

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA03/87

TITLE: AIDS Council of NSW Inc. Enterprise Agreement 2002-2005

I.R.C. NO: IRC3/926

DATE APPROVED/COMMENCEMENT: 18 March 2003

TERM: 18 March 2006

**NEW AGREEMENT OR
VARIATION:** Replaces EA00/33

GAZETTAL REFERENCE: 9 May 2003

DATE TERMINATED:

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COVERAGE/DESCRIPTION OF

EMPLOYEES: Applies to employees of the AIDS Council of New South Wales Inc. who fall within the coverage of the Social and Community Services Employees (State) Award and the Clerical and Administrative Employees (State) Award

PARTIES: ACON AIDS Council of New South Wales Inc -&- the Australian Services Union of N.S.W.



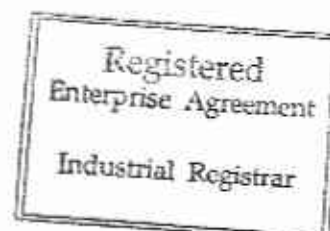
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**AIDS Council of NSW INC
Enterprise Agreement - 2002 - 2005**

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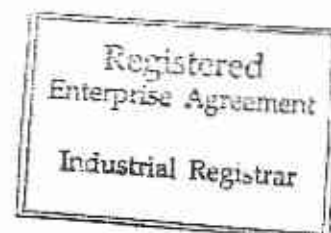
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CONTEXT OF THE AGREEMENT

The AIDS Council of New South Wales (ACON) is a non-government organisation based in the gay and lesbian communities and providing services to members of those communities including indigenous people, transgender people and injecting drugs users, to all people living with HIV/AIDS and to sex workers.

ACON's vision is:

- The right of all HIV positive men and women to claim the best quality of life that is individually attainable and to have their strengths, their achievements and their needs recognised.
- The sexual health and rights of every member of our communities to be recognised, regardless of sero-status.
- The lesbian and gay community to understand and take responsibility for its mental and physical health.
- A society which respects the basic link between health and justice.

To achieve our vision we draw expertise and assistance from employees, volunteers and our communities who provide high quality services and education programs. This leads to a unique organisation, especially in relation to human resources policies and the work environment. ACON believes that effective organisations value learning and critical reflection. We want to maintain an organisation in which all staff, paid and unpaid, value and respect one another and recognise the needs and priorities of our clients. We want to recruit the best staff and management and we are committed to devoting time and resources to developing our staff, particularly in areas where we face new challenges.

The ACON strategic plan, Strategic Directions 2000 - 2003 (and subsequent documents), provide the context for the work of the organisation.

AIM OF THE AGREEMENT

ACON as an organisation is committed to the health, safety and well being of its workers and to creating an effective, efficient and healthy workplace, which will best serve its clients and communities.

This Agreement pursues the objectives of workplace flexibility, serving the needs of our clients, balance between work and life, the management and improvement of staff performance and the provision of exciting and enjoyable work.

The parties to this Agreement recognise that this Agreement represents an opportunity to continue to maximise the efficiency of ACON and our ability to meet the needs of ACON's clients.

This Agreement aims to enable ACON to continue to develop and implement strategies that are designed to recognise and achieve continuous improvements at the workplace, and to enhance job satisfaction, security and remuneration.

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The parties acknowledge that an important factor in achieving these goals is a harmonious and productive relationship between ACON, the Australian Services Union (ASU) and employees in order to ensure that employees continue to be committed to their jobs and the success of ACON.

As such, the parties to this Agreement are committed to:

- (a) achieving the overall vision and objectives of ACON;
- (b) quality service, continuous improvement and operational efficiency;
- (c) evaluating opportunities for change and mutual benefit to ACON and its employees; and
- (d) maintaining good employee relations.

OPERATION OF THE AGREEMENT

1 TITLE

This Agreement will be known as the AIDS Council of NSW Inc. Enterprise Agreement – 2002-2005.

2 COVERAGE OF THE AGREEMENT

2.1 This Agreement applies to all of ACON's employees who are:

- (a) employed at ACON's establishments wherever located; and
- (b) employed in classifications covered by the *Social and Community Services Employees (State) Award 2001* and the *Clerical and Administrative Employees (State) Award*.

2.2 Except where provided in this Agreement, this Agreement applies to the exclusion of all awards including those set out in this clause.

2.3 Notwithstanding clause 2.1, employees of ACON who are employed under an "individual contract of employment" entered into either prior to or during this Agreement are not covered by this Agreement.

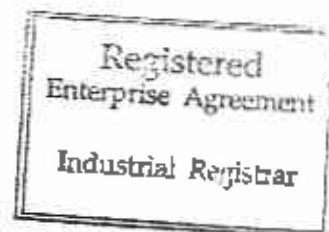
2.4 For the purposes of this clause, "individual contract of employment" means a contract entered into between ACON and any person employed by ACON in the salary range of Co-ordinator/Professional or above, whose contract expressly provides that it is not subject to this Agreement.

2.5 During the term of this Agreement staff at the level of Senior Officer and below will not be employed on individual contracts. As a general rule, staff at the level of Co-ordinator/Professional will not be employed on individual contracts.

3 PARTIES

The following are parties to this Agreement:

- (a) ACON;
- (b) the ASU; and



(c) The employees set out in clause 2 - Coverage of the Agreement.

4 TERM OF THE AGREEMENT

The term of this Agreement will be from the date of registration with the Industrial Relations Commission for a period of three years. This Agreement will continue until a new Agreement is negotiated. The parties commit to commencing negotiations within 6 months prior to the expiration of this Agreement.

5 DISTRIBUTION OF AGREEMENT

ACON will ensure that all new and existing employees who are covered by this Agreement have access to a copy of this Agreement.

6 GENERAL SAVINGS

Nothing in this Agreement will be deemed or is intended to reduce the terms and conditions of employment, or accrued entitlements to which any employee may have been entitled prior to the making of this Agreement.

ENGAGEMENT OF EMPLOYEES

7 TERMS OF EMPLOYMENT

7.1 Upon commencement of employment:

- (a) ACON will inform each employee in writing as to the terms of their employment, including method of remuneration, hours to be worked and whether they are a permanent full-time, permanent part-time, casual or fixed term employee; and
- (b) ACON will provide each employee, other than a casual or certain fixed term employee, with a position description outlining duties to be performed.

7.2 Employees must perform such work within their skill, competence and training as ACON requires.

7.3 Employees will comply with all lawful requirements of ACON in relation to its rules, regulations, policies, practices and procedures.

7.4 To meet the needs of employees and ACON, employees may be required to transfer to alternative work arrangements, (for example, minor change to duties, alternative physical location within a reasonable distance). Alternative work arrangements may be mutually agreed, however, ACON reserves the right to direct such alternative work arrangements should agreement not be reached. A notice period of 14 days will apply to such changes.

7.5 Where significant changes to work arrangements are intended, then clause 47 - Organisational Change and Redundancy, will apply.

Clause 47 -
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8 EMPLOYMENT STATUS

8.1 Permanent full-time employee

- (a) A permanent full-time employee is a person engaged on a full-time basis to work 70 hours per fortnight.
- (b) A permanent full-time employee is entitled to all the terms and conditions provided in this Agreement.

8.2 Permanent part-time employee

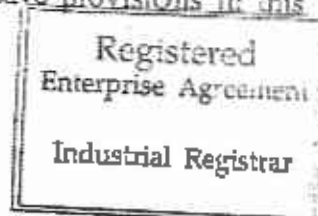
- (a) A permanent part-time employee is a person who works a regular pattern of days and/or hours, as agreed from time to time, being less than those hours worked per fortnight by a full-time permanent employee.
- (b) A permanent part-time employee is paid at the hourly rate set out in Schedule A and Schedule B prescribed for the classification of the position.
- (c) Unless stated otherwise, the provisions of this Agreement will apply to permanent part-time employees on a pro rata basis.

8.3 Fixed term employee

- (a) A fixed term employee is a person engaged for a specified period of time, or to perform a specified task or set of tasks.
- (b) A fixed term employee is paid at the hourly rate set out in Schedule A and Schedule B prescribed for the classification of the position.
- (c) Unless stated otherwise, the provisions of this Agreement will apply to a fixed term employee on a pro rata basis.
- (d) Unless otherwise stated, a fixed term employee can transfer unused entitlements to a new contract.

8.4 Casual employee

- (a) A casual employee is a person engaged and paid as such.
- (b) A casual employee is paid at the hourly rate set out in Schedule A and Schedule B prescribed for the classification of the position, which includes a casual loading of 24.6%.
- (c) A casual employee will be paid a minimum of two hours at the appropriate rate for each engagement. Casual engagements will not normally extend beyond a period of 4 weeks, after which time, alternative employment options (eg. fixed-term contract) may be considered.
- (d) A casual employee will not be entitled to any leave provisions in this Agreement.



9 CONTINUITY OF SERVICE

Continuous service will be calculated from the first date of employment for casual, part-time and fixed term employees where employment has been for consecutive periods with breaks of no more than two months.

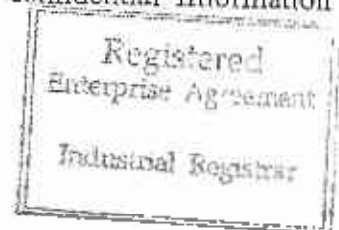
RESPONSIBILITY OF EMPLOYEES

10 CONFIDENTIALITY AND NON-DISCLOSURE

Given the nature of ACON, its services and its clients, it is essential that all employees respect the confidentiality of all ACON clients, employees and ACON material and information. Specifically,

10.1 Employees must not reveal to any other person, any confidential information about:

- (a) The business of ACON;
- (b) ACON employees or volunteers;
- (c) ACON clients,



which comes to the knowledge of an employee during the course of their employment and has not been authorised by ACON for release into the public domain or specifically authorised by the client/staff member/volunteer to whom the information relates.

10.2 Confidential information can be provided to other staff and volunteers only with the express consent of ACON or the client/staff member/volunteer about whom the information relates and only when the information is directly relevant to the performance of the first mentioned staff member's or volunteer's duties.

10.3 This obligation,

- (a) is subject to any legal obligation to disclose the information; and
- (b) applies both while the employee is employed by ACON and after the employee ceases to be employed by ACON.

Breach of this provision may result in legal proceedings against the employee (s) concerned.

10.4 All ACON employees should be aware that under Section 17(2) of the *Public Health Act 1991* (NSW), where a person acquires information, in the course of providing a service, that another person:

- (a) has been, or is required to be, or is to be tested for HIV; or
- (b) is, or has been, infected with HIV,

that person must take all reasonable steps to prevent disclosure of this information.

