

12250/05

DEPARTMENT OF POLICE AND PUBLIC SAFETY

INDUSTRIAL AGREEMENT

RADIO DISPATCH OPERATORS

RADIO DISPATCH SERVICES

OPERATIONS SUPPORT



1. TITLE

Radio Dispatch Operators (Department of Police and Public Safety)
Agreement 2005

2. SCOPE

This Agreement shall apply to all employees employed permanently or fixed term under the provisions of the *State Service Act 2000* in the Department of Police and Public Safety for whom classifications appear in this Agreement.

3. ARRANGEMENT

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4. DATE OF OPERATION

4.1 This Agreement shall operate from the first full pay period on or after 1 March 05 and will remain in force until 1 March 2008.

4.2 Parties to the Agreement will undertake a review and assessment of this Agreement no less than six (6) months prior to expiration.

5. RELATIONSHIP TO EXISTING PROVISIONS

This Agreement prevails over the *Police Departmental Employees Award* (S110), the *Administrative and Clerical Employees Award (A&C)* (S081) and



the *General Conditions of Employment Award* (S085) to the extent of any inconsistencies.

6. PARTIES AND PERSONS BOUND

This Agreement shall apply to and is binding on:

- (a) All employees in the Department of Police and Public Safety employed as Radio Dispatch Operator Trainees or Radio Dispatch Operators within Radio Dispatch Services.
- (b) The Community and Public Sector Union (State Public Services Federation Tasmania) Inc. referred to as the CPSU.
- (c) The Minister administering the *State Service Act 2000* as the employer.

7. DEFINITIONS

'Assessment' means assessment against competency standards agreed by the parties. Until such time as competency standards are agreed progression will be time based.

'Casual' means a person employed on an "as and when required" basis, frequently at short notice.

'Employee' means a person employed permanently or fixed term under the provisions of the *State Service Act 2000* as a Radio Dispatch Operator Trainee or Radio Dispatch Operator in Radio Dispatch Services.

'Normal Salary' means the salary at sub clause 8 – Salaries and excludes shift and penalty allowance in clause 13 of this Agreement.

'Non-24 Hour Rotational Shift Roster' means a roster that does not have a 24 hour per day and seven (7) days per week coverage but does involve employees on continuous rotating rosters involving day, afternoon and possibly night shifts including shifts on Sundays, Saturdays and public holidays and prescribes normal rostered hours which, under normal circumstances, include afternoon or night shift hours that are equal to or greater than eighty (80) hours over a five (5) week period.

'Overtime' is any hours worked outside and additional to the employee's usual hours of work.



'Regular Shift Worker' means an employee who works as part of a roster which involves regular night, afternoon and/or weekend and Statutory holidays shifts.

'24 Hour Rotational Shift Roster' means a roster providing a 24 hours per day and seven (7) days per week coverage and involves employees on continuous rotating rosters involving day, afternoon and night shifts and Sundays and Saturdays and prescribes normal rostered hours which, under normal circumstances, include afternoon or night shift hours that are equal to or greater than eighty (80) hours over a five (5) week period.

8. SALARIES

8.1 An employee shall subject to satisfying the requirements of this Agreement be paid:

	(A&C Award) equivalent	COLUMN A 01/12/04 \$	COLUMN B 01/12/05 \$	COLUMN C 01/12/06 \$
Radio Dispatch Trainee (Level 1)	Level 2 3 rd Year	33,382	34,550	35,759
Radio Dispatch Operator (Probation) (Level 2)	Level 3 1 st Year	34,773	35,990	37,249
Radio Dispatch Operator (Level 3)	Level 3 2 nd Year	35,487	36,729	38,014
	3 rd Year	36,219	37,486	38,798
	4 th Year	36,962	38,255	39,593
	5 th Year	37,726	39,046	40,412
Radio Dispatch Operator (Level 4)	Level 4 1 st Year	39,324	40,700	42,124
	2 nd Year	40,144	41,549	43,003
	3 rd Year	40,961	42,394	43,877
	4 th Year	41,781	43,243	44,765
	5 th Year	42,588	44,078	45,620

8.2 All increases shall be payable on and from the first full pay period on or after the date prescribed in 8.1

8.3 The salary rates prescribed in Columns A, B and C constitute increases provided for under the terms of the *Public Sector Unions Wages Agreement 2004*.



8.4 The salary rates will be subject to further Public Sector Union Wages Agreements and extensions however named that may succeed the Public Sector Unions Wages Agreements No 1 and No 2 of 2004 (T11449/2004 and (T11450/2004).during the life of this Agreement.

