CITY OF HOLDFAST BAY AND THE AUSTRALIAN SERVICES UNION ADMINISTRATIVE STAFF ENTERPRISE AGREEMENT (NO 6) 2013

File No. 3694 of 2013

This Agreement shall come into force on and from 9 October 2013 and have a life extending until 30 June 2016.

THE COMMISSION HEREBY APPROVES THIS ENTERPRISE AGREEMENT PURSUANT TO SECTION 79 OF THE FAIR WORK ACT 1994.



DATED 17 OCTOBER 2013.

COMMISSION MEMBER

The employer provides an undertaking that the minimum standards of the Act relating to Carer's leave will be complied with.

City of Holdfast Bay and ASU Administration Staff Enterprise Agreement (No 6) 2013



TABLE OF CONTENTS

APPL	ICATION AND OPERATION OF AGREEMENT	. 5
1.	Title	5
2.	Parties Bound	5
3.	Aims and Objectives of This Agreement	5
4.	Relationship to Parent Award and Council Policy Manual	6
5.	Definitions	6
6.	Relationship to Previous Certified Agreement	7
7.	Term of Agreement	7
8.	Single Bargaining Unit	7
9.	Employee Representatives	8
10.	Negotiation of Further Agreement	8
EMPL	OYMENT STANDARDS	9
11.	Recruitment	9
12.	Work Health & Safety (Whs)	9
13.	Employee Health Program	9
14.	Employee Assistance Program	9
WOR	K ARRANGEMENTS	10
15.	Hours of Work (Excluding library staff)	10
16.	Hours of Work – Libraries Only	10
17.	Rostered Days Off	11
18.	Job Sharing	12
19.	Work from Home	12
20.	Lunch Breaks	12
SALA	RY AND ALLOWANCES	13
21.	Superannuation	13
22.	Insurance	13
23.	Corporate Wardrobe	13
24.	Wage Adjustments - (Refer Appendix B):	13
LEAV	E ENTITLEMENTS	15
25.	Types of Leave	15
25.	Types of Leave - Cont	16
26.	Annual Leave Loading	17
27.	purchased leave	17
28.	Study Leave	17
28.	Study Leave - Cont.	18
29.	Registered Association Training Leave	18
ORGA	ANISATIONAL CHANGE	19

30.	Reclassification	. 19
31.	Employment Security	. 19
31.	Employment Security – Cont	. 20
32.	Employee Relations	. 20
33.	Library Review	. 20
PERF	ORMANCE MANAGEMENT	. 21
34.	Dispute Avoidance Resolution Procedure	. 21
35.	Performance Development and Review - PDR	. 21
35.	Performance Development and Review – PDR – Cont	. 22
36.	Learning and Development	. 22
SIGNA	ATORIES	. 24
SCHE	DULE A – CORPORATE WARDROBE	. 25
SCHE	DULE B – WAGES SCHEDULE	26

APPLICATION and OPERATION of AGREEMENT

1. TITLE

1.1. This Agreement shall be known as the City of Holdfast Bay and the Australian Services Union Administrative Staff Enterprise Agreement (No.6) 2013.

2. PARTIES BOUND

- 2.1. This Agreement will be binding on:
 - 2.1.1. The City of Holdfast Bay;
 - 2.1.2. The Australian Municipal, Administrative, Clerical and Services Union (ASU) and its members employed by the City of Holdfast Bay;
 - 2.1.3. Employees of the City of Holdfast Bay who are covered by the terms and conditions of the South Australian Municipal Salaried Officers Award, as amended from time to time, or any successor Award.
- 2.2. This Agreement does not apply to the Senior Leadership Team, as defined in clause 5.15 of this Agreement.
- 2.3. Members of the Leadership Team may agree to enter into a contract of employment which displaces certain terms and conditions of this Agreement providing that the terms and conditions of the contract of employment are more beneficial than the equivalent terms of this Agreement.

3. AIMS AND OBJECTIVES OF THIS AGREEMENT

- 3.1. The parties acknowledge that the salary increases negotiated in this Agreement comprise of payment in advance for the changes contained herein.
- 3.2. The objective of the Agreement is to continue to implement measures that provide for more flexible working arrangements, improve the efficiency and productivity of the Council's operations, enhance skills and job satisfaction and achieve sustainable savings in operational costs.
- 3.3. The parties are committed to achieving these objectives through a process involving open consultation and a program of continuous improvement.
- 3.4. The aims of this Agreement are:
 - 3.4.1. To increase productivity and improve the quality and efficiency of customer service delivery of the City of Holdfast Bay;
 - 3.4.2. To create systems that support the identification and achievement of savings to operational budgets; and
 - 3.4.3. To establish a working environment and practices which lead to a sustainable level of employment security and improved job satisfaction.
- 3.5. Our aims will be achieved by developing and supporting:
 - 3.5.1. A flexible workforce and management structure;
 - 3.5.2. An enterprising workplace culture committed to a process of continual improvement and the success of the City of Holdfast Bay; and
 - 3.5.3. A necessary mechanism for change through a participative and consultative process.
- 3.6. The objectives are detailed in Schedule C Corporate Direction of this Agreement is to:
 - 3.6.1. Encourage and develop a high level of skill, innovation and excellence amongst all Employees;
 - 3.6.2. Develop a high degree of participation, team work, trust and shared commitment to the strategic directions of the City of Holdfast Bay; and
 - 3.6.3. Achieve real and sustainable improvements in operational budgets, productivity and customer service;
 - 3.6.4 Embed Council's values of Achievement, Respect, Innovation, Simplicity and Engagement. Continually improve what we do and how we do it.

3. AIMS AND OBJECTIVES OF THIS AGREEMENT - Cont.

- 3.7. These objectives are to be achieved by:
 - 3.7.1. Maintaining the training and skills improvement program within the City of Holdfast Bay for all Employees. Such a program will enable Employees to increase their level of individual expertise and in turn improve the excellence of the City of Holdfast Bay through the provision of improved career paths and opportunities;
 - 3.7.2. Establishing performance indicators and the use of benchmarks to identify levels of efficiency, flexibility and productivity to facilitate real and continuous improvements; and
 - 3.7.3. Developing monitoring systems to capture operational savings, reviewing work practices and developing new and improved processes.

4. RELATIONSHIP TO PARENT AWARD AND COUNCIL POLICY MANUAL

- 4.1. This Agreement shall be read and applied in conjunction with the terms of the Award, as amended from time to time, provided that where there is any inconsistency between this Agreement and the Award, this Agreement will prevail to the extent of the inconsistency.
- 4.2. The City of Holdfast Bay administrative policies will also be read in conjunction with the Award and this Agreement, but do not form part of this Agreement, except where such policies are specifically included in this Agreement.