Breach of this provision is a criminal offence. As a criminal offence ACON will not indemnify an employee against breach of this provision.

- 10.5 Further to clause 10.2, an employee must not disclose similar such information about any other ACON employee who:
- (a) has been, or is required to be, or is to be tested for HIV; or
 - (b) is, or has been, infected with HIV.

11 PERFORMING NON-ACON WORK

- 11.1 An employee must, during the term of their employment, devote their full working hours and energy to the business of ACON and must not during working hours, directly or indirectly, be concerned in any capacity in any other business or organisation's activities which in the reasonable opinion of ACON may compete with, or damage, ACON's business or reputation.
- 11.2 Where an ACON employee does perform non-ACON work outside of working hours, it must be done so in accordance with ACON's Code of Conduct.

12 ADHERENCE TO POLICIES AND PROCEDURES

ACON, like any organisation, is bound by legislation governing the behaviour of employees at work. As such, ACON has developed a number of policies which promote an appropriate environment and which must be adhered to by all employees.

- 12.1 ACON policies may be varied from time to time. Changes will be communicated to all employees via the appropriate means. ACON policies include but are not limited to:
- (a) ACON Code of Conduct;
 - (b) Equal Employment Opportunity Policies:
 - (1) Affirmative Action for Women;
 - (2) HIV Employment; and
 - (3) Sexual Harassment in the Workplace.
 - (c) Occupational Health and Safety Policy;
 - (d) Recruitment, Selection and Appointment Policy;
 - (e) Bullying and Harassment in the Workplace.
 - (f) Transportation Policy

- 12.2 A copy of the above policies will be available upon request and are located on the ACON Internal Policies and Procedures database.



CLASSIFICATION STRUCTURE

13 CLASSIFICATIONS

- 13.1 Within each classification there are a number of incremental levels.

- 13.2 For the period from certification to 31 December 2002, existing employees and new employees will continue to be paid in accordance with the current classification structure and method of increment progression.
- 13.3 From the 1 January 2003, ACON will determine and action the translation of each employee to their new classification and incremental level as set out in Schedule C.
- 13.4 From the 1 January 2003, all new employees of ACON will be appointed to the appropriate classification and incremental level as set out in Schedule C.
- 13.5 Should any employee feel aggrieved by their translation, they can appeal to the Translation Appeals Committee.

14 TRANSLATION APPEALS COMMITTEE

- 14.1 The Translation Appeals Committee will comprise one ACON management representative; one ACON employee representative; one ASU representative.
- 14.2 The Translation Appeals Committee will exist solely for the purpose of considering appeals from employees concerning their translation outcome. Once translation of all employees to the new classification structure has been completed and all appeals determined, the Translation Appeals Committee will cease to exist.
- 14.3 Appeals should be lodged in writing no later than 28 days after the employee receives written notification of their translation.
- 14.4 The Translation Appeal Committee will then make a recommendation to the CEO. Any decision by the CEO will take effect from the original translation date.

SALARIES

15 SALARIES

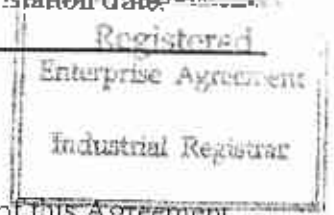
- (a) Rates of pay are set out in Schedule A and Schedule B of this Agreement.
- (b) To ascertain the equivalent fortnightly rate of the annual salary such annual rates must be divided by 26.

An permanent or fixed term employee will, as a minimum, be paid the annual salary prescribed by Schedule A from 1 July 2001 - 31 December 2002 and Schedule B from 1 January 2003 - 31 December 2003, according to the employee's classification and increment level.

16 SALARY INCREASE

It is agreed that operative from the first full pay period on or after the certification of this Agreement, the following salary increase will apply:

- (i) 1 July 2001 - 31 December 2002 - an 3% increase to apply to the salary rates set out in Table 1 of the AIDS Council of New South Wales Inc



Enterprise Agreement -- 1999. These increased rates are set out in Schedule A of this Agreement.

- (ii) 1 January 2003 -- 31 December 2003 -- translation to the salary table set out in Schedule B at the first salary rate in that grade that is greater than the employees current salary.
 - (1) Where this salary rate is less than a 3% increase applied to their current salary rate, they will receive a salary increase of 3% applied to their current salary rate.
- (iii) 1 January 2004 -- 30 June 2005 -- an 2% increase to apply to the salary rates as set out in Schedule B.

17 SALARY REVIEW

- 17.1 Salary reviews will occur in accordance with the Performance Plan and Review guidelines to the effect that salary increases will be determined by ACON after having considered the performance of an employee against the targets agreed to as part of the formal Performance Plan and Review (PPR)
- 17.2 The salary review will occur annually on, or as near as possible to, the anniversary of the employee's first day of service. For those employees translated to the new classification structure on 1 January 2003, their salary review will occur annually on, or as near as possible to the 1 January each year.
- 17.3 If, through unforeseen circumstances, PPR does not occur, ACON will ensure the employee will not be disadvantaged.
- 17.4 An employee will be rated by their manager as satisfactory or unsatisfactory. The manager will then approve payment of the next increment in the case of satisfactory performance, or the deferral of the next increment for a defined period in the case of unsatisfactory performance. That period should be no longer than is reasonable for an employee to demonstrate their improved performance.
- 17.5 ACON commits to implementing a process in July 2004, which enables exemplary performance to be rewarded.

18 PAYMENT OF SALARY

- 18.1 The cash component of all salaries is paid fortnightly by electronic funds transfer to a nominated bank, credit union or building society account.
- 18.2 ACON will provide each employee with a pay slip stating gross wage including overtime and allowances, the amount deducted for taxation purposes, particulars of other deductions including payroll deductions made for subscription to the ASU and the net amount paid.
- 18.3 ACON will take all reasonable steps to ensure salaries are paid into the employee's account on the Thursday immediately prior to the end of the fortnightly pay period.

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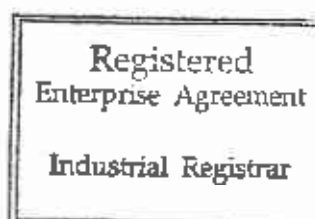
- 18.4 Subject to clause 18.10, any deductions not required by law, must be authorised in writing by the employee.
- 18.5 Casual employees and all pay variations shall ordinarily be paid in arrears.
- 18.6 On termination, any outstanding salary payments will be paid on the date of termination, or as soon as practicable, and by arrangement with the employee.
- 18.7 Payment of remuneration for employees classified as Senior Officer and above, working at least 50% of the full time equivalent, and for a period of three months or more, shall ordinarily be paid in the form of cash and non-cash benefits.
- 18.8 Other employees may request in writing to be paid in the form of cash and non-cash benefits. Where such arrangements are agreed, ACON or the employee has the right to withdraw from this arrangement by giving 1 months notice.
- 18.9 The benefit component shall be capped at the Fringe Benefit limit as determined from time to time by the Australian Taxation Office.
- 18.10 Upon termination of employment, ACON may withhold any monies owed to it by an employee from any notice and/or severance payments to which the employee may be entitled.

19 SUPERANNUATION

- 19.1 ACON will contribute and otherwise act in accordance with the requirements of the *Superannuation Guarantee (Administration) Act 1992 (SGAA)* and all other relevant legislation affecting superannuation entitlements.
- 19.2 Employees who elect to sacrifice a proportion of their wages to the relevant superannuation fund may request that ACON make deductions from gross income.
- 19.3 Where an employee is engaged on a salary package, payment of the superannuation guarantee charge will be calculated at the same rate as if it were paid at the equivalent cash salary.

20 HIGHER DUTIES

- 20.1 An employee who is required to perform the duties of a higher classified position will be paid at the appropriate classification, or a percentage thereof, whenever the employee has performed the duties of a higher classified position for five days or more within a three-week period. The amount of payment is to be negotiated between the employee and the manager prior to commencement of the acting arrangements.
- 20.2 An employee will not be paid at a lower classification if required to perform the duties of a lower classification position.



ALLOWANCES

21 ALLOWANCES AND EXPENSES

ACON will reimburse all reasonable expenses incurred by an employee in the course of their duty, provided that proof of expenses is supplied and ACON has granted prior approval. This includes the reimbursement of business-related call costs in using their home telephone on behalf of ACON.

22 ON CALL ALLOWANCE

An on call allowance as prescribed in Schedule D of this Agreement, will be paid to an employee who ACON requires to be on call outside of their ordinary hours of work as defined in clause 26 – Hours of Work.

23 TRAVEL AND RELATED EXPENSES

- 23.1 An employee required by ACON to travel, must do so in accordance with the Transportation Policy.
- 23.2 An employee required by ACON to travel other than to and from the usual place of employment, will be paid an allowance, in accordance with the Reasonable Daily Travel Allowance amounts determined from time to time by the Australian Taxation Office as per Schedule D.
- 23.3 Where an employee of ACON is required to use their vehicle to conduct ACON business, an allowance at the rate per kilometre as determined by the Australian Taxation Office from time to time, shall be paid as per Schedule D.
- 23.4 An employee required to work until or beyond 10.00 pm will be entitled to a paid taxi fare to their home.

24 FIRST AID

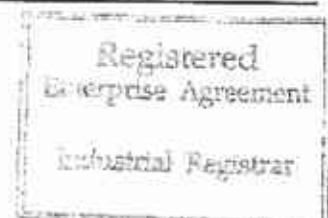
If an employee who holds a current first-aid certificate issued by the St John's Ambulance Association or Australian Red Cross Society or equivalent qualification, is required by ACON to perform first-aid duty, an allowance at the rate prescribed in Schedule D of this Agreement will be paid.

AMENITIES

25 AMENITIES

ACON will provide, where practicable:

- (a) reasonable toilet and washing facilities;
- (b) reasonable heating and cooling for the safe and healthy functioning of the workplace;
- (c) reasonable kitchen and staff amenities;



- (d) a rest area for employees;
- (e) space for a union/staff notice board.

HOURS OF WORK

ACON is committed to a system of flexible working hours negotiated between the staff and their manager with the aim of providing the best possible service for our clients while allowing staff a degree of flexibility in how they work and the hours contracted. Ordinary hours of work are paid hours. Overtime hours are not paid hours, but accumulated as Time in Lieu (see clause 27 Overtime).