9. COMPETENCY ADVANCEMENT

Trainee Radio Dispatch Operator

9.1 A level of Trainee Radio Dispatch Operator (Level 1) will be established.

9.2 A training period of up to seven (7) weeks will be provided to the Trainee Radio Operator. Following assessment, further training will be provided to attain the competency to advance to Radio Dispatch Operator (Probationary) (Level 2). The salary level of Radio Dispatch Operator (Level 1) will be paid during the entire period of training.

Trainee Radio Dispatch Operator positions will not be operational for any purpose.

Radio Dispatch Operator (Probationary)

9.3 A level of Radio Dispatch Operator (Probationary) will be established.

9.4 An assessment period of six (6) months will apply from the commencement of training inclusive of seven (7) weeks prescribed in 9.2. Following supervisor assessment, further training will be provided to enable attainment of the competencies necessary for advancement to the position of Radio Dispatch Operator.

The salary level of Radio Dispatch Operator Level 2 will be paid during the assessment period and such further training period.

Radio Dispatch Operator (Level 3)

9.5 On attainment of competencies the Radio Dispatch Operator (Probationary) employee will be advanced to Radio Dispatch Operator (Level 3). Advancement within this level will, on each anniversary date, be subject to a conduct, diligence and efficiency incremental assessment.

9.6 After a 12 month period on the maximum salary rate prescribed for a Radio Dispatch Operator Level 3 the employer may initiate or the employee may request a competency assessment for the purpose of



considering suitability for advancement to Radio Dispatch Operator (Level 4) as appropriate.

Radio Dispatch Operator (Level 4)

9.7 On satisfactory assessment against competencies as a Radio Dispatch Operator (Level 3) an employee shall be advanced to Radio Dispatch Operator (Level 4). Those operators failing to pass this assessment may request a review by another assessor or request reassessment in the future.

9.8 Advancement within the Radio Dispatch Operator (Level 4) range will, on each anniversary date, be subject to a conduct, diligence and efficiency incremental assessment.

General

9.9 The employer may employ a person who is both suitably qualified and able to demonstrate skills as a Radio Dispatch Operator at an appropriate level within the Radio Dispatch Operator salary range.

9.10 In exercising the employment discretion outlined in 9.9, the employer will have regard to:

- (a) the employee's qualifications, competency levels and experience relative to the salary level proposed; and thereafter
- (b) shall ensure the employee's subsequent progression is on the same basis of the progression of other employees.

Training Responsibilities

9.11 Where an employee is required to have responsibility for the training of other employees for five (5) or more consecutive days, that employee will receive an allowance of the difference between the employees substantive salary rate under this Agreement and the salary rate prescribed for an employee classified at one level above their substantive level (1st year) of the *Administrative and Clerical Employees Award (SO81)*.

10. SECONDMENTS

10.1 Where an employee is seconded to another area the shift and penalty allowance applicable to that employee shall under clause 13 of this Agreement remain for a minimum period of three (3) months.

11. HOURS OF DUTY



11.1 The standard hours shall average 38 hours per week over the roster cycle.

The standard hours shall be:

(a) 7.6 hours per shift; or

(b) eight (8) to ten (10) hours per shift.

11.2 Any other hours per shift shall be agreed between the employer, the CPSU and the majority of employees in the affected work area.

11.3 Overtime is paid at the rate of double the normal salary rate for all time worked.

12. ROSTERS

12.1 All parties commit to develop and implement more flexible rosters to meet the business needs of Radio Dispatch Services, including establishment of requirements/standards associated with shifts that meet business demands.

12.2 Maximum Rostered Hours and Display of Rosters

12.2.1 A roster shall not provide in excess of 96 hours to be worked in a fortnight pay period.

12.2.2 The roster for each work area shall be displayed in a prominent and easily accessible place for all employees in the work area.

12.2.3 The roster shall be displayed for a minimum of four (4) weeks in advance of its operating.

12.3 Emergency Circumstances

A roster may be departed from in the following circumstances:

(a) a state of alert;

(b) a state of emergency;

(c) a state of disaster; or

(d) an unforeseeable emergency circumstance beyond the control of the employer.

12.4 Changes in an Individual's Roster



12.4.1 Employees may swap their rostered shift with another employee provided the other employee and the affected employees' supervisors agree to the swap.

12.4.2 Where an employee's rostered shift is changed without the consent of the employee or five (5) full calendar days notice (the notice period) has not been provided, the employee shall be entitled to, be paid double time for the substituted shift or substituted shifts worked during the notice period unless the roster has been departed from in accordance with 12.3.

12.5 Changes to Work Area Rosters

12.5.1 The employer shall give at least fourteen (14) days notice (the notice period) of a roster change in a work area, unless 12.3 applies or all employees in the area agree to the change.

