

**REGISTER OF
ENTERPRISE AGREEMENTS**

Registered
Enterprise Agreement

Industrial Registrar

ENTERPRISE AGREEMENT NO: EA98/265

TITLE: Greater Enterprise Agreement 1998

I.R.C. NO: 98/4506

DATE APPROVED/COMMENCEMENT: 11 September 1998

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VARIATION: New. Replaced EA94/173**

GAZETTAL REFERENCE:

DATE TERMINATED:

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COVERAGE/DESCRIPTION OF

EMPLOYEES: Applies to employees who are classified as non-graded employees and who are engaged under the Clerks (Permanent Building Societies) (State) Award

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1998 Greater Enterprise Agreement



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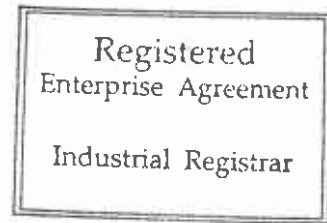
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1. AGREEMENT PHILOSOPHY

The overall philosophy of this Agreement is to facilitate the continued growth and development of the organisation and its employees.

It has long been the view of the Greater Building Society ("the Greater") that its success is dependent on the commitment and dedication of its employees. The provision of further education and training will ensure future opportunities are made available, providing a sound foundation to ensure the collective goals of the Greater and its employees are achieved.

It is important that this philosophy is maintained and continues to be part of an identifiable and visible aspect of the organisation's culture. Flexible rostering principles, defined career paths, quality training and the general enhancement of communication within the workplace will all form the basis to achieving a corporate culture of commitment and dedication of all its stakeholders.

2. GREATER MISSION STATEMENT AND CORPORATE OBJECTIVES

The Greater Building Society's Mission is to:

Foster a stable, prosperous and dynamic organisation, providing members with safe and competitive investment products managed to ensure a secure and rewarding return, together with an extensive range of loan products, with an emphasis on the provision of shelter to as many families as possible, in a friendly, challenging and equitable work environment, with all employees working together in pursuit of the Greater's corporate objectives and philosophies.

CORPORATE OBJECTIVES

- To achieve quality in all aspects of the organisation and its functioning,
- To assist as many members as possible acquire a home of their own, by providing financial accommodation tailored to their needs at competitive rates of interest,
- To provide members with safe and secure deposit products offering a competitive rate of return,
- To foster a productive, skilled workforce and create a rewarding and healthy work environment for employees,
- To maintain a level of profitability and performance that ensures the Greater exceeds the minimum prudential standards prescribed by legislation, and is able to continue servicing the needs of its members and employees
- To stay abreast of the latest developments in financial management and technology in providing the best possible standards of service and products for members,
- To take the services of the Greater to as many people as practicable through its retail branch network, Call Centre and other efficient means of service and product distribution,
- To actively participate in the communities in which the Greater operates, and to be a responsible, honest and worthwhile corporate citizen.

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3. GREATER STAFF EXPECTATIONS

- 3.1 The Mission Statement and Corporate Objectives provide the framework for the Greater in its day to day operations. The achievement of these objectives is reliant on the employees of the Greater and therefore it is the employees who provide the tangible outcomes that give substance to the Mission Statement.
- 3.2 To this end the achievement of the Mission Statement and Corporate Objectives requires that every employee recognises and ensures:
- a) The importance of not only the external customer but also the relationship of their fellow internal customers in meeting their needs.
 - b) Work areas are maintained in a professional and tidy state.
 - c) Personal presentation is in accordance with the guidelines as stated in clause 34.
 - d) The value and importance on not only core income streams are achieved but also those generated via ancillary products and services.
 - e) The training and development provided by the Greater is put into practice within the workplace.
 - f) An understanding of the importance and relevance of their designated role within the organisation and seek to excel in every aspect of that position.

4. PARTIES BOUND:

- 4.1 This Agreement shall be binding upon the Greater and all employees of the Greater.
- 4.2 This Agreement has been developed through a voluntary process of consultation and participation with all parties. This Agreement was not entered into under duress by any party to it. It reflects the ongoing commitment of the Greater and its employees to the delivery of quality goods/services and the creation of a rewarding and fulfilling working environment

5. REPRESENTATION:

- 5.1 This Agreement has been made between the Greater and the Employee elected Joint Consultative Committee, pursuant to the Industrial Relations Act 1996, which is the sole representative of the Employees.

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6. APPLICATION:

- 6.1 The Agreement, to the exclusion of all Orders, Awards or Industrial Agreements shall regulate the conditions of employment for all employees. The Agreement may be varied and or terminated in accordance with the Industrial Relations Act 1996 (as amended from time to time) or by agreement between the Greater and the Employees, evidenced by a vote taken in accordance with the provisions of the Industrial Relations Act, 1996.
- 6.2 Nothing in this Agreement limits the application to any employee of any of the provisions of the Employment Protection Act 1982, Annual Holidays Act 1944, the Long Service Leave Act 1955 or the parental leave provisions under Part 4, Division 1 of the Industrial Relations Act 1996.

7. TERM OF THE AGREEMENT

- 7.1 The term of this Agreement shall be for a period of 3 years from the date its registration pursuant to the Industrial Relations Act 1996.
- 7.2 Until the Agreement is either terminated in accordance with the provisions of the Industrial Relations Act 1996 or replaced by a further agreement between the parties, the provisions of this Agreement, or any variation, shall remain in force and shall continue to regulate the conditions of employment of all the employees.
- 7.3 The Greater in its commitment to the renewal and future renegotiation of the Enterprise Agreement will commence formal negotiations 6 months prior to the expiry of this Agreement with the objective of having a renegotiated agreement available for registration at the expiry of this Agreement. Any negotiated wage increase intended to take effect with the commencement of the next agreement will be backdated to the expiry date of this Agreement.

8. GENERAL CONDITIONS:

- 8.1 The base rates of pay detailed in Schedule A ensure no employee shall have his or her existing base hourly rate adversely affected.
- 8.2 Any personal position merit payment currently received by an employee will remain unchanged and will be in accordance with the provisions of clause 16.
- 8.3 All appropriate positions shall be graded, in the event of a graded position becoming vacant, the applicable graded wage will apply.
- 8.4 All permanent employees shall be paid on a weekly basis, calculated over a four week period.
- 8.5 The payment of wages for all employees shall be via a direct credit to the employee's account with the Greater.
- 8.6 The Greater will provide one Access account per employee, for their personal transaction use only, which will be exempt from FID and BADT and transaction charges.
- 8.7 In accordance with the Commonwealth Occupational Superannuation legislation the Greater shall pay the required employer's contribution, calculated with reference to the employee's base rate of pay into the nominated fund, that being the Greater Staff Superannuation Fund.