26 HOURS OF WORK

- 26.1 An employee can negotiate their ordinary hours of work with their manager, subject to the need for:
- (i) agreement between both parties
 - (ii) accountability for the hours worked
 - (iii) high quality client service and team operation
- 26.2 On average, 2 full time employee is expected to work 70 hours per fortnight.
- 26.3 ACON's span of hours is between 8.00am to 10.00pm, Monday to Friday. In most cases, ordinary hours fall within these hours.
- 26.4 Where an employee is required to work regularly on Saturday or Sunday, between the hours of 8.00am and 10.00pm, this will be noted in the job description or contract of employment and shall be counted as single hours for the purposes of calculating hours worked.
- 26.5 Where an employee is required to work regularly outside of 8.00am-10.00pm, it shall be noted in the job description or contract of employment and shall count as 1.5 hours for each hour worked for the purposes of calculating ordinary hours worked per fortnight.
- 26.6 A manager and an employee may agree to vary or renegotiate these hours from time to time.
- 26.7 A manager may request a part time employee to work hours additional to those specified in the contract of employment or job description. Additional hours worked will be paid at their ordinary rate of pay up to a maximum of 70 hours per fortnight, subject to clauses 26.4 and 26.5.
- 26.8 Where an employee is rostered, their ordinary hours of work should be displayed on a roster, and should allow a reasonable notice period prior to the commencement of the roster.
- 26.9 A roster may be changed by mutual agreement between the employee and ACON at any time, to enable the services of ACON to continue.

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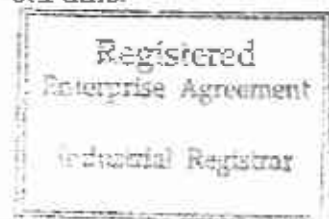
27 OVERTIME

ACON views that employees regularly working hours in addition to their ordinary hours of work may compromise the health of employees and the organisation and is a management issue. However, in the interests of meeting unforeseen work requirements, overtime may from time to time, be required. Overtime hours are not paid hours, but accumulated as Time in Lieu.

- 27.1 Overtime may only be worked at the specific request of the manager.
- 27.2 A manager must give the employee 24 hours' notice that overtime is required, unless in an emergency situation or otherwise by agreement.
- 27.3 Where a manager requires an employee to work overtime, the employee may decline to work overtime only where it is unreasonable to work such overtime.
- 27.4 In lieu of payment for overtime worked, an employee is entitled to time off equivalent to 1 hour for each additional hour worked, subject to clause 26.7 for part-time staff, except for time worked;
- (a) After 10.00pm and/or before 8.00am, where not specified as required in the job description or contract of employment. Each of these hours will count as 1.5 hours time in lieu; or
 - (b) on weekends, where not specified as required in the job description or contract of employment. Each of these hours will count as 1.5 hours time in lieu; or
 - (c) on a Public Holiday. Each of these hours will count as 1.5 hours time in lieu.
- 27.5 Accrued time off in lieu should be taken as soon as practicable after the hours have been worked.
- 27.6 An employee may not hold a balance of more than 28 hours accrued time in lieu. If an employee's accrued time in lieu is at, or approaching the amount of 14 hours, the employee and their manager will agree on a time frame for taking the leave.
- 26.7 Untaken time in lieu will be paid out on termination of employment. Employees are to take all reasonable steps to clear all untaken time in lieu leading up to termination.
- 27.8 Records of all time in lieu owing to employees and taken by employees will be maintained by ACON.

28 ADDITIONAL TRAVEL TIME

Where a manager requires the employee to travel to a location other than the usual place of employment, additional travel time will be considered as paid work time.



29 MEAL AND REST BREAKS

- 29.1 An employee will not be required to work more than 5 hours without a meal break of at least 30 minutes.
- 29.2 Periods of 10 minutes will be allowed for morning and afternoon tea.
- 28.3 Employees required to continue work after their normal ceasing time must have a rest period of ten (10) consecutive hours before starting work again.

LEAVE

30 ANNUAL LEAVE

- 30.1 A full time employee is entitled to 4 weeks (20 days) annual leave and must not accrue more than 6 weeks (30 days) annual leave, in accordance with the *Annual Holidays Act 1944*.
- 30.2 A leave loading of 17.5 % of the employee's ordinary weekly rate of pay will apply for the period of the leave.

On termination of employment by either party for reason other than misconduct, an employee is entitled to be paid annual leave loading on annual leave accrued. Where termination is for reason of serious or wilful misconduct, annual leave loading will not be paid.

31 LONG SERVICE LEAVE

- 31.1 An employee is entitled to accrue long service leave at the rate of three months for every ten years service.
- 31.2 On retirement or termination, a permanent employee will be entitled to be paid long service leave after five years of service on a pro-rata basis of three months for every ten years service, except where termination is for reason of serious or wilful misconduct, pro rata long service leave accrued for between five and ten years service will not be paid.
- 31.3 In all other respects, an employee is entitled to long service leave in accordance with the *Long Service Act 1955*.

32 PUBLIC HOLIDAYS

- 32.1 A full-time employee is entitled to all gazetted public holidays without loss of pay.
- 32.2 A permanent part-time employee or fixed term employee is entitled to a public holiday without loss of pay when the public holiday falls on days which the employee would ordinarily have worked as a part of their ordinary hours.
- 32.3 Casual employees are not entitled to any payment for public holidays unless the casual employee works the holiday.

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33 NATIONAL DAYS, CULTURAL OR RELIGIOUS DAYS OF SIGNIFICANCE.

An employee is entitled to take up to ten days as national days, cultural or religious days of significance. These days are to be nominated, and can be taken as annual leave or special leave.

34 SICK LEAVE

An employee is entitled to sick leave when they become sick and unfit for duty.

- 34.1 In the event an employee is sick, they will be entitled to 12 days sick leave on ordinary pay for each year of service.
- 34.2 Proof of illness or injury must be furnished through a medical certificate after absence from normal duties for three or more consecutive days.
- 34.3 An employee will take all reasonable steps to notify their manager of an absence and of the likely duration of the absence. Where possible this notification will be given within 3 hours of the beginning of the absence.
- 33.4 If the full period of sick leave is not taken in any year, such portion as is not taken will be cumulative up to 60 days.
- 34.5 Employees will not be paid unused portions of sick leave upon termination of employment.
- 34.6 Provided that a medical certificate is supplied, an employee's annual leave will be re-credited if the employee takes sick leave during annual leave.
- 34.7 Where a permanent employee has exhausted their sick leave, they may request up to thirty-five hours sick leave in advance.
- 34.8 Where an employee experiences a chronic illness, or undergoes a medical or surgical intervention that may require a period of leave in excess of their current entitlement, the employee may submit a request for additional support. The support offered will not generally exceed 50 days and is at the discretion of management. This entitlement is not cumulative. An employee with a chronic illness seeking extended sick leave will be granted leave without pay if sick leave and other additional sick leave are not available.
- 34.9 Employees with a chronic or ongoing medical condition requiring regular medical intervention or resulting in a fluctuating state of health eg HIV/AIDS, HCV, will be granted up to 20 days of the entitlement under clause 34.8 each year as additional sick leave to be used in accordance with the conditions outlined in Clauses 34.2 to 34.3.

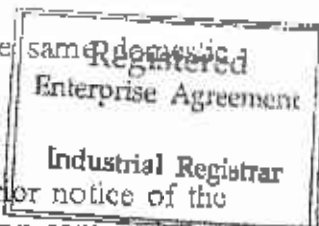
35 PERSONAL AND CARER'S LEAVE

35.1 Use of Sick Leave

- (a) An employee other than a casual employee, with responsibilities in relation to a person set out in clause 35.1(c)(ii), who needs the employee's care and support, will be entitled to use any current or accrued sick leave

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- entitlement under clauses 34.1 and 34.4 – Use of Sick Leave, to provide care and support for such persons when they are ill.
- (b) The employee will, if required, establish either by production of a medical certificate or statutory declaration, the illness of the person concerned and that the illness is such as to require care by another person. In normal circumstances, an employee must not take carer's leave where another person has taken leave to care for the same person.
 - (c) The entitlement to use sick leave in accordance with this sub clause is subject to:
 - (i) the employee being responsible for the care of the person concerned; and
 - (ii) the person concerned being:
 - (A) a partner, who for the purposes of this paragraph includes a same or other sex partner, de facto partner or spouse of the employee; or
 - (B) a child or an adult child (including an adopted child, a step child, a foster child or an ex-nuptial child), parent (including a foster parent and legal guardian), grandparent, grandchild or sibling of the employee or partner of the employee; or
 - (C) a relative of the employee who is a member of the same household, where for the purposes of this paragraph:
 - (i) "relative" means a person related by blood, marriage or affinity;
 - (ii) "affinity" means a relationship that one partner, has to blood relatives of the other; and
 - (iii) "household" means a group living in the same domestic dwelling; or
 - (D) a close friend.
 - (d) An employee will, wherever practicable, give ACON prior notice of the intention to take leave, the name of the person requiring care and that persons 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 prior notice of absence, the employee will notify ACON of such absence at the first opportunity on the day of absence.



35.2 Emergency child care

Where an employee has work obligations preventing the use of entitlements outlined in clause 35.1, and has the prior Agreement of the manager, the employee may bring any child(ren) needing care to the workplace. This clause should only be activated in exceptional circumstances and the employee must take all responsibility for the child(ren)'s safety and wellbeing whilst on the premises and must also ensure that the confidentiality of ACON's business is not compromised by having child(ren) on the premises.

36 BEREAVEMENT LEAVE

- 36.1 A permanent employee will be entitled to 3 days' paid leave for each bereavement of a significant other. A significant other is defined in clause 35.1(e)(ii) – Use of Sick Leave.
- 36.2 Reasonable evidence of the reason for this leave will be provided to ACON on request.

37 SPECIAL LEAVE

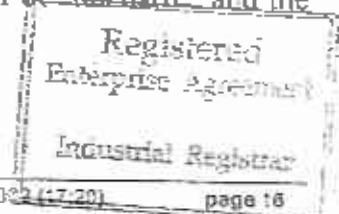
- 37.1 A permanent employee will be entitled to a maximum of 5 days paid special leave per year to utilise for personal purposes as required. For the purposes of calculating Special Leave, a year is from 1 February – 31 January.
- 37.2 Leave under 37.1 must be utilised in single day units, except for:
- (a) the ordinary working days falling between Christmas Day and New Year's Day in the immediately succeeding year; or
 - (b) other special circumstances (eg. Carer's responsibilities as defined in clause 35, National/Cultural purposes as defined in clause 33).
- 37.3 Where an employee is required to work the days between Christmas Day and New Year's Day, the employee will be entitled to have those days at another time within the next month.
- 37.4 Except as provided for in Clause 37.3, Special Leave days cannot be carried from one year to another and will not be paid out on termination.