12.5.2 If the above requirements are not met employees affected shall be paid double time for the substituted shift or substituted shifts worked during the notice period.

12.6 24 Hour Rotational Shift Workers

12.6.1 Shift Definitions

The following shift definitions shall apply:

- (a) Day shift is a shift commencing at or after 6.00 am and concluding at or before 6.00 pm.
- (b) Afternoon shift is a shift concluding after 6.00 pm and at or before 2.00 am.
- (c) Night shift is a shift commencing at or after 6.00 pm and concluding after 2.00am.
- (d) Saturday shift is a shift the major portion of which falls on that day.
- (e) Sunday shift is a shift the major portion of which falls on that day.

12.6.2 Maximum hours

- (a) Employees shall not work in excess of the following over a five (5) week cycle:



Shift Maximum Hours

Saturday and/or Sunday 55 hours within three (3) weekends over the five (5) week period ensuring two (2) full weekends off in the five (5) week cycle.

Afternoon shift (other than Saturdays and Sundays) 50 hours

Night Shift (other than Saturdays and Sundays) 44 hours

- (b) The maximum hours shall not include shifts where an employee has arranged a swap as allowed in 12.4.1 or the employee agrees to work shifts in excess of the above amounts.
- (c) For the purpose of calculating the maximum hours as prescribed above, afternoon shifts may be counted as night shifts.

12.6.3 Shift Sequences, Shift Sequence Changeovers and Breaks

- (a) Rotating shift rosters shall follow a regular sequence.
- (b) Night shifts shall be continuous during the sequence of shifts.
- (c) Where a changeover occurs between a sequence of shifts and between shifts during a sequence of shifts the minimum break between such shifts shall be twelve (12) hours.
- (d) The variation in starting times of a sequence of night shifts, afternoon shifts and day shifts over a roster cycle shall not exceed three (3) hours.

12.6.4 Rostered Days Off

- (a) Subject to 12.6.4(b), rostered days off shall be a minimum of two (2) consecutive days.
- (b) Rostered days off after a night shift sequence shall be a minimum of four (4) consecutive days.
- (c) A roster may change from a sequence of day shifts to a sequence of afternoon shifts without a rostered day off on the changeover provided the minimum break in 12.6.3(c) is provided.
- (d) A roster may change to or from a sequence of night shifts only when rostered days off are provided.

12.7 Shift Workers other than 24-Hour Rotational Shift Workers



12.7.1 Shift Definitions

The following shift definitions shall apply:

- (a) Day shift is a shift commencing at or after 6.00 am and concluding after 2.00am.
- (b) Afternoon shift is a shift concluding after 6.00 pm and at or before 2.00 am.
- (c) Night shift is a shift commencing at or after 6.00 pm and concluding after 2.00am.
- (d) Saturday shift is a shift the major portion of which falls on that day.
- (e) Sunday shift is a shift the major portion of which falls on that day.

12.7.2 Maximum Hours

- (a) Employees shall not work in excess of the following over a five (5) week cycle.

Shift Maximum Hours

Saturday and/or Sunday 55 hours within three (3) weekends over the five (5) week cycle ensuring two (2) full weekends off in the five (5) week cycle.

Afternoon Shift (other than Saturdays and Sundays) 50 hours
Night Shift (other than Saturdays and Sundays) 48 hours

- (b) The maximum hours shall not include shifts where an employee has arranged a swap as allowed in 12.4.1 or the employee agrees to work shifts in excess of the above amounts.
- (c) For the purposes of calculating the maximum hours prescribed above, afternoon shifts may be counted as night shifts.
- (d) Employees shall not work in excess of the following over a ten (10) week cycle.

Shift Maximum Hours

Saturday and/or Sunday 110 hours over a ten (10) week cycle ensuring four (4) full weekends off in a ten (10) week cycle.

Afternoon Shift 100 hours Night Shift 96 hours

12.7.3 Shift Sequences, Shift Sequence Changeovers and Breaks



- (a) Night shifts shall be continuous during the sequence of shifts.
- (b) Where a changeover occurs between a sequence of shifts and between shifts during a sequence of shifts, the minimum break between such shifts shall be ten (10) hours.
- (c) The variation in starting times of a sequence of night shifts, afternoon shifts and day shifts over a roster cycle shall not exceed three (3) hours.

12.7.4 Rostered Days Off

- (a) Subject to 12.7.4(b) rostered days off shall be a minimum of two (2) consecutive days.
- (b) Rostered days off after a night shift sequence shall be a minimum of three (3) consecutive days where up to and including three (3) shifts are involved. Where four (4) night shifts are involved a minimum of four (4) consecutive days off will be rostered.
- (c) A roster may change from a sequence of day shifts to a sequence of afternoon shifts without a rostered day off on the changeover provided the minimum break in 12.7.3 (b) is provided.
- (d) A roster may change to or from a sequence of night shifts only when rostered days off are provided.