9. WAGE REVIEW:

- 9.1 Upon the registration of this Agreement, rates of pay as outlined in schedule A will become effective. Twelve months from the date of registration a 3% increase will be applied to the base rates of pay as listed in schedule A. At the expiration of a further 12 months, an additional 3% will be paid on the adjusted base rates of pay.
- 9.2 In formulating the initial base rates of pay and subsequent increases for the Agreement, consideration has been given to achievements in productivity and general market place conditions.
- 9.3 The Greater will guarantee that no graded employee shall fall below the applicable parent award wage. The parent award for the purposes of this Agreement is the Clerks' (Permanent Building Societies) (State) Award.
- 9.4 It is also acknowledged that any National or State Wage Case decision or Award variation handed down prior to the approval or during the life of this Agreement will be absorbed into the base rates of pay of this Agreement.
- 9.5 Those employees graded 7 and non-graded employees shall have their salary reviewed annually, with consideration to the employees' performance and the increases as provided in clause 9.1. Reviews shall be effective from the first of July.

10. FULL TIME EMPLOYEES:

- 10.1 Full time employees are those employees who work an average of 38 hours per week averaged over 52 working weeks, inclusive of 4 weeks annual leave.

11. PART TIME EMPLOYEES:

- 11.1 Part time employees shall be paid at an hourly rate equal to the appropriate weekly rate divided by thirty-eight.
- 11.2 Part time employees shall be employed for a minimum of 10 hours per week, with a minimum engagement of two hours per shift.
- 11.3 Unless otherwise agreed any incidental increase in the number of hours to be worked shall require the employee to be notified by 12 noon the preceding day. Any notice after this point will result in the shift being paid at overtime rates.
- 11.4 Unless otherwise agreed any incidental increase in the number of hours to be worked shall only be paid if the additional hours are worked or if the employee is not notified by 12 noon the preceding day that such work is no longer required.
- 11.5 Unless otherwise agreed in writing, one month's written notice shall be provided to the employee by the Greater in the event of a reduction or increase in the regular number of hours to be worked.

12. JOB SHARE:

- 12.1 The Greater acknowledges the benefits derived from a well structured "Job Share" arrangement and where possible and appropriate will facilitate such an arrangement.
- 12.2 For the purposes of this Agreement, Job Share will not be restricted solely to a full time position.
- 12.3 The provisions of Job Share arrangements will be in accordance with clause 11.
- 12.4 Hours of work must be suitable to all parties with each "sharer" responsible to relieve in the other's absence and job share hours shall be paid at the ordinary hourly rate for any additional time so worked (i.e. sick leave, annual leave etc.).
- 12.5 On resignation, parental leave or termination of one of the "sharers", the Greater shall seek to replace that person. The remaining job sharer will be consulted in seeking a suitable replacement. If a suitable replacement cannot be found the Greater may resume the position to a single employee.

13. CASUAL EMPLOYEES:

- 13.1 Casual employees shall be paid at an hourly rate equal to the appropriate weekly rate divided by thirty-eight, plus a 20 per cent loading and an additional one-twelfth annual leave provision.
- 13.2 The minimum engagement for a casual employee shall be two hours per shift.
- 13.3 Any casual employee requested to return to duty after their arranged finishing time will do so only with the his/her consent.

14. GRADING STRUCTURE:

- 14.1 Junior employees means those employees currently aged under the age of 21 years.
- 14.2 Junior employees shall be paid at a grade 1, as outlined in Schedule A.
- 14.3 The Greater reserves the right to pay individual employees in excess of the prescribed pay scales as outlined in Schedule A.
- 14.4 In the event of a position fundamentally changing in respect of either its accountability or primary responsibilities a written submission for the purposes of a grade review is to be provided by the applicable Line Manager to the Human Resources Manager, who in consultation with Senior Management will review the merits and implications of such a request.

All positions graded within the Greater shall be in accordance with the following guidelines:

GRADE 1 POSITION

Described as:

- o An employee who works under direct supervision with regular checking of progress.
- o Applies knowledge & skills to a limited range of tasks, products and procedures.
- o Usually work will be performed within established routines, methods & procedures that are predictable, and which may require the exercise of limited discretion.

In Summary:

The breadth and depth of knowledge is narrow and still developing. The person has basic practical skills that are still to be developed.

Application involves routine tasks still requiring supervision or guidance.

GRADE 2 POSITION

Described as:

- u An employee who may work under routine general supervision with intermittent checking.
- u Applies knowledge and skills to an expanded range of tasks, products and procedures. There is usually a limited complexity in the choice of actions required.
- u Work will usually be performed within established routines; methods & procedures and which may require the exercise of some discretion and minor decision making.
- u Will receive instructions on what is required on unusual or difficult features of the work and on the method of approach when new procedures are involved.
- u Is normally subject to progress checks which are usually confined to unusual or difficult aspects of the task
- u Has the knowledge and experience required to perform the duties usually without specific instructions but has assignments reviewed upon completion.
- u Has the necessary written and oral communication skills essential to their tasks.
- u Applies literacy and numeracy skills to more detailed tasks.
- u Demonstrates the importance of service and therefore the need to meet internal and external customer requirements.
- u May operate multiple pieces of office equipment, at least one to a high level of competence.
- u Has a basic knowledge of the Greater's products and services essential to their tasks.

In Summary:

The breadth, depth and complexity of knowledge and skills allow a person to perform a defined range of activities, most of which may be routine and predictable.

WAGES AND GRADING**GRADE 3 POSITION**

Described as:

- o An employee who has consolidated their basic job & product knowledge.
- o An employee who may work under limited supervision with checking related to some specific and overall progress.
- o Applies knowledge with depth in some areas and an expanded range of skills. They are often required to act within clear guidelines as set down by the Policy & Procedures Manual of the Greater.
- o Is required to demonstrate some discretion and judgement in their daily duties.
- o May be responsible for the work of others and may be required to co-ordinate such work.
- o Demonstrates to a high degree the importance of service and therefore the need to meet internal and external customer requirements.
- o Has a sound knowledge of the Greater's products and services essential to their tasks.

In Summary:

The breadth, depth and complexity of knowledge and skills allows a person to perform in a range of varied activities or knowledge applications where there is a defined range of contexts in which the choice of action required is usually clear.

Applications may include some complex or non-routine activities involving individual responsibility and collaboration with others in a group.

GRADE 4 POSITION

Described as:

- o An employee who will demonstrate a complete understanding of the appropriate policies and procedures of the Greater.
- o Will be acknowledged as possessing the necessary skills and product/department knowledge to competently handle the majority of situations arising within their allocated workplace.
- o May still work under limited supervision, with checking related to only overall progress, but is more likely to be required to work without supervision with general guidance on progress and outcomes sought.
- o May be responsible for the work of others and who may be required to co-ordinate such work.
- o Is required to demonstrate greater discretion, judgement and competencies in their daily duties for both self and others.

In Summary:

The breadth, depth and complexity of knowledge and competencies allows the person to select, adapt and transfer skills and knowledge to new environments and providing technical advice and leadership.