38 LEAVE WITHOUT PAY

- 38.1 On application by an employee, and subject to ACON's business needs, ACON may grant the employee leave without pay for any purpose.
- 38.2 In the first twelve months of service, leave without pay will not exceed five days.
- 38.3 No entitlements accrue during periods of leave without pay.
- 38.4 Leave without pay will not be available unless the employee has first exhausted any accumulated Annual Leave or Long Service Leave.

39 JURY LEAVE

- 39.1 Where an employee is required to attend jury service during ordinary working hours, ACON will reimburse an amount equal to the difference between the fee paid by the court and the employee's ordinary pay for the day, where the fee paid is less.
- 39.2 The employee will notify their manager of the date of jury service as soon as possible and will provide evidence of attendance, duration of attendance and the amount of the fee paid by the court.



40 EDUCATION LEAVE

ACON recognises that education is offered in diverse ways. This may affect the way in which education leave is taken and due consideration will be given to new circumstances as they arise. Employees should refer to Education Leave Guidelines for more information.

- 40.1 A full-time permanent employee will be entitled to a maximum of 112 hours per year to complete courses of study approved by ACON. The actual hours approved will depend on study time required by the employee and work requirements.
- 40.2 Unused leave will not accrue beyond the calendar year and will not be paid out on termination.
- 40.3 Leave may be utilised as required by the employee.
- 40.4 An employee will be entitled to additional paid leave to attend examinations approved by ACON. Leave will cover reasonable travel time and duration of examination.

41 PARENTAL LEAVE

- 41.1 An employee is entitled to parental leave in accordance with the *Industrial Relations Act 1996*. Subject to clause 41.2 such leave is unpaid.
- 41.2 An employee who is entitled to parental leave in clause 41.1 is entitled to 12 weeks paid leave in addition to any other paid leave entitlement or accrual to run concurrent with any period of parental leave. Such leave is to be taken in one continuous period. An employee is entitled to 12 weeks paid leave only once in a 12 month period.
- 41.3 A period of paid leave under clause 41.2 must be commenced within 12 weeks on either side of the expected date of birth.
- 41.4 The employee may request payment at half the employee's ordinary rate of pay for twice the period of the paid leave entitlement.
- 41.5 Where practicable and subject to the agreement of management, a permanent full-time employee may return to work on a permanent part-time basis.

EMPLOYEE DEVELOPMENT

42 PERFORMANCE MANAGEMENT

ACON is committed to continuously improving employee work performance through its Performance Plan and Review (PPR) program. PPR is the basis on which an employee progresses through the levels within a classification.

- 42.1 In order to manage and improve work performance, employees will take part in a formal Performance Plan and Review (PPR).
- 42.2 Guidelines for the PPR will be accessible to all employees and are available from the employee's manager and Human Resources.

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43 LEARNING AND DEVELOPMENT

ACON is committed to ensuring staff receive appropriate opportunities for learning and development to become better qualified and competent to carry out their current and future responsibilities in the organisation. Learning and development resources will therefore be allocated based on organisational priorities and individual development needs.

- 43.1 Over the course of this Agreement ACON, in consultation with supervisors and management, will:
- (a) assess employees current level of competence against competency levels for their grade (as set out in Schedule C);
 - (b) identify gaps in competency level;
 - (c) develop a plan to address gaps in competency level;
 - (d) identify training and development required to meet competencies and skills in other positions in line with the employee's career plan.
- 43.2 All employees will, by mid 2003, have in place a development plan, which directly correlates with competency development for the employee. This development plan will be devised through consultation between the employee and their supervisor during the course of the Performance Plan and Review (PPR).
- 43.3 An employee nominated by the ASU will be entitled to 5 days paid leave per annum to attend union training courses. Attendance will be at the convenience of ACON. An employee will give at least 2 weeks notice of attendance at such courses.

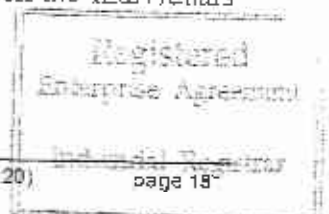
EMPLOYEE RELATIONS

ACON recognises that situations will arise requiring management to intervene in order to ensure the workplace is safe and harmonious and the services provided to ACON's clients are of a high standard. The nature of the action taken will vary depending on the situation in question.

44 PROBLEM SOLVING

ACON encourages discussion between individuals and/or their managers to resolve problems at the most informal level. A problem can be resolved in a variety of ways. At each step, the individual who is to resolve the matter should consider whether they have the skills to resolve the matter themselves; whether they should seek advice from their manager or Human Resources; whether the use of a third party to facilitate resolution (either within or outside of ACON) can assist.

- 44.1 Where the problem is between two or more individuals, the individuals should, at first, attempt to resolve it themselves.
- 44.2 Should the matter remain unresolved, or where discussion between the individuals is not appropriate, the following procedure will apply:



- (a) The aggrieved employee(s) will first discuss the matter with their immediate supervisor who will attempt to resolve the matter. The parties are entitled to have another employee or other support person present.
- (b) Should the matter remain unresolved, or where discussion with the immediate supervisor would be inappropriate, the employee(s) will notify their Manager or Director of the problem, who will attempt to resolve the matter. The parties are entitled to have a support person or Union representative present.

Grievance Resolution

- (c) Should the matter remain unresolved, the problem will go to the Chief Executive Officer. Once the matter has reached this point, it is deemed to be a formal grievance and must be put in writing to the Chief Executive Officer, who may nominate a person to handle the grievance. The relevant parties will confer and attempt to reach a settlement. The parties are entitled to have a support person or Union representative present.
- (d) If the problem is with the Chief Executive Officer then the written grievance will go to the President of ACON, who may nominate a person to handle the grievance. The relevant parties will confer and attempt to reach a settlement. The parties are entitled to have a support person or Union representative present.

44.3 While the above procedure is being followed, work will continue normally unless otherwise directed by management. Nothing in this clause will be taken to limit ACON's right to summarily dismiss any employee for misconduct justifying instant dismissal.

45 DISCIPLINARY PROCEDURE

In any organisation, there is a need for rules and standards that are applicable to all employees. It is important that these rules and standards are fully understood and observed. Except where misconduct warrants summary dismissal, fair warning will be given before disciplinary proceedings (which may include termination of employment) are imposed. At all stages, the employee must be given an opportunity to respond to or explain perceived unsatisfactory performance. Disciplinary matters are to be dealt with as quickly as possible.

45.1 Informal action

Concerns about an employees conduct and or work performance can be resolved by routine supervision on an informal basis by an immediate supervisor or manager. The supervisor or manager will make clear the standard of conduct that is expected of the employee. The supervisor or manager may choose to make a note of the discussion, which will not be included on any personal files at that time.

45.2 Formal action

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Where concerns about an employee's conduct and/or work performance have not been resolved under routine supervision, or where routine supervision may not be appropriate, formal disciplinary action may be taken by ACON. All formal disciplinary action must be documented.

An employee must be informed in advance that they are required to attend a disciplinary meeting. At the disciplinary meeting, the employee must be provided with documentation stipulating the unsatisfactory behaviour. The employee must then be given time to formally respond to the allegations (for example, 24 hours) after which the meeting is to reconvene.

Once the employee's response has been considered and formal action is to be taken, the formal action must be documented and must state the period of time after which the employee's behaviour will be reviewed. The documentation should also state that failure to improve performance or cease the conduct of concern may result in further disciplinary action, including termination of employment. The employee should be asked to sign the documentation and it should be placed on their personal file.

Written warning

- 45.3 A written warning may be issued in certain circumstances. A written warning must advise the employee to improve performance or cease the conduct of concern and that failure to do so may result in further disciplinary action, including termination of employment. Written warnings will be recorded on the employee's personnel file.

If serious misconduct justifying summary dismissal occurs, the above procedure may not necessarily be followed.

45.4 Personal file documentation

Any documentation in respect of disciplinary or poor performance matters placed on an employee's personnel file, must be known to the employee and where possible, signed by the employee.

All disciplinary or poor performance documentation, other than that relating to serious misconduct, will be removed from an employee's personnel file after 12 months, if there has been no recurrence of the behaviour within that 12 months.

45.5 Suspension

An employee may be suspended with pay pending an inquiry or decision on a particular case. This may occur when an incident, usually warranting instant dismissal, has occurred and it is not appropriate for the employee to continue working until inquiries are complete.

45.6 Dismissal

If there is any further breach after a written warning has been issued, the employee may be dismissed from employment.

45.7 Summary dismissal

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Following appropriate investigation, where ACON reasonably believes that an employee's misconduct is so serious as to justify summary dismissal, the employee's employment will be terminated without the giving of notice (or payment in lieu). Examples of misconduct that may justify summary dismissal can include, but are not limited to, the following:

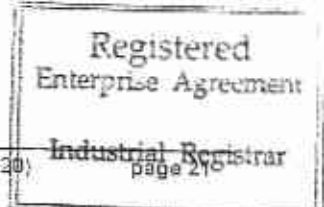
- stealing from ACON, its clients or employees;
- misappropriation of ACON's funds or a deficiency resulting from such misappropriation;
- breach of trust relating to money;
- breach of confidentiality;
- falsifying details included in a job application;
- falsifying workers compensation or insurance claim;
- fighting or attempting to injure others;
- being intoxicated or affected by illegal drugs while at work, or in possession of illegal drugs while at work;
- being affected by alcohol or illegal drugs whilst driving an ACON vehicle;
- serious breach of ACON's policies and procedures
- unauthorised possession of an offensive weapon in the workplace;
- wilful destruction of ACON's property;
- wilful violation of ACON's safety rules;
- wilful disobedience of ACON's reasonable and lawful directions;
- sabotage;
- breach of legislation resulting in a criminal offence.
- unlawful conduct occurring outside of work which damages the reputation and good standing of ACON.

45.8 ACON acknowledges that there may be instances where an employee subject to disciplinary or performance proceedings may legitimately discuss confidential information pertinent to their case with their advocate.

ACON will, subject to its legal obligations and where appropriate, take into account all information which an employee wishes to provide in the course of disciplinary proceedings or proceedings arising due to poor performance.