5. **DEFINITIONS**

- 5.1. "Act" means the Fair Work Act 1994 (SA).
- 5.2. **"Agreement"** means the City of Holdfast Bay and Australian Services Union (ASU) Administration Staff Enterprise Agreement (No. 6) 2013.
- 5.3. "SAIRC" means the South Australian Industrial Relations Commission.
- 5.4. "ASU" or "Union" means the Australian Municipal, Administrative, Clerical and Services Union.
- 5.5. "Award" means the South Australian Municipal Salaried Officers Award.
- 5.6. **"Chief Executive Officer"** means the Chief Executive Officer of the City of Holdfast Bay, who is the Employer pursuant to the Local Government Act 1999 (SA).
- 5.7. **"Consultation"** is a process that will have regard to Employees' interests in the formulation of plans and policy that have a direct impact upon them. It provides Employees with the genuine opportunity to have their viewpoints heard and for them to contribute effectively to any decision making process prior to a decision being made. Consultation allows for decisions to be made giving due regard to matters raised by Employees.
- 5.8. **"Continuous Improvement"** means the ongoing process of review and improvement to work practices.
- 5.9. "Council" means the City of Holdfast Bay.
- 5.10. "CPI" means the increase in the Adelaide All Groups Consumer Price Index for the year ended the preceding 31 March, as published by the Australian Bureau of Statistics.
- 5.11. **"Employee"** means an Employee of the Council who performs work covered by this Agreement and the above Award.
- 5.12. "Employer" means the City of Holdfast Bay.
- 5.13. **"Full-time"** means an employee who works 40 hours per week (comprising 7.6 hours per day plus 0.4 hours per day) to enable the accruing of Rostered Day Off, except for Library staff who work a 38 hour per week roster.

- 5.14. **"Leadership Team"** means employees with the position title of "manager" excluding the "Senior Leadership Team".
- 5.15. **"Senior Leadership Team"** means the Chief Executive Officer, General Managers and Manager Organisational Sustainability.
- 5.16. **"SBU"** means the Single Bargaining Unit established under Clause 8 consisting of Employee and Employer representatives.
- 5.17. "Superannuation Contributions" means contributions which the Employer must pay to a superannuation fund in respect of the Employee in order to avoid the imposition of superannuation guarantee charge under the Superannuation Guarantee (Administration) Act 1992 (Cth), and any additional superannuation contributions which the Employer agrees to pay in respect of an Employee.
- 5.18. **"Statewide Superannuation"** means the default superannuation fund for the City of Holdfast Bay.

6. RELATIONSHIP TO PREVIOUS CERTIFIED AGREEMENT

6.1. This Agreement supersedes and entirely replaces (by rescission) all previously certified agreements applying to the Employer and Employees This rescission will apply to all previous agreements that have been certified by the Australian Industrial Relations Commission and the SAIRC.

7. TERM OF AGREEMENT

- 7.1. This Agreement shall be extended by variation (pursuant to the Act).
- 7.2. The Agreement shall continue in force until 30 June 2016.

8. SINGLE BARGAINING UNIT

- 8.1. The SBU shall comprise:
 - 8.1.1. A minimum of three (3) ASU and/or Employee Representatives;
 - 8.1.2. An ASU Industrial Officer, if requested by ASU members;
 - 8.1.3. A minimum of three (3) Employer Management Representatives;
 - 8.1.4. An external person or Industrial Officer acting on behalf of the Employer, if deemed necessary by the Employer.
- 8.2. The role of the SBU as it relates to this Agreement shall be:
 - 8.2.1. To formalise an Agreement acceptable to all parties.
 - 8.2.2. To reach decisions through consensus that shall operate as recommendations to the parties they represent.
 - 8.2.3. To consider reports and ideas generated by Employees and Employer representatives on a range of issues.
 - 8.2.4. To distribute minutes of meetings together with regular bulletins.
 - 8.2.5. Members of the SBU will make themselves available to Employees for the purpose of receiving and providing information.
 - 8.2.6. To meet on a quarterly basis to monitor the agreement, resolve relevant issues and provide a focal point for improved communication.
 - 8.2.7. To consider and implement agreed suggestions for continuous improvement and to document these and record them to be taken into account for the next round of enterprise bargaining negotiations.
 - 8.2.8. To resolve any disputes arising out of the operation of the Agreement.
 - 8.2.9. To carry out all functions as assigned within this Agreement.
- 8.3. The Employer recognises the need for support and resources to enable the SBU members to properly carry out their role.

9. EMPLOYEE REPRESENTATIVES

- 9.1. The Employer acknowledges the moral and legal right of Employees to belong to, or not belong to a Union and to be represented.
- 9.2. Employee Representatives will be entitled to:
 - 9.2.1. be treated with respect and without discrimination by representatives of the Employer;
 - 9.2.2. bargain collectively;
 - 9.2.3. be consulted about workplace issues and have access to information about the workplace and the business; and
 - 9.2.4. meet with Management to discuss issues of concern.
- 9.3. Employee Representatives will be allowed reasonable work time to carry out tasks as a result of their representative role and these may include:
 - 9.3.1. speaking to, meeting with and representing other Employees;
 - 9.3.2. attending conferences, seminars and committee meetings;
 - 9.3.3. representing other Employees at industrial tribunal hearings and conferences as relevant to the workplace;
 - 9.3.4. speaking to and meeting with officials of the Union; and
 - 9.3.5. speaking to and meeting with members of other Unions at the workplace when appropriate.
- 9.4. To enable them to represent other Employees, Employee representatives will be allowed to:
 - 9.4.1. use the Council telephones, fax, photocopier, internet and email;
 - 9.4.2. access the Award and/or Agreement;
 - 9.4.3. display notices on the various staff notice boards present in the organisation;
 - 9.4.4. store and secure material relating to the representation of other Employees in facilities provided by the Council; and
 - 9.4.5. use meeting rooms to meet with other Employees.
- 9.5. Employee Representatives will have the following responsibilities:
 - 9.5.1. In order to allow the Employer to properly deploy resources it is recognised that the following responsibilities accompany the entitlements outlined above;
 - 9.5.1.1. Before an Employee representative leaves their work area to attend to representative tasks, they must inform their Supervisor;
 - 9.5.1.2. If a general meeting of staff in work time is required, this must be authorised by the Chief Executive Officer or nominee;
 - 9.5.1.3. Care must be taken to ensure that representative matters of a routine nature are dealt with at times that provides the least inconvenience to the community and other customers;
 - 9.5.1.4. The use of the Employer's equipment and facilities to undertake representation is a privilege and, therefore, care should be taken to ensure that the Employer's policy for their appropriate use is followed and communication is at all time respectful and courteous.
- 9.6. Employee access to advice
 - 9.6.1. The Employer will allow its Employees access during working hours to an accredited official, workplace representatives or other accredited advisor.

10. NEGOTIATION OF FURTHER AGREEMENT

10.1. The parties commit themselves to commence negotiations for a further Agreement not later than six months prior to the expiration of this Agreement.