Performance of a defined range of skilled operations, usually within a range of broader related activities involves known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

GRADE 5 POSITION

Described as:

- o An employee who may be required to work without supervision, with general guidance on progress and outcomes sought. This employee may be supervised by either managerial or professional staff.
- o Will be responsible, to some degree, for the planning and management of the work of own and that of others.
- o An employee who will assist in the smooth and efficient function of their workplace.
- o An employee who applies knowledge with depth in most areas and applies a broad range of skills to adapt to more complex situations, some of which may be highly specific. The employee may receive assistance with specific problems.
- o The employee will usually face a wide range of tasks, and the range and choices of action required will usually be complex, however usually within clear guidelines.
- o Is required to apply their knowledge and skills independently and is required to demonstrate greater discretion and judgement with routines, methods and procedures for both themselves and others.

In Summary:

The breadth, depth and complexity of knowledge and competencies covers a broad range of varied activities or application, in a wider variety of contexts, most of which are complex and non-routine. Leadership and guidance are involved when organising activities of self and others, as well as contributing to technical solutions of a non-routine nature.

Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices and provision of leadership and guidance to others in the application and planning of the skills.

GRADE 6 POSITION

Described as:

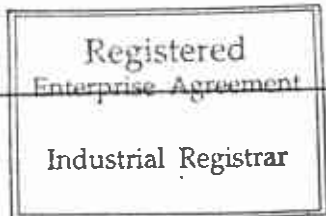
- An employee who may be required to work without supervision, with general guidance on progress and outcomes sought. This employee is directly responsible to managerial/professional staff.
- Is generally responsible for the planning and management of the work of others.
- Will ensure the smooth and efficient functioning of their workplace.
- Applies knowledge with depth in most areas and applies a broad range of skills to adapt to more complex situations, some of which may be highly specific. The employee may receive assistance with specific problems.
- Required to apply their knowledge and skills independently and to demonstrate greater discretion and judgement with routines, methods and procedures for both themselves and others. They will also be required to use independent initiative.

In Summary:

The breadth, depth and complexity of competencies involves a broad base incorporating theoretical concepts

The self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.

Applications involving participation in development of strategic initiatives, as well as personal responsibility and autonomy in performing complex technical operation and the organising of others.



GRADE 7 POSITION

Described as:

- o An employee who may be totally responsible for the planning and management of the work of others.
- o Applies knowledge with substantial depth in most areas with a broad range of skills to adapt to more complex situations, some of which may be highly specific and non-routine in their nature. The employee may receive assistance with specific problems from senior management.
- o An employee who must display judgement and initiative.

In Summary:

The breadth, depth and complexity covers planning and initiation of alternative approaches to skill or knowledge applications across a broad range of technical and management requirements, evaluation and co-ordination.

Competencies encompass command of a range of highly specialised applications.

Application involves self direction and autonomy in performing complex operations. May also involve the evaluation of information to forecast for planning purposes.

15. HIGHER DUTIES:

- 15.1 Subject to Clause 15.3 and 15.5 any graded employee required to perform the work of a non graded employee, shall be paid an allowance of \$100.00 per week.
- 15.2 Subject to clause 15.3 any graded employee required to perform the work of another graded employee in a higher position on a temporary basis, for a period not greater than 12 months, shall be paid at the base wage of the applicable grading to a maximum of \$100.00 per week.
- 15.3 Any graded employee required to perform only part of the work/responsibility of another graded employee in a higher position shall be paid an amount less than the base wage of the applicable position. This amount should be agreed with the employee prior to the employee taking responsibility, otherwise the provisions of clause 15.2 shall apply.
- 15.4 If an employee is deemed to be eligible for a higher duties allowance, formal notification is to be given by the line manager to the employee prior to the appointment, with a copy forwarded to the pay office, except in periods of extenuating circumstances.
- 15.5 A higher duty allowance will only apply for relief periods of a minimum duration of 3 working days and will be paid for the full time worked at the higher rate applicable. Relief for a period Friday, Saturday and Monday will count as three working days and allowance will be paid accordingly.

16. POSITION MERIT PAYMENT:

- 16.1 In addition to the base rates of pay as outlined in Schedule A, the Greater reserves the right to pay a positional merit payment to an employee who is deemed to be working in a specialized area.
- 16.2 There shall be no entitlement to receive any such payment. The payment may be withdrawn should the level of performance as specified by the relevant position description or as previously agreed between the employee and the Line Manager not be maintained. Failure to satisfy the requirements of the job description will have already been discussed with the employee in accordance with the provisions of clause 46 Performance Counselling Procedure.
- 16.3 All salary increases relating to promotion will absorb any pre-existing positional merit payments relating to the employee's previous position.

17. TRAINING AND ADVANCEMENT:

- 17.1 As part of the Greater's commitment to its employees, training and development opportunities for all staff will be provided. The training program has been designed to cover not only the core competencies required in the workplace but also provide for personal and career development.
- 17.2 Newly appointed employees will undergo an initial training and/or induction program that will provide them with the skills and knowledge to successfully perform the core competencies of the position.
- 17.3 Further to any initial training there will be a range of training available to support the career development of all staff. This training will be aligned to the skill levels required for graded and non-graded positions and formally recorded by the Human Resources Department in order to provide for promotional and career advancement.
- 17.4 Candidates for promotional opportunities will be sought from those employees who have attained the entry level skills for the position, with further merit given to those who have progressed beyond the base level requirement of their appointed position.
- 17.5 The Greater in its commitment to promote from within and in giving consideration to clause 17.4 will wherever possible advertise internally for all vacant graded positions with applications to be supported in writing.
- 17.6 It is understood that training can only be successful, if the commitment demonstrated by the parties to whom it will benefit is evident. To this end there may be times when employees will be required to undertake pre-course preparation in the form of reading or special assignments outside nominated rostered hours. Such time will be without pay.
- 17.7 The grading structure coupled with the ongoing development of in-house training programs will provide a basis for individual career progression.
- 17.8 Within the Branch network, a new employee recruited for the position of Member Service Officer will undertake an initial two-week training program and will be paid a probationary wage of a grade 1 for a period of three months.
- 17.9 Upon successfully completing the three-month probationary period, the employee will receive the wage of a grade 2.
- 17.10 On the employee's anniversary, the wage will be that of a grade 3.
- 17.11 Career progression will be dependant on not only the available positions but will be related to the respective training undertaken by the individual both internally and externally to the organisation and their demonstrated ability on the job.

SECTION B

WAGES AND GRADING

- 17.12 In giving consideration to clause 17.11, the career path could follow the line of Senior Branch Assistant grade 4 to Senior Lending Assistant grade 5 to Assistant Manager grade 6 and to first appointment Branch Manager grade 7.
- 17.13 It is important to note that the career path stated in clause 17.12 is not exclusive of positions within Head Office. Subject to the Greater's requirements employees will be encouraged to consider roles different roles within the organisation.