46 TERMINATION OF EMPLOYMENT

46.1 The employment of a permanent full-time or part-time employee may be terminated by ACON with the provision of written notice (or payment in lieu based on salary) in accordance with the following table:



Period of Continuous Service	Notice Period	
	Under 45 years	45 years and over
Less than 1 year	1 week	2 weeks
1 year and less than 3 years	2 weeks	3 weeks
3 years and less than 5 years	3 weeks	4 weeks
5 years and over	4 weeks	5 weeks

- 46.2 Employees may terminate employment by giving two weeks written notice or forfeiture of two weeks pay in lieu of notice.
- 46.3 An employee with more than 2 months service will upon termination of employment, on request, be given a certificate of service in writing. This document will contain information as to the nature and period of employment.
- 46.4 Nothing contained in this clause will affect ACON's right to dismiss an employee without notice for misconduct justifying summary dismissal.

47 ORGANISATIONAL CHANGE AND REDUNDANCY

47.1 Introduction of change

- (a) Where ACON has made a definite decision to introduce changes in production, program, organisation, structure or technology that are likely to have significant effect on employees of ACON it will notify the employees who may be affected by the proposed changes and the ASU.
- (b) "Significant effects" includes, but is not restricted to, termination of employment, major changes in composition, operation or size of ACON's workforce or in the skills required, the elimination or diminution of job opportunities, promotion opportunities or job tenure.

47.2 Provided that where this Agreement makes provision for alteration of any or all of the matters referred to herein, an alteration will be deemed not to have "significant effects".

47.3 Duty to discuss

- (a) ACON will discuss with the affected employees and the ASU the introduction of changes referred to in clause 47.1, the effect the changes are likely to have on employees and measures to avert or mitigate the adverse effects of such changes on employees, and will give prompt consideration to matters raised by the employees and/or the ASU in relation to the changes.
- (b) The discussion shall commence as early as practicable after a definite decision has been made by ACON to make the changes referred to in 47.1(a).

- (c) For the purposes of such discussion ACON will provide to employees concerned and the ASU all relevant information about the changes including the nature of the changes proposed, the expected effects of the changes on employees and any other matters likely to affect employees provided that ACON will not be required to disclose confidential information the disclosure of which would adversely affect ACON.
- (d) In the event of an employee's position being made redundant, and the employee(s) affected being retrenched as a result, a level of severance payments will be made to the employee(s) in accordance with the *Employment Protection Act 1982* as amended.

47.4 Discussions before termination

- (a) Where an employer has made a definite decision that they no longer wish the job the employee has been doing to be done by anyone, the employee may be terminated for redundancy.
- (b) An employee will not be terminated for redundancy without ACON first examining the possibility of alternative employment.
- (c) A period of annual leave, long service leave entitlement or leave without pay must be considered where continued employment is not immediately available but it is known that it will become available in due course.
- (d) Where alternative employment is not available an employee may be terminated as a result of a redundant position.

47.5 Preferential employment

- (a) An employee whose position is proposed to be made redundant will be given preference when applying for a vacant position with ACON.
- (b) Clause 47.5(a) will not apply if the employee has been retrenched and received severance pay.
- (c) Clause 47.5(a) will only apply to employees with more than 12 months continuous service, other than casual employees.

47.6 Employee leaving during notice

A redundant employee may terminate their employment during the period of notice without loss of severance payments. The employee will not be entitled to payment for the notice period not worked.

47.7 Time off during notice period

An employee will be entitled to one day per week during the period of notice for the purpose of seeking alternative employment. If more than one day is required the employee must produce proof of employment-seeking activity.

47.3 Incapacity to pay

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Where ACON has insufficient funds to provide severance payments for a particular redundant position ACON can apply to the Industrial Relations Commission of NSW to seek exemption in whole or part from payment.

47.9 Provision of alternative employment

Where ACON is able to offer suitable alternative employment, no redundancy payment will be payable to the employees affected.

48 JOINT CONSULTATIVE COMMITTEE


All parties are committed to the re-establishment of a Joint Consultative Committee as a vehicle for consultation prior to decision making by management. ACON will provide adequate resources for the operation of the Joint Consultative Committee.

49 NO FURTHER CLAIMS

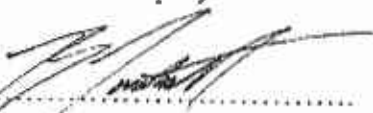
It is a term of this Agreement, that the ASU and employees undertake that they will not pursue any extra claim.

SIGNATORIES

Signed for and on behalf of the AIDS Council of New South Wales Inc.

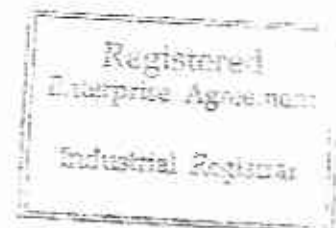
Signature:  Date: 29 August 2002
Name and occupation: STEVIE CLAYTON CEO

Signed for and on behalf of ACON employees:

Signature:  Date: 30 August 2002
Name and occupation: BEN TUNSTALL (YOUTH EDUCATION)
OFFICER

Signed for and on behalf of the Australian Services Union:

Signature:  Date: 2/9/02
Name and occupation: LUKE FOLEY SECRETARY



Schedule A - Acon Pay Rates - 1 July 2001 to 31 December 2002

Grade	Annual Salary	Annual Cash Component	Annual Fringe Benefit	Annual Leave Loading	Annual Super-annuation	Cash Salary per Fortnight	Fringe Benefit per Fortnight	Casual Hourly Rate
1 a	\$ 23,463.00	\$ 23,463.00	\$ -	\$ 315.85	\$ 2,111.67	\$ 902.42	\$ -	\$ 16.06
1 b	\$ 23,608.00	\$ 23,608.00	\$ -	\$ 317.80	\$ 2,124.72	\$ 908.00	\$ -	\$ 16.16
1 c	\$ 24,481.00	\$ 24,481.00	\$ -	\$ 329.55	\$ 2,203.29	\$ 941.58	\$ -	\$ 16.76
1 d	\$ 25,116.00	\$ 25,116.00	\$ -	\$ 338.10	\$ 2,260.44	\$ 966.00	\$ -	\$ 17.19
2 a	\$ 25,610.00	\$ 25,610.00	\$ -	\$ 344.75	\$ 2,304.90	\$ 985.00	\$ -	\$ 17.53
2 b	\$ 26,305.00	\$ 26,305.00	\$ -	\$ 354.11	\$ 2,367.45	\$ 1,011.73	\$ -	\$ 18.01
2 c	\$ 26,811.00	\$ 26,811.00	\$ -	\$ 360.92	\$ 2,412.99	\$ 1,031.19	\$ -	\$ 18.36
2 d	\$ 27,755.00	\$ 27,755.00	\$ -	\$ 373.63	\$ 2,497.95	\$ 1,067.50	\$ -	\$ 19.00
3 a	\$ 28,570.00	\$ 28,570.00	\$ -	\$ 384.60	\$ 2,571.30	\$ 1,098.65	\$ -	\$ 19.56
3 b	\$ 29,369.00	\$ 29,369.00	\$ -	\$ 395.35	\$ 2,643.21	\$ 1,129.58	\$ -	\$ 20.11
3 c	\$ 30,173.00	\$ 30,173.00	\$ -	\$ 405.18	\$ 2,715.57	\$ 1,159.50	\$ -	\$ 20.66
4 a	\$ 31,027.00	\$ 31,027.00	\$ -	\$ 417.67	\$ 2,792.43	\$ 1,193.35	\$ -	\$ 21.24
4 b	\$ 31,935.00	\$ 31,965.00	\$ -	\$ 430.30	\$ 2,876.85	\$ 1,229.42	\$ -	\$ 21.88
4 c	\$ 32,962.00	\$ 32,962.00	\$ -	\$ 443.72	\$ 2,966.58	\$ 1,267.77	\$ -	\$ 22.57
4 d	\$ 33,974.00	\$ 33,974.00	\$ -	\$ 457.34	\$ 3,057.66	\$ 1,306.69	\$ -	\$ 23.26
5 a	\$ 36,628.00	\$ 36,628.00	\$ -	\$ 493.07	\$ 3,296.52	\$ 1,408.77	\$ -	\$ 25.08
5 b	\$ 37,783.00	\$ 37,783.00	\$ -	\$ 508.62	\$ 3,400.47	\$ 1,453.19	\$ -	\$ 25.87
6 a	\$ 39,265.00	\$ 20,928.00	\$ 12,564.80	\$ 528.57	\$ 3,533.85	\$ 804.92	\$ 483.26	
6 b	\$ 40,414.00	\$ 21,553.50	\$ 12,932.48	\$ 544.03	\$ 3,537.26	\$ 828.98	\$ 497.40	
6 c	\$ 41,626.00	\$ 22,169.80	\$ 13,320.32	\$ 560.35	\$ 3,746.34	\$ 852.68	\$ 512.32	
7 a	\$ 48,925.00	\$ 28,387.00	\$ 14,090.00	\$ 658.61	\$ 4,403.25	\$ 1,091.81	\$ 541.92	
7 b	\$ 50,575.00	\$ 29,829.00	\$ 14,090.00	\$ 680.82	\$ 4,551.75	\$ 1,147.27	\$ 541.92	
7 c	\$ 52,284.00	\$ 31,276.00	\$ 14,090.00	\$ 703.82	\$ 4,705.66	\$ 1,203.00	\$ 541.92	
7 d	\$ 54,050.00	\$ 32,680.00	\$ 14,090.00	\$ 727.60	\$ 4,864.50	\$ 1,256.92	\$ 541.92	
8 a	\$ 54,879.00	\$ 33,353.00	\$ 14,090.00	\$ 738.76	\$ 4,939.11	\$ 1,282.81	\$ 541.92	
8 b	\$ 57,207.00	\$ 35,317.00	\$ 14,090.00	\$ 770.09	\$ 5,148.33	\$ 1,358.35	\$ 541.92	
8 c	\$ 58,957.00	\$ 36,755.00	\$ 14,090.00	\$ 793.65	\$ 5,303.13	\$ 1,413.65	\$ 541.92	
8 d	\$ 60,792.00	\$ 38,174.00	\$ 14,090.00	\$ 818.35	\$ 5,471.28	\$ 1,468.23	\$ 541.92	