EMPLOYMENT STANDARDS

11. RECRUITMENT

The Employer confirms its preferred position is to recruit from within rather than to recruit external applicants. This results in assisting Employee career paths, provides opportunities for Employees 'down the line' to progress to more senior levels, and benefits the Employer by utilising the expertise within the existing Employee group. This preferred position applies across the Employer's workplace but does not apply to a person who is performing in that role and is not an Employee of the Employer.

- 11.1. Where a choice of suitably qualified and experienced applicants exists within the Employer's business, who are likely to apply for the vacant position, the vacancy will be advertised internally within Council.
- 11.2. Where the recruitment base is considered as unduly restrictive, a vacancy may be simultaneously advertised in the outside media and within Council.
- 11.3. Selection to all vacancies shall be made on the basis of 'merit', except where redeployees are available who may, either with or without training, be able to satisfactorily perform the duties, in which case preference shall be afforded to such Employees.
- 11.4. All existing Employees who apply for the position and meet the selection criteria developed from the Job Description will be granted an interview.
- 11.5. Internal applicants who are unsuccessful in gaining an advertised position will be provided with feedback from the selection panel and, where applicable, with appropriate training to further their career opportunities.

12. WORK HEALTH & SAFETY (WHS)

- 12.1. The parties recognise the importance of an effective workplace health and safety management system in providing a safe work environment for all Employees. It is further recognised that improved workplace health and safety will increase productivity by reducing the number of incidents / accidents and therefore lost time.
- 12.2. The necessity to fulfil obligations outlined in the Work Health & Safety Act 2012 (SA) is recognised and the parties are committed to ongoing training in this area.
- 12.3. In any alterations to work practices, workplace health and safety will be of prime importance.

13. EMPLOYEE HEALTH PROGRAM

- 13.1. To support Employees with their health and wellbeing, the Employer will provide Employees the opportunity to participate in annual health and skin clinics.
- 13.2. There shall be no smoking permitted by Employees within Council owned and/or leased buildings, near environs and/or vehicles.

14. EMPLOYEE ASSISTANCE PROGRAM

14.1. As part of the commitment to the provision of a safe, healthy and harmonious working environment, the Employer will provide Employees with access to professional, independent and confidential counselling services at no cost to the Employee. A self-referral service will be available for easy access by all Employees.

WORK ARRANGEMENTS

15. HOURS OF WORK (EXCLUDING LIBRARY STAFF)

- 15.1. In order to meet the challenge of providing improved customer service, the parties recognise that flexible working hours may be required. It is further recognised that an Employee's family commitments may require flexibility in working hours.
- 15.2. Normal full-time working hours shall be 7.6 hours per day plus 0.4 hours per day to enable the accruing of Rostered Day Off, (except Library Staff referred to in sub-clause 16.1) with a starting and finishing time mutually agreed between the Employee and the General Manager and/or Manager.
- 15.3. Such starting and finishing time shall be within the span of hours: 7.00 am 7.00 pm.
- 15.4. For full-time employees the core hours (time when Employees must be present) will be 8.30am am to 5.00pm pm Monday to Friday inclusive. These shall be the Employees' core hours.
- 15.5. Employees' core hours may be varied with the permission of their respective General Manager or Manager and subject to work team requirements.
- 15.6. An Employee may work up to 10 hours per day within the span of hours as defined in sub-clause 15.3, (Monday to Friday), subject to the following conditions:
 - 15.6.1. Additional hours of work shall be determined by mutual agreement between the Employee and their Manager;
 - 15.6.2. An Employee shall not be required to work more than five (5) additional hours per week, unless he/she agrees to do so.

15.7 Time Off in Lieu

- 15.7.1 Hours worked in addition to those defined in sub-clause 15.2 may be accrued as time off in lieu (TOIL) at ordinary time. Accrued TOIL will be taken as a maximum of two (2) day blocks. Arrangements of this nature must be made by mutual agreement between the Manager and the Employee within three (3) months of accrual.
- 15.7.2 Where the accrued TOIL cannot be taken within three (3) months (due to organisational constraints), the time shall be paid out at over-time rates.
- 15.8 The Employer's offices may be opened to the public between the hours of 8.00 am and 6.00 pm, Monday to Friday. Any changes to existing opening hours will be undertaken in consultation with the relevant work teams.

16. HOURS OF WORK - LIBRARIES ONLY

- 16.1. Full-time library staff, except those referred to in sub-clause 16.1.3, based at:
 - 16.1.1. Brighton Library work a roster of 76 hour per fortnight;
 - 16.1.2. Glenelg Library work a roster of 152 hour per month.
 - 16.1.3. Permanent full-time library Employees, who work only Monday to Friday (inclusive), shall work 8 hours in a day. Such Employees will accrue 0.4 hours per day towards a Rostered Day Off (RDO), which may be taken in accordance with Clause 17 of this Agreement.

16.2. Brighton Library only

- 16.2.1. Permanent full-time library Employees, who work at the Brighton Library and who work in accordance with a seven-day roster will, on weekdays, work 15 minutes after the Library closes to allow for the Employees to undertake weekday closures.
- 16.2.2. To facilitate the opening and closing of the Brighton Library on Saturdays, such Employees will commence 15 minutes prior to the time the Library is scheduled to open and continue working for 15 minutes after the Library closes. In doing so, the Employees will accrue 30 minutes TOIL on Saturdays.

16. HOURS OF WORK - Libraries Only - Cont.

16.2.3. When sufficient TOIL is accrued in accordance with Clause 16.2.2, the Employee will use it to take a day off in consultation with the relevant Manager.

16.3. Easter Closure

16.3.1. In accordance with current arrangements, both the Glenelg and Brighton Libraries will be closed for the entirety of the Easter weekend (Friday to Monday, inclusive). Employees who would normally be rostered to work on Sunday shall, by arrangement, take accrued leave, TOIL, leave without pay or rearrange their work hours with the Manager.

16.4. Christmas Day/Boxing Day/Proclamation Day/New Year's Day/Australia Day/Anzac Day Opening

All Employees (except library)

- 16.4.1 The Employees recognise the need for Employees to be available to open the Civic Centre and libraries to provide customer service to the public by all departments over the Christmas / New Year period. In consultation with Employees, a roster will be drawn up to provide this service.
- 16.4.2 The Employees may retain RDOs to be utilised during the Christmas / New Year period on those days that they are not rostered on and those days that are not designated as Public Holidays.

Libraries Only

- 16.4.3 When Christmas Day or Boxing Day/Proclamation Day or New Year's Day or Australia Day occur on a Saturday/Sunday and the gazetted Public Holiday occurs on another day of the week the Library Service will be closed to the public on that Saturday as well as the gazetted public holiday
- 16.4.4 In these circumstances, Employees, who would normally be rostered to work on that Saturday or Sunday (when not gazetted as a Public Holiday) shall, by arrangement, take accrued leave, TOIL, leave without pay or rearrange his/her work hours with the Library Manager.
- 16.5. The provisions of this Clause shall not apply to Employees who are subject to an employment package that takes account of work performed outside or in excess of the normal hours of work.