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18. ANNUAL LEAVE:

- 18.1 Full time employees shall be entitled to 152 hours paid leave per year (i.e. 38 hours x four weeks).
- 18.2 Part time employees shall be entitled to four weeks leave on a pro-rata calculation of the total hours worked in the previous year.
- 18.3 Leave is to be taken in one, two, three or four week blocks, equivalent to calendar weeks, to ensure wherever possible employees return to work on the first working day after leave is taken. Annual leave requested outside the above guidelines shall be on the basis of mutual consent between the Greater and the employee.
- 18.4 A loading at a rate of seventeen and a half per cent of the appropriate ordinary weekly rate of pay will be paid to the employee immediately prior to commencing their annual leave; but shall not include any allowances, penalty rates, shift allowances, overtime or any other payments prescribed by the Agreement.
- 18.5 Any employee who takes an annual holiday wholly or partly in advance shall be paid the applicable leave loading at the Greater's discretion.
- 18.6 Where the employment of an employee is terminated by the Greater for a cause other than serious and wilful misconduct, and at the time of the termination the employee has not been given and has not taken the whole of an annual holiday to which they became entitled, the employee shall be paid a leave loading calculated at the rate of seventeen and a half per cent.
- 18.7 All other provisions will be in accordance with the Annual Holidays Act, 1944.

19. RECREATIONAL LEAVE:

- 19.1 Providing a full time employee has completed one year of full time service, that employee will be entitled to two days recreation leave per year. Such leave shall be taken on days which are mutually agreed between the Greater and the employee. Recreation leave is non-cumulative and must be taken prior to the employee's anniversary date. Recreation leave replaces the bank holiday, and, if applicable, the half day show holiday.
- 19.2 Providing a part time employee has completed one year of part time service that employee will be entitled to pro rata recreational leave. The Recreation leave entitlement of part time employees will be determined with reference to the average ordinary hours worked in the preceding year. The additional recreational leave will be paid to part time employees upon the anniversary of their anniversary date. Recreational leave replaces bank holiday and, if applicable, any show holiday day.

20. SICK LEAVE:

- 20.1 Full time employees will be granted the equivalent of 38 hours sick leave (one week) in the first twelve months of employment. In the second and subsequent years full time employees may accrue 61 hours sick leave for each year of completed service part time employees may accrue the equivalent of 1 week's ordinary hours sick leave during the first 12 months of employment. In the second and subsequent years part time employees may accrue sick leave for an equivalent period based proportionately on their ordinary hours worked in the preceding year.
- 20.2 Subject to Clause 20.4 a maximum of three single day's absence within each employee's anniversary year will not require the employee to produce a medical certificate. Should there be any further sick leave taken, the employee shall be required to produce a medical certificate. Failure to produce a medical certificate when required may result in such time taken to be without pay. An employee may accumulate a maximum of ten single non-certificate days.
- 20.3 Subject to Clause 20.4 any sick leave of two or more consecutive working days or is either side of a public holiday will require a medical certificate to be produced. The Greater reserves the right for any period of sick leave taken to require the employee to produce a medical certificate. If a certificate is not produced leave may be without pay.
- 20.4 Any employee who accumulates a maximum of 300 sick leave hours shall only be required to produce a medical certificate for sick leave of three or more consecutive working days or where a sick day is taken either side of a public holiday or roster day.
- 20.5 If an Employee suffers a serious or incapacitating illness for a minimum period of 2 weeks whilst on annual leave and produces a medical certificate covering that period of illness, the Greater may at its discretion, treat such a period as sick leave and adjust the Employee's Annual Leave accordingly.
- 20.6 The Greater recognises the extended responsibilities of employees beyond the workplace, especially in relation to family members in the capacity of personal/carer's leave. In recognition of these responsibilities employees shall be able to produce a medical certificate for time lost as a result of leave taken for the purpose of personal/carer's leave for immediate family, which will be deducted from the employees accrued sick leave. Immediate family is as defined in clause 21.1. The Greater reserves the right to extend the definition provided in clause 21.1 and have any such sick leave to be without pay.
- 20.7 Notice of sick leave shall, wherever possible, be given prior to 8.30 am on the day on which the sick leave is to be taken. Where possible an estimated duration of the sick leave to be taken should also be advised at this time.
- 20.8 Probationary employees are not entitled to the provisions of sick leave however should employment be confirmed after the probationary period such an employee shall be entitled to the provisions as stated in clause 20.1 and if necessary paid accordingly for any sick leave taken.

LEAVE PROVISIONS**21. BEREAVEMENT LEAVE:**

- 21.1 Each employee shall be granted a minimum of two days Bereavement Leave in the event of the death of any member of the employee's immediate family, such leave shall be without deduction of pay. Bereavement Leave must be taken within a reasonable time of the Employee being made aware of the relative's death. Should additional leave be requested, the granting of such leave shall be dependent upon individual circumstances and such requests should be directed to the Human Resources Manager.

The Immediate Family shall include the following: -

- Spouse or Defacto Spouse
- Parent, Parent in law, Defacto spouse parent, Step-parent, Foster-parent or Legal Guardian
- Grandparent
- Child, Step-child, foster-child, grandchild
- Sibling, Step-sibling, Foster-sibling, Defacto sibling

22. PARENTAL LEAVE:

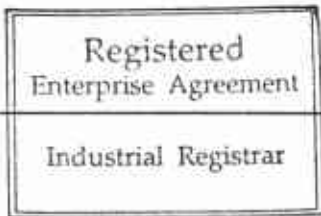
- 22.1 Parental Leave shall be granted in accordance with the provisions of the Industrial Relations Act, 1996. Maternity, paternity and adoption leave is granted on the basis that the leave is unpaid leave. Entitlement to such leave is available once an employee has completed 12 months continuous service. Continuous service is on the basis of either full time or part time however casual service is not included.
- 22.2 Under the provision of maternity leave the Greater requires the following:
- a) Employees are encouraged to give notice as soon as the pregnancy is confirmed however a minimum of 10 weeks' written notice is to be provided. The notice should advise the period of leave to be taken and an attached medical certificate stating the estimated date of confinement and the duration of leave sought.
 - b) The Greater may request that maternity leave commence not less than 6 weeks prior to the date of confinement. Or,
 - c) On provision of a medical certificate, the employee may work up to the date of confinement or date as specified on the medical certificate.
 - d) Where possible the Greater will endeavour to meet any special conditions noted in the medical certificate.

SECTION C

LEAVE PROVISIONS

Industrial Registrar

- 22.3 Under the provision for paternity leave, employees are eligible for leave in one or two periods. The total will not exceed 52 weeks in the following circumstances:
- (a) an unbroken period of up to one (1) week at the time of confinement of their spouse
 - (b) a further unbroken period of up to 51 weeks in order to be the primary care giver of a child provided that such leave will not extend beyond the child's first birthday. This entitlement will be reduced by any period of maternity leave taken by the employee's spouse and will not be taken concurrently with that maternity leave.
- 22.4 In accordance with the Parental Leave Act the employee must produce a medical certificate which names the employee's spouse, states that she is pregnant and the expected date of confinement or the date on which the birth took place.
- 22.5 In respect of the employee's return or otherwise to work after Maternity/Paternity Leave, the employee is to confirm his/her intentions by written notice to the Greater not less than four weeks prior to the expiration of the period of maternity/paternity leave.
- 22.6 Should the employee wish to extend the period to be not beyond the 52 week period, two weeks written notice is to be given to the Greater. Any further extensions will be via mutual consent.
- 22.7 Should the employee wish to shorten the original period they are required to give two weeks written notice and this will require the consent of the Greater.
- 22.8 Employees wishing to apply for adoption leave are required to produce documentation from an Adoption Agency or other appropriate body stating the presumed date of placement of the child with the employee. Alternatively an appropriate Government Authority confirming that the employee is to have custody of the child pending application for adoption will suffice.
- 22.9 On production of the documentation required an employee will be entitled to one or two periods of adoption leave, the total of which will not exceed 52 weeks, in the following circumstances:
- a) An unbroken period of up to three weeks at the time of placement of the child;
 - b) An unbroken period of 52 weeks from time of the child's placement in order to be the primary carer.