Schedule B - acon Pay Rates - 1 January 2003 to 31 December 2003

Grade	Annual Salary	Annual Cash Component	Annual Fringe Benefit	Annual Leave Loading	Annual Super-annuation	Cash Salary per Fortnight	Fringe Benefit Fortnight	Casual Hourly Rate
Entry 1	\$ 22,780.00	\$ 22,780.00	\$ -	\$ 306.65	\$ 2,050.20	\$ 876.15	\$ -	\$ 15.60
Entry 2	\$ 23,463.00	\$ 23,463.00	\$ -	\$ 315.85	\$ 2,111.67	\$ 902.42	\$ -	\$ 16.06
Entry 3	\$ 24,401.00	\$ 24,401.00	\$ -	\$ 328.48	\$ 2,196.09	\$ 938.50	\$ -	\$ 16.71
Entry 4	\$ 25,521.00	\$ 25,521.00	\$ -	\$ 344.90	\$ 2,305.89	\$ 985.42	\$ -	\$ 17.54
Entry 5	\$ 27,158.00	\$ 27,158.00	\$ -	\$ 365.59	\$ 2,444.22	\$ 1,044.54	\$ -	\$ 18.59
Clerical 1	\$ 28,515.00	\$ 28,515.00	\$ -	\$ 383.86	\$ 2,566.35	\$ 1,096.73	\$ -	\$ 19.52
Clerical 2	\$ 29,369.00	\$ 29,369.00	\$ -	\$ 395.35	\$ 2,643.21	\$ 1,129.58	\$ -	\$ 20.11
Clerical 3	\$ 30,544.00	\$ 30,544.00	\$ -	\$ 411.17	\$ 2,748.96	\$ 1,174.77	\$ -	\$ 20.91
Clerical 4	\$ 32,071.00	\$ 32,071.00	\$ -	\$ 431.73	\$ 2,886.39	\$ 1,233.50	\$ -	\$ 21.96
Clerical 5	\$ 33,995.00	\$ 33,995.00	\$ -	\$ 457.63	\$ 3,059.55	\$ 1,307.50	\$ -	\$ 23.27
Officer 1	\$ 33,995.00	\$ 33,995.00	\$ -	\$ 457.63	\$ 3,059.55	\$ 1,307.50	\$ -	\$ 23.27
Officer 2	\$ 35,014.00	\$ 35,014.00	\$ -	\$ 471.34	\$ 3,151.26	\$ 1,346.39	\$ -	\$ 23.97
Officer 3	\$ 36,414.00	\$ 36,414.00	\$ -	\$ 490.19	\$ 3,277.26	\$ 1,400.54	\$ -	\$ 24.93
Officer 4	\$ 38,234.00	\$ 38,234.00	\$ -	\$ 514.69	\$ 3,441.06	\$ 1,470.54	\$ -	\$ 26.18
Officer 5	\$ 40,528.00	\$ 40,528.00	\$ -	\$ 545.57	\$ 3,647.52	\$ 1,558.77	\$ -	\$ 27.75
Officer 6	\$ 42,959.00	\$ 42,959.00	\$ -	\$ 578.29	\$ 3,866.31	\$ 1,652.27	\$ -	\$ 29.41
Senior Officer 1	\$ 39,234.00	\$ 18,800.00	\$ 14,090.00	\$ 528.15	\$ 3,531.06	\$ 723.06	\$ 541.92	
Senior Officer 2	\$ 40,434.00	\$ 19,844.00	\$ 14,090.00	\$ 544.30	\$ 3,639.06	\$ 763.23	\$ 541.92	
Senior Officer 3	\$ 41,934.00	\$ 21,396.00	\$ 14,090.00	\$ 564.50	\$ 3,774.06	\$ 822.92	\$ 541.92	
Senior Officer 4	\$ 43,834.00	\$ 23,348.00	\$ 14,090.00	\$ 590.07	\$ 3,945.06	\$ 898.00	\$ 541.92	
Senior Officer 5	\$ 46,134.00	\$ 25,544.00	\$ 14,090.00	\$ 621.03	\$ 4,152.06	\$ 982.46	\$ 541.92	
Co-ordinator 1	\$ 42,734.00	\$ 22,144.00	\$ 14,090.00	\$ 575.27	\$ 3,846.06	\$ 851.69	\$ 541.92	
Co-ordinator 2	\$ 44,234.00	\$ 23,696.00	\$ 14,090.00	\$ 595.46	\$ 3,981.06	\$ 911.38	\$ 541.92	
Co-ordinator 3	\$ 46,434.00	\$ 25,896.00	\$ 14,090.00	\$ 625.07	\$ 4,179.06	\$ 996.00	\$ 541.92	
Co-ordinator 4	\$ 48,934.00	\$ 28,344.00	\$ 14,090.00	\$ 658.73	\$ 4,404.06	\$ 1,090.15	\$ 541.92	
Co-ordinator 5	\$ 52,000.00	\$ 30,994.00	\$ 14,090.00	\$ 700.00	\$ 4,660.00	\$ 1,192.06	\$ 541.92	
Professional 6	\$ 54,000.00	\$ 32,862.00	\$ 14,090.00	\$ 726.92	\$ 4,860.00	\$ 1,257.00	\$ 541.92	
Professional 7	\$ 56,000.00	\$ 34,318.00	\$ 14,090.00	\$ 753.85	\$ 5,040.00	\$ 1,319.92	\$ 541.92	

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Schedule C – 1.1.03 CLASSIFICATION STRUCTURE AND COMPETENCIES

1. Entry

(a) Duties for this level would typically include but are not limited to

- (i) Basic 3rd party intervention;
- (ii) Stocking venues to order;
- (iii) Administrative tasks under instruction;
- (iv) Relief Reception.

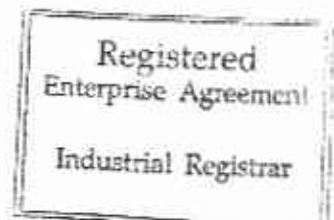
(b) Competencies and expected minimum level of competency would include:

Competencies	Level
Systems Skills	Entry
Community/Client Awareness	Entry
Communication Skills	Entry
Teamwork/Collaboration	Entry/Learning
Project Management	Entry
Negotiation	Entry
Organisational Awareness	Entry
Work Management	Entry
Practical Learning	Learning
Technical Professional Knowledge	Entry
Information Monitoring	Entry
Meetings	Entry/Learning

2. Clerical

(a) Duties for this level would typically include but are not limited to

- (i) Use of internal systems;
- (ii) Follow internal processes;
- (iii) Administrative tasks;
- (iv) Basic client interactions.



(a) Competencies and expected minimum level of competency would include:

Competencies	Level
Systems Skills	Learning/Competent
Community/Client Awareness	Learning
Communication Skills	Entry
Teamwork/Collaboration	Learning/Competent
Project Management	Entry
Negotiation	Entry
Organisational Awareness	Learning
Work Management	Learning
Practical Learning	Learning/Competent
Technical Professional Knowledge	Learning/Entry
Information Monitoring	Learning
Meetings	Learning

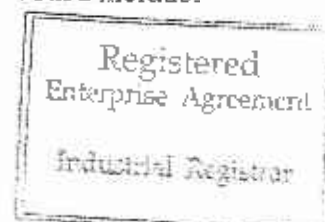
3. Officer

(a) Duties for this grade would typically include but are not limited to

- (i) Limited knowledge of area of expertise;
- (ii) Reporting and monitoring duties;
- (iii) Development of expertise;
- (iv) General Client Support;
- (v) Deliver to directives;
- (vi) General administration
- (vii) Collection, maintenance and reporting of data;
- (viii) Variety of functions in Branch.

(b) Competencies and expected minimum level of competency would include:

Competencies	Level
Systems Skills	Competent
Community/Client Awareness	Competent
Communication Skills	Competent/Learning



Teamwork/Collaboration	Competent/Experienced
Project Management	Learning/Competent
Negotiation	Learning
Organisational Awareness	Learning/Competent
Work Management	Competent
Practical Learning	Competent
Technical Professional Knowledge	Competent
Information Monitoring	Competent
Meetings	Learning/Competent

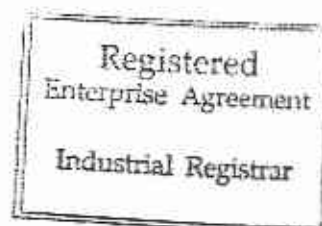
4. Senior Officer

(a) Duties for this level would typically include but are not limited to

- (i) Co-ordinate volunteers/staff
- (ii) Primary responsibility for Client Care
- (iii) Co-ordinate functional activities
- (iv) Monitor and report against business plan
- (v) Collection and recording of data
- (vi) Referral to specialist/professional
- (vii) Generalist knowledge and application in area of expertise

(b) Competencies and expected minimum level of competency would include:

Competencies	Levels
Systems Skills	Competent/Experienced
Community/Client Awareness	Competent
Communication Skills	Experienced/Competent
Teamwork/Collaboration	Experienced
Project Management	Experienced
Negotiation	Competent
Organisational Awareness	Experienced
Work Management	Experienced
Practical Learning	Competent
Technical Professional Knowledge	Competent/Experienced



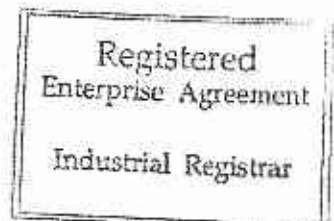
6. Professional

(a) Duties for this level would typically include but are not limited to

- (i) Assessment of Clients needs;
- (ii) Develop appropriate Client plans;
- (iii) Deliver Client services according to individual plans;
- (iv) Maintain confidential databases/files;
- (v) Analysis of data and reporting;
- (vi) Feedback of current client trends to those developing/reviewing programs.
- (vii) Qualifications or significant specialised training

(b) Competencies and expected minimum level of competency would include:

Competencies	Level
Systems Skills	Competent
Community/Client Awareness	Experienced
Communication Skills	Expert
Teamwork/Collaboration	Experienced
Project Management	Experienced
Negotiation	Experienced/Expert
Organisational Awareness	Experienced
Work Management	Expert
Practical Learning	Expert
Technical Professional Knowledge	Expert
Information Monitoring	Expert
Meetings	Competent



7. Manager

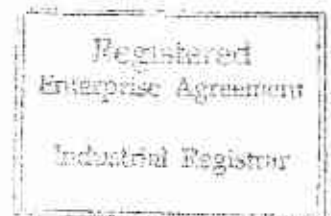
(a) Duties for this level would typically include but are not limited to:

- (i) Multi-focus for areas of organisational strategy
- (ii) Planning, developing and implementing
- (iii) Unit management

- (iv) Team/HR Management
- (v) Technical expertise/leadership
- (vi) External relationship management/committee representation
- (vii) Participation in cross organisational management and strategy

(b) Competencies and expected minimum level of competency would include:

Competencies	Levels
Systems Skills	Competent/Experienced
Community/Client Awareness	Expert
Communication Skills	Expert
Teamwork/Collaboration	Expert
Project Management	Expert
Negotiation	Expert/Experienced
Organisational Awareness	Expert
Work Management	Expert
Practical Learning	Experienced/Expert
Technical Professional Knowledge	Experienced/Expert
Information Monitoring	Expert
Meetings	Experienced/Expert