17. ROSTERED DAYS OFF

- 17.1. The taking and accrual of RDOs shall be in accordance with a roster to be prepared by the relevant Manager in consultation with Employees.
- 17.2. The roster shall provide for a maximum of 13 RDOs to be taken during the year. The RDOs shall be equitably distributed between all Employees on a Monday to Friday roster.
- 17.3. Rostered days off are to be taken in accordance with the roster and these arrangements can be altered by mutual agreement and discussion with the relevant work Manager and the Employee.
- 17.4. Employees may bank up to a maximum of three (3) RDOs at any one time, with all accrued RDOs being taken by 31st December each calendar year, unless alternative arrangements have been approved by the Employee's relevant Manager.
- 17.5. If an Employee is unable to take his/her accrued RDO, (in excess of those accrued in accordance with Sub-clause 17.4), in the following calendar month in which it accrued, and the Employee has been unable to reach an agreement with the Employer as to an appropriate time to take the RDO, the Employee will have the RDO paid out at the appropriate overtime rate of pay.
- 17.6. Employees entitled to RDOs in accordance with this Agreement, upon written application to their General Manager may, in lieu of taking their entitlement to RDOs,

- work an additional 8-hour day per 4-week cycle and receive an allowance of 5% per annum of their base salary.
- 17.7. Any such arrangement must be mutually agreed in writing and for a minimum period of no less than twelve (12) months.

18. JOB SHARING

- 18.1. Job sharing occurs when one full-time equivalent position is divided between two (2) or more Employees. This process promotes a more flexible workforce that is able to respond more quickly to organisational changes.
- 18.2. By arrangement with the relevant General Manager, job sharing may be granted and the Employees' prescribed hours varied (by mutual agreement).
- 18.3. On the resignation of one of the job sharing Employees, the remaining Employees will have the option to renegotiate their respective hours and the hours of the position will be maintained.

19. WORK FROM HOME

- 19.1. By mutual arrangement with the relevant General Manager and the Employee, working from home in lieu of attending the workplace may be granted, in special circumstances.
- 19.2. This Clause is applicable only to work carried out during normal working hours.

20. LUNCH BREAKS

20.1. Civic Centre, Depot Administration and Glenelg Town Hall

- 20.1.1. The normal lunch break for Employees who work in the Civic Centre shall be 45 minutes without change to the current working hours. An Employee must take a minimum of 30 minutes for lunch. With the approval of the General Manager/Manager, an Employee may extend the break up to two (2) hours provided the 7.6 hours of work, or 8 hours where an accrual for an RDO is expected, are completed on that day.
- 20.1.2. The lunch break may be taken at any time between 11.00 am and 3.00 pm, except where work unit requirements prevent this.

20.2. Libraries

20.2.1. The normal break for Employees who work in the Library shall be 30 to 60 minutes, dependent on rostered hours being worked. Lunch breaks are to be taken between 12.00 noon and 2.00 pm.

20.3. Civic Centre Front Reception/Switchboard Counter

- 20.3.1. In addition to sub-clause 20.1, an employee working full-time and/or a minimum of a half day shift at the Civic Centre Front Reception/Switchboard Counter shall be entitled to a ten (10) minute break both in the morning and afternoon. Food and/or beverages should not be consumed in the public view.
- 20.4. No Employee shall be permitted to take smoke breaks during working hours.

SALARY and ALLOWANCES

21. SUPERANNUATION

21.1. Superannuation Contributions

- 21.1.1. Employees may choose an Australian Taxation Office compliant superannuation fund of their choice.
- 21.1.2. In the event that an employee fails to make an election, contributions will be made in respect of that employee to the Employers default fund (Statewide Super).

21.2. Salary Sacrifice

- 21.2.1. An Employee can elect to have an amount of their current salary (whole percentage only) paid each pay period by the Employer into their nominated fund.
- 21.2.2. Any contribution made by the Employer on behalf of the Employee will represent a deemed contribution. A deemed contribution is made on behalf of the member, and is paid from gross salary, thus effectively reducing the taxable salary of the Employee.
- 21.2.3. An Employee can elect to vary the amount of salary sacrifice at any time during the life of this Agreement, subject to acceptance by Statewide Super or the fund of their choice in accordance with 21.1.2 above.
- 21.2.4. The Employee's substantive salary for all purposes (such as Award and Agreement entitlements including Superannuation, leave and annual leave loading, penalties etc) shall be the pre-sacrificed salary.
- 21.2.5. During the life of this Agreement, the Employer will investigate other salary sacrifice options which may be offered to Employees.
- 21.2.6. During the life this Agreement, the Employee accepts that, if they enter into a salary sacrifice arrangement pursuant to this Clause, the Employee's take home pay will be less than that provided for in Appendix B of this Agreement.
- 21.2.7. As salary sacrificing is a complex matter, it is the responsibility of the Employee to obtain competent financial advice and to ensure that they fully understand all implications of salary sacrifice before entering into arrangements under this Clause.

22. INSURANCE

- 22.1. The Employer will maintain a journey insurance cover, which will apply in respect of an Employee's travel to and from work.
- 22.2. The Employer will maintain provision of collection of the annual premium from Employees participating in the 24-hour journey insurance cover.
- 22.3. In the event of an Employee having an accident in their private vehicle whilst on the Employer's business, the Employee will be required to claim costs through their own insurance cover scheme. The Employer agrees to reimburse the Employee for out of pocket expenses that may be outstanding after a claim has been made to the Employee's insurance company, to a maximum of \$300.00.

23. CORPORATE WARDROBE

- 23.1. To promote a professional image of the Employer, and to recognise the improved image created by the wearing of a corporate wardrobe, the Council will contribute up to \$350 each financial year towards the cost of such corporate wardrobe provided that it meets the provisions established in Appendix A of this Agreement.
- 23.2. Wearing corporate wardrobe for customer service staff is compulsory and, in recognition of this, full cost for such wardrobe will be met by the Employer in accordance policy (which policy attached).

24. WAGE ADJUSTMENTS - (Refer Appendix B):

- 24.1. On lodgement of this Agreement, the Employer shall pay the following wage increases or the CPI
 - 24.1.1. An increase of the greater of 3.25% and CPI effective from the first full pay period on or after 1 July 2013;

- 24.1.2. An increase of the greater of 3.25% and CPI effective from the first full pay period on or after 1 July 2014; and
- 24.1.3. An increase of the greater of 3.25% and CPI effective from the first full pay period on or after 1 July 2015.