23. LONG SERVICE LEAVE:

- 23.1 Leave and other benefits shall be in accordance with the provisions of the Long Service Act, 1955.

- 23.2 Subject to the provisions of the Long Service Leave Act:
 - a) Employees will be provided with access to accrued long service leave after 10 years of service and thereafter on each fully completed year of continuous service.

 - b) Unless otherwise agreed, the taking of long service leave will be in blocks of 2 weeks up to a maximum of 4 blocks.

24. UNPAID LEAVE:

- 24.1 Unpaid leave will be subject to the Greater's discretion and must be approved by Senior Management prior to the leave being taken.
- 24.2 Any request for unpaid leave is to be forwarded in writing to the Human Resources Manager. Each case will be assessed on its merits. Factors for consideration will include length of service, attendance record, job performance, length of unpaid leave the employee has requested and the effect this will have on staffing requirements within the organisation.
- 24.3 Whilst on unpaid leave all benefits such as sick, annual and long service leave will not accrue.

25. JURY DUTY:

- 25.1 An employee shall notify the Greater as soon as possible of the date upon which they are required to attend for jury service.
- 25.2 A full time or part time employee required to attend jury service during ordinary working hours shall continue to be paid by the Greater for any such attendance.
- 25.3 The employee shall provide attendance records and evidence of the amount received in respect of such jury service. Any monies received by the employee shall be reimbursed to the Greater, with the exception of travelling and meal allowances.

26. WORKERS COMPENSATION:

- 26.1 Leave and other benefits shall be in accordance with the Workers Compensation Act, 1987. (Refer clause 39.4)

27. PUBLIC HOLIDAYS:

- 27.1 Public holidays for full and part time employees shall include New Years Day, Australia Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day, Queen's Birthday, Eight Hour Day, Christmas Day and Boxing Day and any other day gazetted as a public holiday for the State.
- 27.2 If a public holiday falls while a full time employee is on a roster day, Annual Leave or Long Service Leave, an additional day will be added to their leave.
- 27.3 If a public holiday falls while a part time employee is on Annual Leave or Long Service Leave, an additional day's wage will be paid.
- 27.4 Any time worked on a Public Holiday shall be paid at double time.

28. ORDINARY HOURS

- 28.1 The span of ordinary hours, exclusive of meal breaks, shall not exceed an average of thirty-eight hours per week in a 152 hour cycle and shall operate between the hours of 6.00 am and 9.00 p.m. Monday to Sunday inclusive.
- 28.2 Employees who work within the Branch network will be provided with a rostered time of 10 minutes at the commencement of their shift and a further 5 minutes at the end of that shift for the purposes of cash handling. Any time worked outside the above provisions is to be in accordance clause 33.

29. SATURDAY ROSTER REVIEW AND MOBILE LENDING:

- 29.1 The Greater recognises the request by those employees who work a regular Saturday shift, outside that of the alternate Saturday roster to seek a review of the existing roster. As a show of commitment to the review, the Greater has developed a range of specialised training, which will facilitate the skill levels required. Furthermore the position of Senior Lending Assistant has been introduced to provide the infrastructure necessary for such a review. The position of Senior Lending Assistant will not only facilitate the roster review but also provide tangible recognition of the position and add a further dimension to the available career path within the Greater.
- 29.2 When considering this request, the Greater needs to review not only staffing levels but also the skills profile necessary to ensure a consistent standard of lending knowledge is maintained.
- 29.3 Any review of either the Manager's or Assistant Manager's roster will be undertaken in consultation with the respective Branches and Operations and Human Resources Departments.
- 29.4 The object of each review will be to ensure that prior to any rostering changes, each Branch is staffed with the appropriately skilled personnel in the Manager's or Assistant Manager's absence.
- 29.5 The Greater reserves the right to reverse any decision in relation to the Branch Manager's or Assistant Manager's Saturday roster and /or request additional Saturday work if deemed necessary at the Branch or elsewhere.
- 29.6 Upon completion of the review of the Saturday roster, and to ensure that lending opportunities are not missed, it is expected that from time to time Managers and Assistant Managers will be available to arrange appointments outside normal branch hours to accommodate member requirements.
- 29.7 The Managers and Assistant Managers will:
1. Be paid \$70.00 per loan approval for any loan after 6.00pm Monday to Friday and no other allowances or wage in respect of work performed will be paid.
 2. No loan interviews are to be booked in after 8.00pm.
 3. Prioritise loan interviews where possible, within normal rostered hours.

ROSTERING PRINCIPLES

29.8 Should the need arise for mobile lending, Managers and Assistant Managers will be rostered on for one week in a two month period. Should staffing restrictions limit the implementation of such a roster, agreed arrangements will be made on a case by case basis. The roster will provide for Managers and Assistant Managers to:

- 1) Be paid a standby allowance of \$100 per week
- 2) Receive a payment of \$70.00 per loan approval
- 3) Be provided with a mobile phone and laptop for the period of the roster.

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30. PENALTY PAYMENTS:

- 30.1 For any time worked on a Saturday an employee shall be paid a loading of 30 per cent of the employee's prescribed rate of pay.
- 30.2 For any time worked on a Sunday an employee shall be paid a loading of 50 per cent of the employee's prescribed rate of pay.

31. SUNDAY WORK:

- 31.1 The Greater currently operates its Call Centre on a Sunday and as stated in clause 30.2 a penalty payment is provided.
- 31.2 In the event of the Greater extending its current Sunday operations, full time employees would only be required to work one Sunday per month with the provision for 2 consecutive days off within the following week. Notification of one month would be provided to all full time employees required for a Sunday work.
- 31.3 The provisions outlined in clause 31.2 may only be waived via mutual consent and shall not apply to employees employed after the 1st of June 1994.

32. MEAL BREAKS:

- 32.1 Unless otherwise agreed no employee shall be required to work more than five hours without a meal break of not less than thirty minutes or not more than one hour.
- 32.2 Any employee required to work beyond 7.00pm will be entitled to a meal allowance of \$7.95.