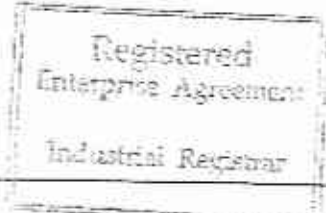


COMPETENCIES

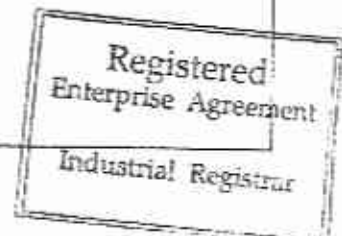
Competency Type	Competency Description	Entry	Learning	Competent	Experienced	Expert
	<p>System Skills</p> <p>Ability to operate and manipulate required software packages to produce required results</p>	<p>Type quickly and accurately</p> <p>Understand or be able to teach the use of organisational systems</p>	<p>Ability to use major software packages</p> <p>Capacity to learn more complex features (eg. mail merge, databases)</p>	<p>Type lengthy and complex correspondence reports accurately and accurately</p> <p>Use a range of features of major software packages effectively</p> <p>Understand and utilize systems for management of information</p>	<p>Generate high level complex reports or manage software using complex information and diverse applications</p> <p>Use special features of standard software</p>	<p>Use the complex features of products and integrate multiple applications</p>
<p>People Skills</p>	<p>Customer-Client Awareness</p> <p>Ability to understand and respond to the needs of clients, communities and stakeholders to achieve organisational goals.</p>	<p>Listen and empathise with clients</p> <p>Understand the Client</p> <p>Follow through on Client requests</p>	<p>Acquire knowledge and expectations</p> <p>Have basic knowledge of processes/steps to build and maintain partnerships</p> <p>Understand that the social context of clients and communities is relevant to service delivery</p> <p>Understanding of assessment procedures</p> <p>Make appropriate referrals to clients or stakeholder within defined limits</p> <p>Apply process/steps to build/maintain partnerships</p> <p>Support agreed actions</p> <p>Respond promptly to requests from others</p>	<p>of good understanding of how the social context of own client relationships impacts on service delivery</p> <p>Able to undertake needs assessment of clients consistently</p> <p>Able to manage ordinary complex assessments and negotiations of clients and stakeholders</p> <p>Structure interactions towards constructive outcomes</p> <p>Apply process/steps to build and maintain partnerships</p> <p>Adjust interpersonal style to meet group goals</p> <p>Confirm agreements on proposed actions/issues</p> <p>Consider effect of solutions for partners</p> <p>Correct problems promptly and non-defensively</p> <p>Use effective questioning techniques</p>	<p>Comprehend the complex nature of working relationships</p> <p>Collaboratively develop solutions.</p> <p>Ability to undertake or design and complex assessments and negotiations results</p> <p>Establish shared goals</p> <p>Influence partner relationships to justify planned actions to achieve intended outcomes</p> <p>Consider partners' signals and needs when planning actions</p> <p>Ensure partnership also meets ACON's goals</p>	<p>Proactively develop relationships with stakeholders by making efforts to listen and understand both internal and external needs</p> <p>Design and, design and implement complex assessments and results to drive organisational strategy</p> <p>Use a long term perspective to influence the outcomes</p> <p>Trade off immediate cost for long term benefit if necessary</p> <p>Know how goals/process and environment impact on partnership and stakeholders</p> <p>Use existing relationships to develop new goals and outcomes for success</p>

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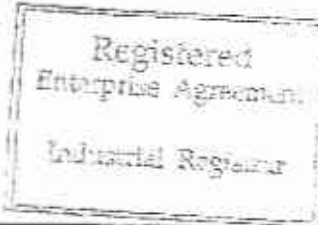
Competency Type	Competency Description	Entry	Learning	Competent	Experienced	Expert
	<p>Communication Skills</p> <p>Ability to effectively convey information using the appropriate communication medium for the audience (i.e. organise and structure information, use correct grammar, language and terminology)</p>	<p>Complex routine forms and documents requiring basic information that will be checked by others</p> <p>Follow written and verbal instructions to complete routine work</p> <p>Use appropriate grammar and workplace terminology in both written and oral communication</p> <p>Communicate in a polite and respectful manner in all interactions</p>	<p>Communicate orally and in writing with clients and staff</p> <p>Use words that clearly convey intended messages</p> <p>Interpret information from clients and staff appropriately</p> <p>Check accuracy of own written correspondence</p> <p>Communicate in a way appropriate to the formality of the situation</p>	<p>Include active listening techniques</p> <p>Focus on the point of communication</p> <p>Avoid the inappropriate use of technical jargon and use vocabulary appropriate to the audience</p> <p>Present information in a manner that catches the attention of and holds the interest of the audience</p> <p>Organise written information in a logical and effective manner</p> <p>Produce reports for internal audiences</p>	<p>Communicate new ideas or problem solutions to clients and staff in situations where there are no clear guidelines</p> <p>Take responsibility for the quality of own and others' communications skills and knowledge</p> <p>Present complex controversial issues/problems in a clear and unambiguous manner</p> <p>Where appropriate, convey and edit specific terminology and concepts in everyday language</p> <p>Produce reports for publication to external audiences</p>	<p>Communicate orally and in writing in a wide range of situations, these communications are generally future or strategically oriented and have an impact on the outcomes of large areas of the organisation</p> <p>Plan and implement a communication strategy using various formats to express strategies in a logical and persuasive manner</p> <p>Take responsibility for high profile campaigns and literature, be accessible to communicate in high level political forums.</p>
<p>Teamwork/Collaboration</p> <p>Ability to work effectively with team or work group to achieve goals.</p>	<p>Work effectively with team/work group</p> <p>Keep own tasks for a work group up to date</p> <p>Offer assistance to others</p> <p>Express appreciation to others</p>	<p>Volunteer ideas freely</p> <p>Support group decisions</p> <p>Contribute to the consensus</p> <p>Contribute to support building</p>	<p>Put group goals ahead of individual goals</p> <p>Build on others' ideas</p> <p>Contribute to win/accept consensus</p> <p>Work effectively with team/work group to accomplish goals</p> <p>Understand the needs of others in the team by asking what their expectations are</p>	<p>Take actions that respect the needs and contributions of others</p> <p>Publicly credit others who have performed well</p> <p>Consider others' difficulties and offer assistance</p> <p>Communicate to others that their concerns will be addressed</p> <p>Discuss the consequences of taking action to implement a solution</p>	<p>Build networks with alliances to support major goals</p> <p>Put organisation goals ahead of individual/team goals</p> <p>Use complex strategies to appropriate organisational effectiveness, eg. sharing of resources and information to solve mutual problems</p>	



Competency Type	Competency Description	Entry	Learning	Competent	Experienced	Expert
Knowledge/People Skills	<p>Project Management</p> <p>Ability to contribute to the achievement of organisational projects</p>	<p>Carry out activities as instructed by members of the project management team</p> <p>Meet milestone or timetable deadlines as per the project outline</p> <p>Communicate issues before they cause project problems</p> <p>Suggest alternative courses of action to solve potential actual problems</p>	<p>Participate as a member of the project team</p> <p>Identify points of disagreement</p> <p>Seek assistance or advice in an attempt to progress discussions</p> <p>Identify other party in negotiation</p> <p>Understand all parties positions</p> <p>State opinions firmly in an attempt to influence others</p> <p>Explore alternative courses of action to address objections</p> <p>Address objections to focus on desired result</p>	<p>Develop project plans taking into account the stated need and stakeholder expectations</p> <p>Identify problems or opportunities which may impact the project</p> <p>Define decision criteria in order to progress the project</p> <p>Manage the members of the project team in order to complete milestones according to timetable deadlines</p>	<p>Coordinate projects from analysis of needs and within strategic plan</p> <p>Ensure appropriate cross-functional buy-in and making decisions</p> <p>Manage a range of projects ensuring that potential conflicts and competition for resources are avoided</p>	<p>Play a key role to establish strategic priorities</p> <p>Review potential projects and institute a point of decision and making around priorities</p> <p>Ensure the continued alignment of organisational initiatives and strategic intent</p> <p>Manage the project implementation</p>
Negotiation	<p>Ability to explore alternatives to reach agreements that are supported by all parties.</p>	<p>Gain knowledge of negotiation process</p> <p>Refrain from pressuring others when attempting to influence them</p>	<p>Identify points of disagreement</p> <p>Seek assistance or advice in an attempt to progress discussions</p> <p>Identify other party in negotiation</p> <p>Understand all parties positions</p> <p>State opinions firmly in an attempt to influence others</p> <p>Explore alternative courses of action to address objections</p> <p>Address objections to focus on desired result</p>	<p>Gain working knowledge of the negotiation process</p> <p>Explore needs concerns and positions of the other parties</p> <p>Present alternatives</p> <p>Apply active listening skills</p> <p>Keep discussion focused on the issues</p> <p>Balance the needs of different personalities and viewpoints</p> <p>Accept challenge in issues without withdrawing or showing anger</p> <p>Continue to interact with others even during stressful situations</p>	<p>Understand alternatives and positions of the negotiation</p> <p>Understand the interests of the stakeholders</p> <p>Seek a win-win situation</p> <p>Apply problem resolution skills</p> <p>Ensure outcomes meet requirements of all parties</p> <p>Negotiate simple agreements such as for provision of goods and services</p>	<p>Gain advanced understanding of negotiation process, techniques and impact on stakeholders</p> <p>Ability to manage complex negotiations to reach mutual agreement between multiple parties each with their own agenda where leverage is limited</p> <p>Reach agreement through compromise</p> <p>Apply conflict resolution skills</p> <p>Assess risk of non-completion</p> <p>Balance the needs of all parties</p>