LEAVE ENTITLEMENTS

25. TYPES OF LEAVE

- 25.1. All full-time staff are entitled to the following provisions in accordance with the City of Holdfast Bay Leave Policy, the Award and as summarised in the below table.
- 25.2. Part-time staff will accrue leave entitlements on a pro-rata basis.
- 25.3. Casual staff are only entitled to long service leave and unpaid maternity/adoption leave.
- 25.4. For full-time staff working a 10-day fortnight (40 hours per week) to accrue RDOs in accordance with Clause 18, a working day equals 8 hours.
- 25.5. Payment of Annual Leave must not be made or accepted in lieu of taking annual leave, (except in the case of termination of employment) unless as a last resort by the employee, approval in writing is obtained from the Chief Executive Officer.

Leave Type	Employee Category	Entitlement	Conditions
Annual Leave	All Staff, except Casuals	20 workdays cumulative for each year of continuous paid service. Part-time employees accrue pro-rata. Accrues at 1/13 th the number of nominal hours worked for each period of 4 week period worked of continual service.	The Council may give reasonable written notice to reduce entitlements greater than 40 workdays by no more than ½.
Compassionate Leave	All Staff, except Casuals	Up to 2 work days paid leave per occasion. Leave in excess of entitlement may be unpaid leave. Other forms of leave may be accessed.	Available when a family member: (a) contracts or develops a personal illness or sustains a personal injury that poses a serious threat to their life; or (b) dies. A medical certificate or other reasonable evidence may be needed for such leave.
Defence Forces Leave (ADF)	All Staff	Paid Annual Training: 20 work days per calendar year, non-cumulative. Special Instruction (Induction): 10 work days per calendar year, non-cumulative.	Verification of training, special instructions etc. is required as well as written confirmation by the respective service of the period of training undertaken. Part-time or Casuals after their first year of employment are entitled to ADF leave on a pro-rata basis. Any leave in the first year is without pay. For enlistment or medical purposes will be granted leave with pay and no time limit provided special leave has been exhausted.
Jury Service/ Witness Leave	All Staff	Paid leave for period of duty. Such leave will include necessary travel.	Must forfeit and reimburse to Council all Jury Service or Witness fee to Council, other than daily incidentals.

25. TYPES OF LEAVE - Cont.

Leave Type	Employee Category	Entitlement	Conditions
Leave Without Pay	Full-time and Part- time Staff only	For a period no greater than 12 months	Application must be in writing seeking CEO approval with each case assessed on merit and organisational needs. Not recognised as continuous service
Long Service Leave	All Staff including casual staff members	Entitled to 13 weeks leave after completing 10 years continuous service. Accrues at 1.3 work weeks for each completed year of service. Eligible for pro-rata after 7 years of continuous service. Pro-rata the full time rate subject to eligibility criteria.	Entitled to take leave on 60 days' notice, unless mutually agreed. Staff members can take a minimum of 1 work day of leave. Where a staff member has accumulated an entitlement in excess of 90 work days the Council may give the staff member written notice to reduce their entitlement to 60 work days within a 2 year period. Staff members will not be required to take LSL if they agree to retire within 2 years. Recognition of prior service will be in accordance with the LSL Act.
Maternity Leave	Full-time and Part-time staff are entitled to 52 weeks leave, including 8 weeks paid leave, after 1 year continuous service. Casual staff entitled to 52 weeks unpaid leave.		Required to provide minimum 10-weeks notice prior to the expected birth date. A medical certificate must be provided to Council. Entitled to return to position held immediately before taking maternity/adoption leave.
Adoption Leave	All staff deemed as the primary carer	Full-time and Part-time staff are entitled to 52 weeks leave, including 8 weeks paid leave, after 1 year continuous service. Casual staff entitled to 52 weeks unpaid leave. Adoption leave applicable for a child up to 5 years of age.	
Partner Leave	All staff	May take up to 52 weeks unpaid leave, provided it is certified the employee is the primary caregiver.	A medical certificate must be provided to Council.
Personal Leave (incl. Carer's and Sick Leave)	All Staff, except Casuals	Up to a maximum of 10 days (76 hours) per annum. Accrues at 1/26 th the number of nominal hours worked for each period of 4 work week period worked of continual service. In addition, once the above entitlement has been exhausted, up to 2 work days (un-paid) per occasion is also available.	Available for immediate or extended family & significant others. Medical certificate or other reasonable evidence may be needed for more than 2 consecutive work days.

26. ANNUAL LEAVE LOADING

- 26.1. At any time annual leave is taken, leave loading will be paid.
- 26.2. The amount of loading paid will represent 17.5% of 4 weeks salary of the Employee's substantive classification.
- 26.3. Leave loading will be paid at the higher rate where an Employee has acted on long term higher duty or long term contract for a total period of six (6) months or more (in the preceding 12 month period).
- 26.4. Employees whose annual salary is in excess of the salary payable to Level 6, Year 2 shall receive as a maximum loading, the loading calculated at the rate applicable to Level 6, Year 2.

27. PURCHASED LEAVE

- 27.1. Purchased leave is where Employees have periods of one (1) or two (2) weeks of unpaid leave, which is funded by reduced salary payments. This allows Employees to continue to receive pay during the periods of purchased leave.
- 27.2. Purchased leave is of particular interest to Employees trying to balance family and work commitments.
- 27.3. Following are the processes which define the application of purchased leave:
 - 27.3.1. An Employee may purchase either one (1) or two (2) weeks leave per financial year;
 - 27.3.2. Purchased leave will only occur when requested by an Employee;
 - 27.3.3. A request will not automatically be granted. This will depend upon organisational requirements. There is no right of appeal for denied purchased leave;
 - 27.3.4. Written applications for purchased leave must be made to the Chief Executive Officer or his nominee by the first day of May in the year prior to the financial year in which the leave is being sought;
 - 27.3.5. Purchased leave can only be taken in whole week blocks;
 - 27.3.6. Purchased leave must be utilised in the financial year in which it is purchased or the leave will be forfeited and the payment reimbursed to the individual;
 - 27.3.7. Purchased leave will count as service;
 - 27.3.8. Approval of purchased leave will be determined by the relevant General Manager in conjunction with the manager of the area in which the Employee works;
 - 27.3.9. An Employee's fortnightly deductions will remain unchanged if they elect to be part of the purchase leave scheme;
 - 27.3.10. Where an Employee/Employer requests cancellation of the purchased leave before the leave has been taken due to exceptional circumstances, and this is agreed, the necessary adjustment to salary will be paid as a lump sum;
 - 27.3.11. Where an Employee ceases paid employment during the year in which the purchased leave has been approved, reconciliation will occur to ensure that all monies owing to the Employee or the Employer are accounted for and an appropriate recovery or payment is made.