33. OVERTIME:

- 33.1 Subject to clause 33.5 any hours worked in excess of an employee's nominated roster shall be paid at the rate of time and one half for the first two hours and double time thereafter.
- 33.2 Any time worked on a Public Holiday shall be paid at double time.
- 33.3 Each day's overtime will be calculated as a stand-alone.
- 33.4 In computing overtime, any time worked within the first 15-minute interval of overtime shall not apply. Any time worked in excess of the first 15 minutes shall be paid in 15-minute blocks.
- 33.5 Employees shall be able to take the equivalent time-off in-lieu of being paid any authorised overtime. Time in-lieu arrangements must be approved in advance of the overtime being worked. Time in-lieu will be recorded on the individual's payroll record, which must be taken within 1 month from the time being worked. Time in-lieu will only accrue to a maximum of 20 hours within any given month.
- 33.6 Any equivalent time-off in-lieu not taken within the period specified in clause 33.5 will be paid out.
- 33.7 Unless otherwise agreed in writing the provisions of this Clause (overtime) should not apply to grade 7 and non graded employees

34. UNIFORMS:

- 34.1 All Branch employees are required to wear a uniform and all Branch Managers are required to purchase a blazer. For all Head Office employees graded up to and including grade 7 a uniform is compulsory. Uniforms are optional for non-graded employees. However nominated non-graded employees will be required to wear a uniform. This will apply to those employees who work within Hamilton Branch or deal with Branch personnel and clientele of the Greater on a regular face to face basis.
- 34.2 For those non graded employees who elect not to wear the uniform, an appropriate code of business dress determined by management is to apply, and should this not be adhered to an individual employee may be directed to wear the corporate uniform.
- 34.3 Employees will contribute 30% of the cost price of uniforms to a maximum cost value of \$450 in an eighteen-month period. Any uniform requirements of an employee above the \$450 allowance is at the full cost of the item(s) purchased. Payment can be made via a signed direct debit authority over a period of 10 weekly instalments from the date that the garments are ordered. The \$450 allowance is non cumulative outside the 18 month period and applies on a per employee basis only. The amount of \$450 will be indexed as an average of any increase in the cost of the uniforms as charged to the Greater.
- 34.4 Uniforms will be issued (in accordance with Clause 34.3) to appointed personnel upon the successful completion of the training period.
- 34.5 The uniform is not to be worn as personal clothing.
- 34.6 Employees provided with a corporate wardrobe are to maintain the garments in accordance with the manufacturers instruction.
- 34.7 The replacement cost of lost or damaged uniforms will be borne by the employee.
- 34.8 Employees should strictly adhered to the following:
- (1) Non standard outer-garments are not to be worn in conjunction with the corporate wardrobe.
 - (2) The preferred standard of footwear for the female corporate wardrobe is a navy or black business like shoe with either a flat or medium heel. The preferred standard of footwear for the male corporate wardrobe will be and a black or tan business like shoe.
 - (3) Accessory items i.e. jewellery should be kept to a minimum to maintain a business like appearance.
 - (4) Garments within the corporate wardrobe are not to be altered.
 - (5) Skirt lengths should be positioned on or below the knee.

GENERAL

- 34.9 Uniform renewal will be on an 18 month basis. ~~Top-up orders can be placed at 9~~ months following the original issue. However consideration will be given to the individual circumstances for the placement of uniform orders outside of the prescribed intervals. Any additional costs incurred will be borne by the employee unless otherwise agreed.
- 34.10 Items of uniform purchased for the Greater within 6 months of an employees resignation or termination and providing they are returned in a undamaged and suitably laundered, will entitle the employee to a 30% reimbursement on the cost as incurred by the employee.

35. BRANCH CASHIERS ALLOWANCE:

- 35.1 The Branch Cashier Allowance will accrue on a weekly basis and shall be paid annually at the conclusion of the financial year. The basis of the allowance will be the current full-time rate of \$520 pa calculated in relation to the number of actual hours worked for both part time and casual employees.
- 35.2 The Branch Cashier Allowance is provided up to and including grade 5 Branch employees for the purposes of cash shortages only.
- 35.3 Grade 6 and above will be accountable for any accumulated shortages in excess of \$100.00 pa.
- 35.4 Any cash shortage outstanding at the time of termination or resignation shall be repaid in full by the employee at that time.
- 35.5 Cash shortages will be deducted from the employee's accrued allowance at the time of the shortage. Should the shortage be greater than the available accrued allowance a direct debit authority is to be signed, with an agreed time limit of up to a maximum of 10 weeks to repay. All shortages are to be repaid within the applicable financial year
- 35.6 Arrangements outside that of Clause 35.5 may be made by mutual agreement in cases of financial hardship.
- 35.7 Where an employee resigns or is terminated by the Greater for a cause other than serious and wilful misconduct the accrued cashier allowance at the time of termination will be paid to the employee.

GENERAL**36. TRAVELLING EXPENSES:**

- 36.1 Any employee who undertakes travel on a casual or incidental basis on behalf of the Greater shall be paid the appropriate fare or an allowance of 45 cents for any kilometre travelled. The distance upon which the travel expense will be calculated will take into account either the designated place of work or the employee's home address, whichever is appropriate.
- 36.2 Travel expenses for the position of Branch Manager and Assistant Manager will apply to any claim in excess of the first 30 kilometres travelled taking into consideration either the place of work or the employee's home address, whichever is appropriate.
- 36.3 In respect to clause 36.2 special consideration will be given to an employee who has incurred travelling expenses either as a result of attendance at specific training/operational meetings or where regular travel outside the local area has been required.
- 36.4 Where an employee is appointed to Branch relief and required to use his/her motor vehicle by the Greater on a regular basis, he/she shall be paid on a pro-rata basis an allowance of \$97.20 per week during such use.
- 36.5 When an employee graded up to and including Grade 6, in the course of their duty, is required other than in rostered working hours to go to any place away from their usual place of employment, he/she shall be paid all reasonable expenses actually incurred. In addition the employee shall be paid at the ordinary rate for half of any time occupied in travelling outside ordinary working hours which are greater than 45 minutes or in excess of their normal time travelled to their usual place of employment.

37. ANTI-DISCRIMINATION, AFFIRMATIVE ACTION AND EQUAL EMPLOYMENT OPPORTUNITIES:

- 37.1 The Greater will continue to work towards the achievement and maintenance of a discrimination and harassment free workplace, providing equity access to all training and career paths within the organisation.
- 37.2 The Greater recognises the right of every employee to equal employment opportunities and will continue to facilitate this objective. Entry into employment, selection for specific work and career progression will be determined on the basis of individual merit and the applicable criteria related to the effective performance of the work required.

SECTION E

GENERAL

- 37.3 The Greater and its employees respect and value the diversity of the workforce and will not discriminate on the basis of sex, race, religion, political persuasion, marital status, homosexuality, age, disability or transgender identity.
- 37.4 The Anti-Discrimination Act 1977 encompasses the area of sexual harassment and such harassment will not be tolerated. Any employee who feels that they have been subject to sexual harassment will have the right to lodge a complaint without fear of victimisation.
- 37.5 Complaints can be directed to either the employee's Line Manager or the Human Resources Manager and will be treated in accordance with the Greater's policy. All complaints are to be advised to the Human Resources Manager immediately upon receipt.
- 37.6 Any employee who is found to have engaged in sexual harassment can and may be dismissed. Such harassment includes unwelcome sexual advances, the request for sexual favours or engaging in unwelcome conduct of a sexual nature.

