incapacitated within the meaning of the relevant state legislation by reason of an injury: the difference between:

31.1.1(b)(i) the weekly compensation paid to the employee under the relevant state legislation plus the average weekly amount the employee is earning or is able to earn in some suitable employment or business (as determined expressly or by implication by the relevant workers' compensation board or equivalent authority or as agreed between the parties); and

31.1.1(b)(ii) the ordinary weekly award wage rate for a day worker under the employee's normal classification excluding shift premiums, overtime payments, fares and travelling allowances, special rates or other similar payments.

31.1.2 Injury: the meaning and application given by the relevant state legislation.

31.1.3 Relevant state legislation: the following legislation as amended or replaced from time to time:

- 31.1.3(a)** New South Wales - *Workers' Compensation Act 1987*
- 31.1.3(b)** Victoria - *Accident Compensation Act 1985*
- 31.1.3(c)** Queensland - *WorkCover Queensland Act 1996*
- 31.1.3(d)** South Australia - *Worker Rehabilitation and Compensation Act 1986*
- 31.1.3(e)** Tasmania - *Workers Rehabilitation and Compensation Act 1988*
- 31.1.3(f)** Australian Capital Territory - *Workers Compensation Act 1951*
- 31.1.3(g)** Northern Territory - *Work Health Act 1986*
- 31.1.3(h)** Western Australia - *Workers Compensation and Rehabilitation Act 1981*

31.2 Application

31.2.1 This clause applies in respect of incapacity arising from an injury:-

- 31.2.1(a)** which occurred or recurred on or after 1 January 1973; and
- 31.2.1(b)** in respect of which the employee suffering the injury has an entitlement under the relevant state legislation.

31.2.2 This clause does not apply in respect of any period of other paid leave of absence.

31.3 Entitlement

31.3.1 The Company (or a person on behalf of the employer) must pay to an employee accident pay for a period of up to 26 weeks (whether in one or more periods) for each injury, if the following criteria are satisfied:

31.3.1(a) the employee is receiving weekly payments of workers' compensation under the relevant state legislation; and

31.3.1(a)(i) the employee remains an employee of the Company; or

31.3.1(a)(ii) the employee is partially incapacitated or deemed to be totally incapacitated and the employer cannot provide suitable employment to the employee and the employee finds alternative suitable employment with another employer; and

31.3.1(b) the employee conforms with the requirements of the relevant state legislation as to medical examination; and

31.3.1(c) in the case of industrial diseases contracted in a gradual process, or injuries subject to recurrence, aggravation or acceleration (as provided in the relevant state

legislation), the employee has been employed with the employer at the time of the incapacity for a period of at least three months;

31.3.1(d) in the case of an incapacity which occurred during the first two weeks of an employee's employment and the incapacity extends beyond the first two weeks. In these circumstances, the employee is entitled to accident pay only for the period of incapacity extending beyond the first two weeks of the employee's employment.

31.3.2 If an employee receives accident pay and subsequently the compensation payment is reduced under the relevant state legislation, the employer is not liable to increase the amount of accident pay in respect of that injury.

31.3.3 If, in accordance with the relevant state legislation:

31.3.3(a) a medical practitioner certifies an employee for specified work;

31.3.3(b) the employer makes the specified work available to the employee; and

31.3.3(c) the employee fails to commence the specified work.

the employee is not entitled to accident pay from the date of his or her failure to commence the specified work

31.4 Pro Rata Entitlement

If an employee received workers compensation under the relevant state legislation for part of a week, accident pay must be calculated pro rata.

31.5 Notice Requirements

If an employee receives an injury for which the employee claims to be entitled to accident pay, the employee, or a representative of the employee, must give written notice of the injury to the employer as soon as is reasonably possible after the occurrence of the injury.

31.6 Redemption of Compensation Payments

If there is a redemption of weekly compensation payments under the relevant state legislation, the employer's liability to pay accident pay ceases as from the date of the redemption.

31.7 Damages

31.7.1 If an employee is receiving accident pay or has received accident pay, the employee must advise the employer of any action or claim commenced for damages. The employee must, if requested, provide an authority to the employer which entitles the Company to a charge upon any money payable pursuant to any verdict or settlement in relation to the injury.

31.7.2 If an employee obtains a verdict for damages (against the Company or a third party) in respect of an injury for which the employee is receiving accident pay, the employer's liability to pay accident pay ceases from the date of the verdict.

31.7.3 If the verdict for damages is not reduced either in whole or part by the amount of the accident pay paid to the employee, the employee must pay the employer the amount of any accident pay already receiving in respect of which the verdict was not reduced.

****end of text****