28. STUDY LEAVE

- 28.1. Study leave may be granted at the discretion of the Employer but will not be withheld unreasonably to Employees where the proposed course of study will directly benefit the Employees in the performance of their present position and/or is relevant to the Employee in developing their Local Government career path. Employees shall have the ability to:
 - 28.1.1. Take up to five (5) hours paid leave (pro rata part-time) per week to undertake a subject for the first time, with all enrolment and course expenses being met by the Employee, provided however that where practicable the Employee undertake equal course time in their own time; and

28. STUDY LEAVE - CONT.

28.1.2. Receive a reimbursement of all enrolment and subject fees not exceeding \$550 per semester on producing written evidence of successful completion of the subject and expenditure incurred.

29. REGISTERED ASSOCIATION TRAINING LEAVE

Employees with a minimum of 12 months service, who are members of the ASU or other Registered Association, may take paid leave to a maximum of 5 days per annum (subject to adequate staffing arrangements), to attend courses conducted or approved by the ASU or other Registered Association with the principle of promoting better industrial relations within the Council. Not less than 4 weeks notice must be given to the Employer of the date of commencement of the training course.

ORGANISATIONAL CHANGE

30. RECLASSIFICATION

- 30.1. Any request for a reclassification shall be examined and determined by the Chief Executive Officer as expeditiously as practicable. In all instances the following procedure shall be followed:
 - 30.1.1. The applicant shall be advised in writing of the receipt of their application within five (5) business days of submission of the application.
 - 30.1.2. The applicant shall be advised in writing of the expected date of determination of their application within 20 business days of submission of the application.
 - 30.1.3. The date of reclassification shall be the date the Employee first submitted the formal application.
 - 30.1.4. Applications for reclassification shall be determined within four (4) months from the date the Employee first submitted the formal application.
- 30.2. The applicant shall be provided with written confirmation of the decision on their application. If the applicant is unsuccessful, written reasons shall be provided.
- 30.3. Any applicant not satisfied with the determination may access the Dispute Avoidance Resolution Procedure pursuant to Clause 34.

31. EMPLOYMENT SECURITY

- 31.1. In recognition of the continuing change, which is occurring in the Council, the following arrangements shall apply in respect to employment security:
 - 31.1.1. The Employer is committed to ensuring security of employment and there shall be no forced redundancies during the life of this Agreement.
 - 31.1.2. Prior to any decision being made regarding the implementation of significant changes in technology and/or other changes which may impact on job security, the Employees and the Union will be informed in writing of the nature of the changes and the expected impacts on job security. Employees will be consulted from the initial stages of the change/technology project through to project completion. Training will be provided for Employees required to use new technology or to deal with changed duties/responsibilities. There will be full, open, honest disclosure of all information relevant to the proposed change, presented within a time frame to allow meaningful consideration and consultation.
 - 31.1.3. Natural attrition, redeployment to a position of the same classification level or redeployment to a position of lower classification level with income maintenance, and Voluntary Redundancy Packages (VRP), will be the only means of dealing with displaced Employees in situations where organisational changes result in positions being no longer required.

31.2. Re-deployment

- 31.2.1. It is the primary aim to re-deploy Employees into a position of equal classification and status as their pre-redeployment position.
- 31.2.2. Training shall be made available on a priority basis to assist in the redeployment to another position or retention of a changed position of Employees affected by change.
- 31.2.3. After examining all options, and in consultation with the Employee, an Employee may be re-deployed into a position at a lower classification level. If re-deployment is to a lower classification and is accepted within six (6) months, the Employee's pre-re-deployment salary shall be maintained for 18 months, during which time the Employer shall consider all practicable means to redesign the position to include responsibilities consistent with the previous position. After the 18-month period has expired, the re-deployee's total maintenance package will be pegged until such time as the Award and/or Agreement level commensurate with the re-deployee's duties reaches the pegged salary.

31. EMPLOYMENT SECURITY - Cont.

31.2.4. Any re-deployee provided with work under this provision will be deemed capable of the class of work that the re-deployee performed immediately prior to the organisation structure being introduced. As such, the re-deployee shall be offered any vacancy subsequently arising in that class of work in the Council in preference to any person not employed by the Employer.

31.3. Voluntary Redundancies

- 31.3.1. An Employee, whose position has become redundant and who, in the Employer's view, cannot be gainfully re-deployed at the same classification level or higher, may elect to access a Voluntary Redundancy Package (VRP).
- 31.3.2. The entitlement under the VRP will include;
 - 31.3.2.1. The payment of eight (8) weeks pay (based on total salary) in lieu of notice, plus three (3) weeks pay (based on total salary) for each full year of continuous service up to a maximum payment of 104 weeks.
 - 31.3.2.2. The amount of a VRP shall be determined by the gross ordinary time earnings immediately prior to separation which shall include allowances (not including overtime) payable pursuant to the Award. In the case where an Employee's hours have decreased over the previous 12 months, an average of the previous 12 months' earnings shall be used in determining the annual salary to apply.
 - 31.3.2.3. Where a motor vehicle is provided as part of a salary package, the weekly value of the motor vehicle for the purposes of a VRP shall be determined by dividing the following amounts by 52 and adding that payment to an Employee's weekly rate of pay;
 - \$10,000 where an Employee has full private use
 - \$2,400 where the Employee has commuter use only.

31.4. Other Separation Packages

31.4.1. Excepting for those positions that are discontinued and, as such, declared redundant within the parameters of this Agreement, other separation packages will be at the discretion of the Chief Executive Officer following negotiations with the Employee and in those instances such arrangements will be outside the provisions of this Agreement.

32. EMPLOYEE RELATIONS

- 32.1. The parties recognise the need to maintain mutual trust and understanding in Employee relations throughout the organisation.
- 32.2. The parties agree to continue to focus on an industrial relations approach of 'Employee Relations', where consultation and negotiation are viewed as essential.
- 32.3. The parties agree that enhanced communication processes will improve the implementation of strategies contained in the Agreement and enhance the efficiency of day to day operations.
- 32.4. The Employer is committed to Employee consultation in that opportunities will be provided for Employees to be involved and express their opinions before changes occur which are likely to have a significant impact on the workplace and their jobs.
- 32.5. Where issues relating to the operation of this Agreement are not resolved through this consultation process at the local work site they will be referred to the Single Bargaining Unit for further.

33. LIBRARY REVIEW

The Employer acknowledges the need for a review of library services and for ongoing improvement of work practices

Council will conduct a review of library services, staff structure and classification criteria with the aim of ensuring classification equity across Council, during the life of this agreement.

PERFORMANCE MANAGEMENT

34. DISPUTE AVOIDANCE RESOLUTION PROCEDURE

34.1. The parties agree to follow all stages in the Dispute Avoidance Resolution Procedure to ensure that all matters receive prompt attention and are resolved by consultation, negotiation, mediation or conciliation wherever possible at the enterprise level.