Competency Type	Competency Description	Entry	Learning	Competent	Experienced	Expert
	<p>Organisational Awareness</p> <p>Ability to use knowledge of the organisation to achieve work goals.</p>	<p>Understand the procedures, policies and formal structure of the organisation and how they impact upon own work environment.</p> <p>Good understanding of role of own work team and developing understanding of other work teams.</p> <p>Consider the organisation's policies and procedures when structuring activities to accomplish objectives.</p>	<p>Contribute to the design of organisational structures to solve business issues.</p> <p>Understand and use organisational structure to solve business issues.</p> <p>Good understanding of role of all work teams in organisation.</p> <p>Recognise the informal structure and scan the organisation.</p>	<p>Apply knowledge and understanding of the informal structure to get things done when formal structures do not work as well as desired.</p> <p>Detailed understanding of all work teams within the organisation and basic skills in working across teams.</p>	<p>Understand how various parts of the organisation interrelate and their different needs.</p> <p>Understand the potential impact of decisions on business and environment and what business can and cannot be achieved at various times and use this when making decisions.</p> <p>Lead and support process of internal organisational change processes and cultures.</p> <p>Ability to work across organisational teams to achieve specific organisational strategic goals.</p>	<p>Understand why the organisation succeeds/achieves its aims.</p> <p>Understand the underlying business issues/environment and what can and cannot be achieved at various times and use this when making decisions.</p> <p>Lead and support process of internal organisational change processes and cultures.</p>
<p>Work Management</p> <p>Ability to organise work for self/other/ others, monitoring progress and taking remedial action.</p>	<p>Follow established processes.</p> <p>Prioritise routine tasks with direct.</p> <p>Manage time effectively on a day to day basis.</p> <p>Estimate time needed to complete tasks and get scheduled activities.</p> <p>Seeks clarification when required.</p> <p>Complete all tasks.</p>	<p>Check own work, double check accuracy of information on work.</p> <p>Prepares own action plan that is consistent with the work unit's plan.</p> <p>Uses appropriate methods to monitor progress.</p> <p>Defines specific priorities among issues.</p> <p>Ask others whether information is correct.</p> <p>Act with higher degree of autonomy without supervision on own work tasks.</p>	<p>Identify and set key priorities.</p> <p>Determine own priorities consistent with business plan.</p> <p>Plans estimated times and schedules of activities.</p> <p>Assist management to identify and allocate resources.</p> <p>Design plans to address issues according to their priority.</p> <p>Check work outputs for accuracy and completeness.</p>	<p>Identify and allocate resources.</p> <p>Estimate and schedule activities.</p> <p>Monitor results to ensure that activities are managed efficiently.</p> <p>Evaluate issues to determine their urgency before committing time to them.</p> <p>Evaluate the urgency and importance of situations to establish reasonable time frames and dates for action.</p> <p>Monitor quality of own and others work.</p> <p>Check that procedures are being followed.</p>	<p>Establish strategic objectives and initiatives.</p> <p>Monitor projects against milestones/activities.</p> <p>Supervise development of project plans and delivery against plans.</p> <p>Monitor data, discover weaknesses or missing data.</p> <p>Identify issues impacting on delivery of strategy and implement corrective action.</p>	



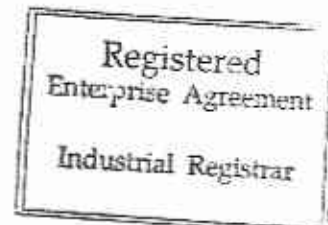
Competency Type	Competency Description	Entry	Learning	Competent	Experienced	Expert
	<p><i>Practical Learning</i></p> <p>Ability to assimilate and apply new knowledge quickly or facilitate others in their learning capabilities</p>	<p>Acquire skill by observing others</p> <p>Improve skill through practice as directed</p>	<p>Ask questions to obtain information</p> <p>Read about relevant topics</p> <p>Assess suitability of work methods and alter where necessary</p>	<p>Assimilate and apply new related information</p> <p>Apply new knowledge or skills quickly</p> <p>Apply insights from evaluation and critically reflect on own work</p> <p>Contributes to the evaluation and critical reflection of immediate colleagues</p>	<p>Evaluate own activities and learn from these for application to future activities.</p> <p>Take a leadership role in disseminating this knowledge across the organisation.</p> <p>Analyse and apply results from critical evaluation or practice experience to the development of organisational strategy</p> <p>Assist others to critically reflect on their work and its context</p>	<p>Evaluate strategies and learn from these for application to future activities.</p> <p>Take a leadership role in disseminating this knowledge across the organisation.</p> <p>Analyse and apply results from critical evaluation or practice experience to the development of organisational strategy</p> <p>Assist others to critically reflect on their work and its context</p>
	<p><i>Technical Knowledge</i></p> <p>Ability to obtain, use and critique technical knowledge in areas of expertise</p>	<p>Local procedures and apply them to routine or standard situations</p>	<p>Recognise exceptions and know where and how to get assistance</p> <p>Know when to apply a technical skill or procedure</p>	<p>Apply and interpret existing technical know to new situations quickly</p> <p>Ensure technical knowledge is up to date</p> <p>Keep current with new tools, methods and techniques that may impact the business</p> <p>Understand technical terminology</p>	<p>Use extensive knowledge to provide solutions to complex problems and opportunities while maintaining professional and technical standards</p> <p>Recommend new/modified practices/strategies to improve outputs</p> <p>Advocate the development of technical knowledge in others</p> <p>Take steps to maintain a deep understanding of key business issues and implications</p> <p>See applicability of current emerging technological solutions to the future needs of the business</p>	<p>Use extensive knowledge to provide solutions to complex technical/professional opportunities to improve while maintaining professional and technical standards</p> <p>Apply extensive knowledge to develop and innovate solutions</p> <p>Identify opportunities to apply new practices</p> <p>Recommend and implement new/modified practices and strategies to improve outputs</p> <p>Use into knowledge from a wide variety of sources to create a vision of the future and subsequent implications</p>

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Competency Type	Competency Description	Entry	Learning	Competent	Experienced	Expert
	<p><i>Information Monitoring</i></p> <p>Ability to identify, collect and review information for the use in tasks or projects</p>	<p>Know where to source information</p> <p>Organise information quickly and accurately to access pertinent information</p>	<p>Commence basic analysis of problem/issue</p> <p>Organise information, materials quickly and accurately access pertinent information</p> <p>Know how to sort and classify information to solve problem</p> <p>Consider all pertinent facts and alternatives</p>	<p>Detect existence of problems or opportunities</p> <p>Define decision criteria</p> <p>Ability to collect and interpret relevant research</p> <p>Relate and compare data from different sources</p> <p>Recognise and disregard important issues</p> <p>Develop alternative courses of action that are based on logical assumptions and factual information</p> <p>Consider all aspects of the issues</p> <p>Recognise implications of information that will affect the decision making process</p> <p>Perceive whether new information is relevant to the issues</p>	<p>Depth understanding of problems/issues and how they will impact on business</p> <p>Identify underlying issues of problems</p> <p>Identify trends</p> <p>Understand why the problem occurred</p> <p>Use and maintain systems/databases</p> <p>Ensure relevancy of information in the completion of projects and the management of an organisation or business unit</p> <p>Put preventative strategies in place</p> <p>Weight up consequences of actions to solve problems/issues</p> <p>Consult to most appropriate action after taking into account the resources, constraints and organisational values</p> <p>Ability to collect information from a range of sources and analyse implications</p>	<p>Design and implement processes to prevent and/or solve problems/issues within organisational constraints</p> <p>Identify cause and effect relationship of problems and their solutions</p> <p>Develop alternative strategies to proactively mitigate systematic problems/issues</p> <p>Develop frameworks/strategies for solving problems</p> <p>Determine organisational issues that may impact solutions</p> <p>Establish ongoing processes for collection and review of information necessary for the management of projects or an organisation, taking into account the skills, knowledge and experience of the individuals and the types of projects.</p> <p>Ability to apply information to the generation of research findings</p>



Competency Type	Competency Description	Entry	Learning	Competent	Experienced	Expert
	<p><i>Meetings</i></p> <p>Ability to participate in or conduct a meeting effectively using appropriate interpersonal styles and methodologies.</p>	<p>Follow action plans during meetings</p> <p>Offer input in meetings</p> <p>Seek additional information during meetings</p>	<p>Follow logical agenda in running a meeting</p> <p>Stimulate meetings by stating goals and objectives early in the meeting</p> <p>Prepare action plans for meetings</p> <p>Commit to follow-up items in meetings</p>	<p>Be flexible with agenda when required and make suggestions to improve procedures</p> <p>Achieve group agreement on process goals</p> <p>Gain clarity on a topic before moving on to another</p> <p>Control the pace of meetings</p> <p>Ensure that the most pertinent issues are tabled during meetings</p> <p>Conclude meetings within allotted time</p> <p>Produce/supervise production of accurate minutes and action items</p> <p>Use appropriate interpersonal styles and methods to reach a meeting's objective</p> <p>Use active listening skills</p>	<p>Use relationships effectively</p> <p>Act as advocate within meetings to achieve policy or organisational goals</p> <p>Chair regular meetings with external stakeholders</p> <p>Resource higher level committees as Secretariat</p>	<p>Anticipate issues and have strategies to overcome them</p> <p>Apply conflict resolution strategies</p> <p>Chair and organise high level meetings</p>



High cost country centres - accommodation expenses:

Country centre	\$	Country centre	\$
Broken Hill (NSW)	79.50	Kununurra (WA)	101.00
Broome (WA)	127.50	Launceston (Tas)	84.00
Christmas Island	90.00	Maria (SA)	80.00
Cocos (Keeling) Islands	100.00	Newcastle (NSW)	84.50
Dampier (WA)	79.00	Newman (WA)	107.50
Derby (WA)	84.50	Nhulunbuy (SA)	115.50
Devonport (Tas)	78.00	Norfolk Island	120.00
Exmouth (WA)	104.00	Paraburdoo (WA)	105.50
Gold Coast (Qld)	96.00	Pt Hedland (WA)	93.00
Halls Creek (WA)	86.00	Thursday Island	130.00
Horn Island	98.00	Tom Price (WA)	83.00
Jabiru (NT)	170.00	Weipa (Qld)	82.50
Katherine (NT)	81.50	Wilpena (SA)	92.00
Kalgoorlie (WA)	84.50	Wollongong (NSW)	94.00
Karratha (WA)	132.50	Yulara (NT)	321.00

Tier 2 country centres:

Country centre	Country centre
Albany (WA)	Griffith (NSW)
Alice Springs (NT)	Leeton (NSW)
Ballarat (Vic)	Maitland (NSW)
Bendigo (Vic)	Northam (WA)
Burnie (Tas)	Orange (NSW)
Cairns (Qld)	Port Lincoln (SA)
Camarvon (WA)	Roeburne (WA)
Geelong (VIC)	Wagga Wagga (NSW)
Gosford (NSW)	Wyndham (WA)

Registered
Enterprise Agreement
Industrial Registrar

Mileage

For the 2001-2002 income year, the per kilometre mileage rate as determined by the Australian Taxation Office is:

- Vehicle up to 1.6 litre 49.3 cents per km
- Vehicle 1.601 to 2.6 litre 59.0 cents per km
- Vehicle 2.601 and over 60.0 cents per km