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38. FIRST AID ALLOWANCE:

- 38.1 The Greater shall pay employees a first aid allowance at the rate of \$6.60 per week where:
- (a) It is required by the Occupational Health and Safety Act; and
 - (b) The Employee has been appointed as the Occupational Health and Safety First Aid Officer at a particular place of work by the Greater; and
 - (c) The Employee holds the prerequisite qualifications.

39. OCCUPATIONAL HEALTH AND SAFETY:

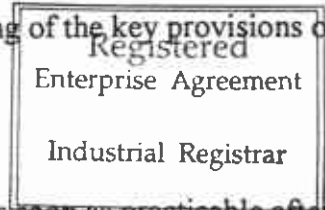
- 39.1 The Greater has and will continue to provide all its employees with a safe and healthy place of work. In maintaining this policy undertaking, the Greater will continue to make every reasonable effort in the areas of accident prevention and general hazard control within the workplace.
- 39.2 It is important to note that safety at work is both an individual and shared responsibility. The provision of specific training programs coupled with general policies and procedures provide a basis for the attainment of the policy position as stated in clause 39.1.

SECTION E

GENERAL

39.3 The Greater will continue to foster a positive relationship with its Workers Compensation insurer to the benefit of its employees. In respect to the return to work of an injured employee, an appropriately structured rehabilitation plan will be the mutual objective of both the Greater and the employee in an early return to work.

39.4 It is important that all employees have an understanding of the key provisions of the Worker's Compensation Act 1987 are listed below:



a) Notice of Injury (Section 88 & 89):

Notice of the injury should be given to the employer as soon as practicable after the injury happened and before the worker has voluntarily left the employment in which the worker was at the time of the injury.

The notice may be given orally, or in writing, to the employer, or any person designated for the purpose by the employer, or any person under whose supervision the worker is employed.

The notice shall give the name and address of the person injured and shall state in ordinary language the cause of the injury and date on which the injury happened.

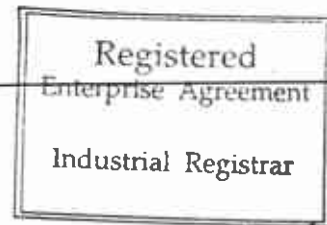
b) Claim for compensation (Section 92):

If compensation is claimed, the claim must be made within 6 months after the injury or accident happened, or in the case of death, within 6 months of death. However, the failure to make a claim within 6 months is not to be a bar to the recovery of compensation if the failure was occasioned by ignorance, mistake, absence from the State or other reasonable cause.

A claim for compensation must be made in writing and should be supported where appropriate by medical evidence. A claim for weekly compensation payments must be accompanied by a medical certificate in the prescribed form.

c) Worker's right to information (Section 270):

The worker is entitled to inquire of his or her employer the employer's name and address for the purpose of serving documents and the name and address of the employer's insurer.



d) Employer to take claims action (Section 93):

An employer is guilty of an offence under the Workers' Compensation Act 1987 if the employer:

- (1) fails to forward any claim for compensation or other documentation to the insurer within 7 days after receipt;
- (2) fails, within 7 days, to furnish an insurer with information requested of the employer and in the employer's possession or reasonable obtainable by the employer;
- (3) fails, as soon as practicable, to pay over compensation received from the insurer to the person entitled.

e) Worker to notify return to work etc. with other employer (Section 57):

A worker who is in receipt of weekly payments of compensation shall forthwith notify the person making those payments of:

- (1) the worker's commencing employment with some other person or in the worker's own business; and
- (2) any change in that employment that affects the worker's earnings.

f) Commencement of weekly payments (Section 102):

Weekly payments of compensation are to commence as soon as practicable (but not later than 21 days) after the claim is duly made. If liability for the claim is disrupted, the dispute must be referred to a Review Officer by forwarding claims documentation and a statement of the matters in dispute to the clerk to the Workers' Compensation Commissioners.

g) Review officers (Section 97):

A party to any dispute relating to the payment of compensation may request that the dispute be assigned to a Review Officer for conciliation.

In the case of a dispute as to the payment or continuation of payment of weekly compensation, a Review Officer will attempt to effect a conciliation between the parties. If the Review Officer is satisfied that a genuine dispute does not exist, the Review Officer may direct weekly payments to be made or resumed.

40. SMOKING POLICY:

- 40.1 All Greater motor vehicles, work stations, offices and branch premises are designated smoke-free. Smoking is not permitted within any of the Greater owned or leased premises.

SECTION E

GENERAL

- 40.2 Employees may only smoke in their lunch break and then only in the following designated areas:
- (a) Head Office personnel may utilise the open area adjacent to the staff room. Any person entering a designated smoking area does so at his or her own risk and in full knowledge of the possible effects of passive smoking.
 - (b) Branch employees whilst only permitted to smoke outside branch premises, are requested not to do so in close proximity to the branch entrance.

41. STUDY ASSISTANCE:

- 41.1 The Greater recognises the value associated with further training and education for both the employee and employer.
- 41.2 The employee must have prior approval from the Greater to be eligible for study assistance. Applications are to be forwarded to the Human Resources Department.
- 41.3 Any course undertaken must be approved by the Greater. Approval will be on the basis of course relevance to the Greater, the employee's present position and/or future positions.
- 41.4 Fee reimbursement will be made on successful completion of the respective term or year for which the fees were incurred and a 50% rebate shall be available for any compulsory textbooks.
- 41.5 Study leave will be granted for the exam's duration (if conducted within the employee's rostered hours) plus leave of 1.5 times the exam period. Study leave is to be taken within the week prior to the exam.

42. RESIGNATION OF EMPLOYMENT:

- 42.1 The Greater will require a minimum of two weeks written notification of resignation for all staff graded up to and including grade 4.
- 42.2 The Greater will require a minimum of three weeks written notification of resignation for all staff graded from grade 5 to grade 7.
- 42.3 The Greater will require a minimum of four weeks written notification of resignation for all non-graded staff.
- 42.4 The above notice periods can be waived by agreement.



SECTION E

GENERAL

- 42.5 The Greater may elect to pay an employee the unexpired portion of the employee's notice period in lieu of the employee working out his/her notice.

43. TERMINATION OF EMPLOYMENT:

- 43.1 The Greater will give a minimum of two weeks written notification of termination for all staff graded up to and including grade 4 or make payment in lieu of the employee having to work out such notice period.
- 43.2 The Greater will give a minimum of three weeks written notification of termination for all staff graded from grade 4 to grade 7 or make payment in lieu of the employee having to work out such notice period.
- 43.3 The Greater will give a minimum of four weeks written notification of termination for all non-graded staff or make payment in lieu of the employee having to work out such notice period.
- 43.4 The above notice periods may be waived by mutual agreement.
- 43.5 No notice needs to be given or payment made in lieu of notice in circumstances where termination is on the grounds of serious neglect of duties or misconduct. Grounds for instant dismissal include but are not limited to:
- (a) Misconduct
 - (b) Intentional breach of Greater's security
 - (c) Dishonesty or dishonest behaviour
 - (d) Working while intoxicated or under the effects of a prohibited drug .