34.2. General (Individual Employee Grievances)

- 34.2.1. Employee grievances shall be dealt with in the first instance between the Employee and the Supervisor for the relevant work area.
- 34.2.2. Where the issue remains unresolved, the Employee (and/or their Union Representative) may discuss the matter with the relevant General Manager and/or the Manager, People and Culture.
- 34.2.3. The above procedures should be completed within 14 days of the issue first being raised.
- 34.2.4. Should the matter remain unresolved, the Employee (and/or their Union Representative) may discuss the matter at a mutually convenient time with the relevant General Manager and or the Manager, People and Culture, as the circumstances dictate.
- 34.2.5. Should the matter remain unresolved, the Employee (and/or their Union Representative) may discuss the matter at a mutually convenient time with the Chief Executive Officer together with the relevant General Manager.
- 34.2.6. Should the matter still remain unresolved, either party may notify the SAIRC of a dispute and seek conciliation in the first instance and in the event of not reaching agreement, then arbitration.
- 34.2.7. Whilst the matter is being handled in accordance with these procedures the parties agree that work will continue as normal, where possible. (there may be a situation where an employee may need to be relocated from their work station).
- 34.2.8. Nothing in the above process shall prevent the Union from raising a matter directly with the Manager, People and Culture.

34.3. Enterprise Bargaining Grievances

- 34.3.1. Where a dispute or grievance arises out of the operation of this Agreement, sub-clause 34.2.2 should be followed.
- 34.3.2. Where the issue remains unresolved it should be referred to the SBU.
- 34.3.3. The above procedures should be completed within 14 days of the issue first being raised.
- 34.3.4. Should the matter still remain unresolved, either party may notify the SAIRC of a dispute and seek conciliation in the first instance and in the event of not reaching agreement, then arbitration.
- 34.3.5. Whilst the matter is being handled in accordance with these procedures the parties agree that work will continue as normal, however there may be a situation where an employee may need to be relocated from their work station.
- 34.3.6. Nothing in the above process shall prevent the Union from raising a matter directly with Manager, People and Culture.

35. PERFORMANCE DEVELOPMENT AND REVIEW - PDR

35.1. The parties recognise that continuous improvement of service delivery is necessary and desirable to improve the efficiency of the organisation and customer service, and to provide job satisfaction and improve job security. The parties therefore commit to a work culture of analysis, innovation and improvement.

35. PERFORMANCE DEVELOPMENT AND REVIEW - PDR - CONT.

- 35.2. Within the spirit of Clause 35.1 above, the Employer and Employees are committed to ongoing effective implementation of the an annual performance appraisal program to ensure all Employees are provided with timely, accurate feedback on both positive and negative aspects of job performance as well as facilitating career and development opportunities for Employees.
- 35.3. The annual appraisals shall involve the relevant Manager/Supervisor and Employee in agreement over individual objectives and outcomes and identification of training and skill development requirements. Performance outcomes will be reviewed at six (6) monthly intervals and will be:
 - · simple and easy to communicate;
 - easy to collect;
 - limited in number to a manageable level; and
 - realistic and achievable.
- 35.4. Performance outcomes will have regard to the key focus areas identified in the Council's Strategic Plan.

36. LEARNING AND DEVELOPMENT

- 36.1. The parties recognise that the active participation in planning sessions, learning and development programs and external study by Employees has the potential to lead a multi-skilled workforce, which will give benefits to the Employer in improved productivity and customer service as well as providing improved career prospects for Employees. As such, the Employer has an ongoing commitment to the continual learning and development of its Employees.
- 36.2. The Employer will maintain a record keeping system to ensure that information held by payroll accurately reflects the time spent on learning and development and that 2% will be provided for the training budget each year for the life of this Agreement.
- 36.3. The parties also recognise that planning sessions and personal/professional development training programs, particularly those involving whole work groups can be disruptive to the efficient operation of the Employer and affect the maintenance of proper customer service. As a means of enabling greater flexibility in the provision of planning/training activities, and subject to agreement, the Employer may require Employees to attend selected activities conducted on weekday evenings (excluding Public Holidays and Library closed days for Library Employee) between the hours of 5.00 pm and 8.00 pm or on Saturdays between the hours of 8.00 am and 5.00 pm. Training shall not be conducted on a Saturday forming part of a weekend adjacent to a Public Holiday.
- 36.4. A minimum period of four (4) weeks notice will be provided prior to any planning/training activity being conducted during the times set out above. Where possible, more than one opportunity to attend an activity will be provided. This arrangement should not be utilised in excess of 24 hours per year unless the Employee genuinely agrees otherwise.
- 36.5. Time spent on planning/training activities conducted during the times set out above shall, by mutual agreement, either be paid at ordinary time or taken as time off in lieu of payment at ordinary time. Activities conducted on a Saturday will be for a minimum of three hours.
- 36.6. No other payments or penalties will apply with the exception of either provision of a meal by the Employer or payment of the appropriate meal allowance.
- 36.7. All time off in lieu accumulated in this manner must be taken within six (6) months of the training program.
- 36.8 The Employer will provide child care or reimburse reasonable child care expenses incurred for Employees with family responsibilities who would be unable to attend such training without child care arrangement.

36. LEARNING AND DEVELOPMENT - Cont.

- 36.9 Assistance with special family circumstances will be considered on an individual basis prior to training taking place. In each instance the situation is to be discussed with the Employee's Manager.
- 36.10 No Employee shall be required to participate in a planning/training activity which in addition to their normal duties would require them to attend work in excess of 12 hours in any one (1) day.
- 36.11 Unless otherwise agreed, training that relates to the workplace health and safety of Employees will be conducted during normal working hours.
- 36.12 No Employee (including part-time Employees) shall be disadvantaged by the operation of this Clause in their access to training programs provided by the Employer.
- 36.13 Notwithstanding the above, the Employer may offer training opportunities for personal development outside of normal working hours in the Employee's own time on a voluntary basis.

SIGNATORIES

Signed for and on behalf of THE CITY OF HOLDFAST BAY:	
	JUSTIN LYNCH CHIEF EXECUTIVE OFFICER
	DATE
	WITNESS
	DATE
AUSTRALIAN SERVICES UNION - SOUTH AUSTRALIAN & NORTHERN TERRITORY BRANCH:	
	KATRINE HILDYARD BRANCH SECRETARY
	DATE
	WITNESS
	DATE

SCHEDULE A - CORPORATE WARDROBE

1. OBJECTIVE

To improve the public profile of the Employer by presenting a professional image and to develop a feeling of pride amongst staff.