13. SHIFT AND PENALTY ALLOWANCE

13.1.1 The shift and penalty allowance shall be paid in equal instalments in accordance with the following formula:

$$\frac{\text{ANNUAL ALLOWANCE} \times 10}{\text{TOTAL NUMBER OF WORKINGDAYS}} = \text{FORTNIGHT ALLOWANCE}$$

where the total number of working days represents the number of calendar days, exclusive of Saturdays and Sundays, within the financial year commencing 1 July each year.

13.2 Shift and Penalty Allowance shall not apply to entitlements accrued and paid upon termination.

13.3 Employees rostered to work on a 24 hour rotational shift roster as defined shall be paid an annual allowance in lieu of payments for shift work and penalties (including afternoon, night, Saturday, Sunday and Statutory holiday work) at the rate of 26.25% of normal salary. The allowance will be linked to any future rises received by Police under the Police Award.



- 13.4 Employees rostered to work on a non-24 hour rotational shift roster shall be paid an annual allowance equivalent to 22.5% of normal salary in lieu of payments for shift work and penalties (including afternoon, night, Saturday, Sunday and Statutory holiday work) which is to be paid in equal instalments in accordance with 13.1. The allowance will be linked to any future rises received by Police under the Police Award.
- 13.5 An employee who is a regular shift worker who does not satisfy the definitions of a 24 hour rotational shift roster or non-24 hour rotational shift roster shall be paid Shift and Penalty Allowance of 20% of normal salary. The allowance will be linked to any future rises received by Police under the Police Award.
- 13.6 An employee who works day shift only shall not be eligible for a Shift and Penalty Allowance but shall receive any relevant penalties prescribed under the *General Conditions of Employment Award (SO85)*.
- 13.7 Where an employee receiving an allowance under 13.3, 13.4, or 13.5 proceeds on approved leave, sick leave or leave in lieu of overtime, the employee will continue to receive that allowance until the completion of that leave.
- 13.9 For the purposes of this Clause, the number of afternoon and night shift hours prescribed within any roster shall be calculated as follows:
$$\frac{(\text{AFTERNOON SHIFT HOURS} + \text{NIGHT SHIFT HOURS}) \times 5}{\text{NUMBER OF ROSTERED WEEKS}}$$
- 13.10 For the purposes of the definition of 24 hour rotational shift roster and 13.9 only, afternoon and night shift hours shall be any work on an afternoon or night shift as prescribed within 12.6.1 or 12.7.1 and includes afternoon and night shift hours worked on weekends.
- 13.11 An employee is not entitled to payment under 13.3 or 13.4 unless that employee is required to work in excess of 80 hours afternoon /night shift for two (2) or more consecutive roster cycles, unless otherwise indicated in an employment contract.

14. RECREATION LEAVE

14.1 The following recreation leave credits will apply:

- (a) Regular shift workers 228 hours per annum
- (b) Day workers 152 hours per annum



15. PART-TIME EMPLOYMENT

15.1 Calculation of salary

The employee's time fraction shall be the employee's ordinary hours divided by 38.

The salary of a part-time employee shall be the salary of a full-time employee of the same level, multiplied by the part-time employee's time fraction.

15.2 Part time employment - Rosters

Part time employees will receive normal salary for agreed additional hours worked up to full time employment, unless they work outside of the required rostering provisions as specified in clause 12.7 of this agreement then that employee will receive a penalty allowance as specified in clause 11.3 of this agreement.

15.2.1 Part time employees recalled to duty at short notice are entitled to overtime as specified in clause 11.3 of this agreement. Short notice is defined as any request to work a shift on the day of the request, or any notification after 1800 hours the day prior to the required shift.

15.3 Other conditions shall be proportionate multiplied by the part-time employee's time fraction.

16. CASUAL EMPLOYMENT

16.1 Casual employees shall not be entitled to Shift and Penalty Allowance, as specified at Clause 13 of this Agreement, but shall receive:

- 15% loading for afternoon and night shifts
- 50% loading for Saturdays
- 100% loading for Sundays and Statutory Holidays

in addition to the 20% loading received as a result of being a casual employee.




17. SIGNATURES

Signed for and on behalf of:
The Minister administering the *State Service Act 2000*


..... Date 25. 8. 05.

Signed for and on behalf of:
The Community and Public Sector Union
(State Public Services Federation Tasmania) Inc.


..... Date 25.8.05



This Agreement is registered pursuant to Section 56(1) of the Industrial Relations Act 1984