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44. REDUNDANCY POLICY:

- 44.1 For the purposes of this clause 'continuous service' is defined as the period of unbroken productive service in any capacity. Periods of parental leave and any unpaid leave or breaks of service for less than two months do not disqualify an employee from having continuous service. Such absences do not count however towards the total employment period for the purposes of calculating the redundancy entitlement.
- 44.2 The provision set out below will apply to those employees with greater than one years continuous service and only in the event of a bona fide redundancy:

LENGTH OF CONTINUOUS SERVICE	UNDER 45 YEARS OF AGE	OVER 45 YEARS OF AGE
Less than 1 year	Nil	Nil
1 year but less than 2 years	4 weeks pay	5 weeks pay
2 years but less than 3 years	7 weeks pay	8.75 weeks pay
3 years but less than 4 years	10 weeks pay	12.5 weeks pay
4 years but less than 5 years	12 weeks pay	15 weeks pay
5 years but less than 6 years	14 weeks pay	17.5 weeks pay
6 years but less than 7 years	16 weeks pay	20 weeks pay

- 44.3 Following on from the above table in clause 44.2 any length of service greater than 7 years an employee will receive 2 weeks for each completed year of service up to a maximum of 40 weeks salary. Therefore an employee under the age of 45 years who has 10 completed years of service would be entitled to a redundancy payment of 24 weeks pay.
- 44.4 Any payment in lieu of notice will be in accordance with clause 43 and are additional to those prescribed in clause 44.2 and clause 44.3.
- 44.5 Any employee who has transferred between full time and part time employment will have their redundancy entitlement calculated on the actual time worked on a pro-rata basis using the employees current base salary.



SECTION E

GENERAL

45. GRIEVANCE PROCEDURE:

45.1 The Greater, in its commitment to quality employee relations, has formulated the following procedure. Any employee, who is in dispute with any matter arising from this Agreement or any other industrial matter, shall institute the following process:

- (1) The employee shall provide written notification to their immediate Branch or Department Manager/Supervisor as to the substance of the dispute and the remedy sought.
- (2) If the dispute remains unresolved after 3 working days of the initial written notification, it shall be referred to the Human Resources Manager. At this point, consultation with the applicable Senior Management will take place in an effort to seek an amicable solution/agreement and if desired, the employee may appoint a representative to assist in the process.
- (3) Either party may advise the N.S.W Industrial Relations Commission of the issue in dispute and seek a conference of the parties at any stage of the disagreement.

45.2 Without prejudice to either party, work is to continue whilst the complaint notification and discussion, as referred above is in progress.



46. PERFORMANCE COUNSELLING PROCEDURE:

- 46.1 The Greater and its employees share the common objective that the work environment should operate in the context of open communications, ensuring the continued maintenance of high quality employee and customer relations.
- 46.2 To ensure this objective is maintained the Greater has developed a mechanism of Performance Counselling to provide the parties the opportunity to address any areas of concern that impedes the objective of clause 46.1.
- 46.3 Prior to any formal documented proceeding the Line Manager is to take the opportunity to discuss the issue of concern with the employee on an informal basis to ensure both parties have a mutual understanding of the objectives to be achieved.
- 46.4 A follow up meeting of the parties is to be held within a period no greater than 4 weeks after the initial discussions to review agreed progress.
- 46.5 Should the desired progress and outcomes not be attained in the agreed timeframe formal documented proceeding are to be commenced.
- 46.6 The first documented account will contain the following points of information, which is to be forwarded to the Human Resources Manager and a copy to the employee:
- Date of discussion
 - Parties to the discussion
 - Issue of concern
 - Summary of discussion highlighting any possible alternatives or constraints in attaining the desired outcome.
 - Detail the specific action required by whom and by when, with reference to clause 46.3 should the specified action required not be achieved.
 - A follow-up meeting is to be specified.
 - The document to be signed by both parties.
- 46.7 In the event that the desired outcome is not achieved, a second meeting is to take place.
- 46.8 At the second formal meeting the employee may at this time request the attendance of another employee. A witness in addition to the Line Manager may also attend the meeting.
- 46.9 Should there be no significant improvement by the employee after the second meeting, the Greater will require the employee's performance to improve to the required standard within a further period of time (the Final Period). Should there be no improvement within the Final Period the employee's service can be terminated.

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SECTION E

GENERAL

47. CONFIDENTIALITY:

- 47.1 Each employee upon commencement with the Greater will sign a confidentiality agreement. This agreement is to ensure that the Greater and its members are protected from any unauthorised disclosure.
- 47.2 The confidentiality agreement requires the employee not to divulge to any person or Company any knowledge or information, except in the course of their proper dealings, which has been acquired in the course of their employment with the Greater.
- 47.3 The confidentiality agreement remains in place outside the employee's engagement with the Greater and as such the Greater will pursue all available options to ensure its compliance.



SECTION E

GENERAL

**SCHEDULE A
GRADING & WAGE TABLE**

GRADE	ON REGISTRATION		12 MONTHS		24 MONTHS	
	Weekly	Hourly	Weekly	Hourly	Weekly	Hourly
Grade 7 Full-time	654.00	17.2105	673.62	17.7268	693.83	18.2587
Grade 7 Casual		22.3736		23.0448		23.7362
Grade 6 Full-time	604.00	15.8947	622.12	16.3716	640.78	16.8626
Grade 6 Casual		20.6630		21.2830		21.9213
Grade 5 Full-time	554.00	14.5789	570.62	15.0163	587.74	15.4668
Grade 5 Casual		18.9525		19.5211		20.1068
Grade 4 Full-time	504.00	13.2632	519.12	13.6611	534.69	14.0708
Grade 4 Casual		17.2421		17.7594		18.2920
Grade 3 Full-time	479.00	12.6053	493.37	12.9834	508.17	13.3729
Grade 3 Casual		16.3868		16.8784		17.3847
Grade 2 Full-time	454.00	11.9474	467.62	12.3058	481.65	12.6750
Grade 2 Casual		15.5316		15.9975		16.4774
Grade 1 Full-time	414.00	10.8947	426.42	11.2216	439.21	11.5582
Grade 1 Casual		14.1631		14.5880		15.0256

The above weekly rates are based on a roster of thirty eight hours per week



GENERAL

Signatories to the Agreement


The Common Seal of the Greater Building Society,
Was affixed to this Agreement in accordance with
Its rules:



.....
Director.


.....
Corporate Secretary



This agreement is signed on behalf of the employees
of the Greater Building Society, by the Chairperson
and Secretary of the Joint Consultative Committee,
and it is declared that this Agreement was not
entered into under duress by any party to it.


.....
Chairman of the Joint Consultative Committee


.....
Secretary of the Joint Consultative Committee.