2. POLICY STATEMENT

- A. The Employer endorses the Local Government Corporate Collection as the corporate wardrobe.
- B. With the exception of customer service staff, participation in the corporate wardrobe is voluntary. However, the Employer requires those Employees electing to wear the uniform to maintain the image of the corporate wardrobe.
- C. The Employer will provide an annual subsidy for reimbursement of items purchased to a maximum of \$350.00. An Employee must have at least one complete outfit to qualify for reimbursement and tax deductibility. A definition of a complete outfit is as follows:-

MALE	FEMALE
1 pair of trousers	1 skirt/trousers
1 shirt	1 blouse
1 tie	1 knit/jacket
1 knit/jacket	or
	1 dress
	1 knit/jacket

- D. In conjunction with the annual subsidy of \$350.00 (maximum), the Employer will provide a facility whereby staff will be permitted to repay it for their remaining purchases. This will commence from the date of delivery of the corporate wardrobe items. Repayments can be made by either monthly repayments or payroll deduction facility. All outstanding amounts are to be repaid by the end of the current financial year.
- E. Should an Employee leave the Employer *within the first 12 months* of the corporate wardrobe being purchased, the Employee will pay back half of the contribution made by the Employer, plus all other debts outstanding.
- F. Should an Employee leave the Employer *after the first 12 months* of the corporate wardrobe being purchased, they must repay all amounts outstanding.
- G. To assist in the acquiring of the corporate wardrobe, a staff coordinator will be appointed. All conditions of purchase must comply with the requirements of the service provider.
- H. The cleaning and repair of the corporate wardrobe is the responsibility of the individual staff member.

SCHEDULE B - WAGES SCHEDULE

		As at 1 July	Proposed as at	Proposed as at	Proposed as at
Level	Year	2012	1 July 2013 (Increase of 3.25%)	1 July 2014 (Increase of 3.25%)	1 July 2015 (Increase of 3.25%)
Level One	1	42621	44006	45436	46913
	2	43665	45084	46549	48062
	3	45109	46575	48089	49652
	4	46686	48203	49770	51388
	5	48253	49821	51440	53112
	6	49811	51430	53101	54827
Level Two	1	51398	53068	54793	56574
	2	52960	54681	56458	58293
	3	54526	56298	58128	60017
	4	56089	57912	59794	61737
Level Three	1	57654	59528	61463	63461
	2	59214	61138	63125	65177
	3	60781	62756	64796	66902
	4	62343	64369	66461	68621
Level Four	1	63908	65985	68130	70344
	2	65470	67598	69795	72063
	3	67033	69212	71461	73783
	4	68598	70827	73129	75506
Level Five	1	70160	72440	74794	77225
	2	71724	74055	76462	78947
	3	73287	75669	78128	80667
Level Six	1	75893	78360	80907	83536
	2	78494	81045	83679	86399
	3	81105	83741	86463	89273
Level Seven	1	83707	86427	89236	92136
	2	86315	89120	92016	95007
	3	88920	91810	94794	97875
		33323	3.5.3	3	3.3.3
Level Eight	1	92049	95041	98130	101319
	2	95174	98267	101461	104758
	3	98301	101496	104795	108201
		30001	.000	.000	.00201

SCHEDULE C: CORPORATE DIRECTION

The following objectives and actions are in accordance with Clause 3 of this Agreement and are included as part of the meeting agendas for the quarterly SBU and regular Senior Leadership, Leadership Team and Department Team meetings.

QUALITY SERVICES

Council is focussed on improved service delivery to the community through the development of improved service systems, standards and measures, and through the development of a strong customer service culture within all departments. Staff can lead the improvement of services to the community and improved internal services by:

SPECIFIC DELIVERABLES	ACTIONS	MEASURES	RESPONSIBLE PERSON(S)	PLANNED COMPLETION DATE
Customer Requests/Complaints	 Identify and list causal factors and most frequent customer requests/complaints. Identify and implement actions to reduce identified causals and frequent customer requests/complaints. Review and reduce existing response timeframes where applicable. Develop strategy to deal with most frequent requests/complaints. Implement pro-active measures to reduce customer requests/ complaints as identified above. 20% reduction in closed out of time activities. 	 Identify and annually update of most frequent lists; Ongoing maintenance of record system; Log improvements; Record measures/actions taken; Record and/or fix potential customer requests noticed in travels at or surrounding work sites. 	 Managers and Staff in liaison with the Senior Leadership Team. Customer Service and Records Management teams 	 December 2010 and June each year thereafter. On-going during life of Agreement

SCHEDULE C: CORPORATE DIRECTION - Cont.

QUALITY SERVICES - Cont.

SPECIFIC DELIVERABLES	ACTIONS	MEASURES	RESPONSIBLE PERSON(S)	PLANNED COMPLETION DATE
Workforce Management	 Develop strategies for succession planning. Develop strategies to promote flexible working arrangements. Develop strategies to improve relevant skills of staff. 	 Workforce strategy under implementation. Learning and Development records 	 Management in consultation with Staff Manager Human Resource 	During the life of this Agreement.
Review of Service Delivery	 Review the services currently provided identifying where improvements can be made. 	 Reduction in budget costs relating to expenditure; Efficiency improvements equating to 2% budgetary savings. 	All Staff	End of each Budget Financial year during the life of this Agreement.

ENVIRONMENT

Council is committed to supporting the implementation of the Environment Management Plan and to promote environmentally sustainable practices in all departments. It is expected that staff will complete tasks under Council's adopted EMP as well as research and implementation of new environmental initiatives.

SPECIFIC DELIVERABLES	ACTIONS	MEASURES	RESPONSIBLE PERSON(S)	PLANNED COMPLETION DATE
Contribute to auditing process for Council EMS/best practice program and Council State of the Environment Report.	Assist in the set up and ongoing management of Environment Management Plan.	Successful implementation of EMP.	All staff in liaison with Mgr Environmental & Coastal Management	Annual audit
Identify and implement Energy and Water Conservation initiatives	Identify, report and make recommendations for energy and water conservation opportunities	 Reduction in energy and water costs; Increase/retention in energy and water savings 	All staff in liaison with Mgr Environmental & Coastal Management	Annually and reviewed prior to budget submission.

SCHEDULE C: CORPORATE DIRECTION - Cont.

OCCUPATIONAL HEALTH SAFETY AND WELFARE

Council is committed and will provide a safe and healthy workplace that respects the individual and promotes equality free of bullying and harassment.

SPECIFIC DELIVERABLES	ACTIONS	MEASURES	RESPONSIBLE PERSON(S)	PLANNED COMPLETION DATE
Learning and Development and attendance at Training	Identify learning and development needs and implement a plan.	 Training records are updated. Training needs are budgeted. 	• All staff.	Ongoing February each year
Reporting of all accident/incidents in accordance with OHSW Policy and Procedure	Completion of Safety Reports.	All incidents/accidents are reported (100%).	All staff	Ongoing and reports provided prior to each OHSW Committee meeting
Workplace Monitoring	 Safety Audits are conducted. Develop strategies to reduce lost time injuries (LTI's) days and frequency. 	 Each work area conducts a workplace audit each month. Strategy developed and LTI's reducing in line with annual target. 	Team Leaders in liaison with Health and Safety Rep.	Ongoing and reports provided prior to each OHSW Committee meeting.