

**CROWN EMPLOYEES (OFFICE OF SPORT - SERVICES OFFICERS)
AWARD**

INDUSTRIAL RELATIONS COMMISSION OF NEW SOUTH WALES

Review of Award pursuant to Section 19 of the *Industrial Relations Act* 1996.

(Case No. 2016/00006975)

Before Commissioner Stanton

2 August 2016

REVIEWED AWARD

Arrangement

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PART A

1. Title

This Award will be known as the Crown Employees (Office of Sport - Services Officers) Award.

2. Definitions

“Agency” – Means the Office of Sport.

“Agency Head” – Means the Chief Executive of the Office of Sport.

"Association/PSA" - Means the Public Service Association and Professional Officers' Association Amalgamated Union of New South Wales.

"Assistant Services Officer" - Means employees performing work previously performed by the classifications of Gatekeeper, Kiosk Attendant, Kiosk Supervisor, Pool Attendant, Housekeeper and Residential Assistant.

"Centre" - Means a Agency establishment or site as listed at Schedule 1 - Centre Locations. It also includes any place designated as part of, or as an annex to, such an establishment.

”Chief Executive” – Means the Chief Executive of the Office of Sport.

"Emergency" - Means any major and unexpected change in client demand; a sudden staff shortage that could not have been planned for; a major climatic disturbance or other incident that has a significant effect on the safety of clients, staff or structures.

"Employee" – Means all persons permanently or temporarily employed under the provisions of the Government Sector Employment Act 2013” and who is at the operative date of this Award were occupying one of the positions covered by this Award, or who after that date, are appointed to or employed in any such position.

"Manager" - Means a person occupying a position of Centre Manager or Venue Manager within a Centre or Venue.

"Service" - Means continuous service with the Agency.

"Venue" - Means a Agency establishment or site as listed at Schedule 1 - Venue Locations. It also includes any place designated as part of, or as an annex to, such an establishment

3. Parties

3.1 This award has been made between the following parties:

Public Service Association and Professional Officers Association Amalgamated Union of New South Wales

Office of Sport

Secretary of Treasury

4. Objects of the Award

4.1 The Agency and the employees covered by this Award are committed to working together to ensure a healthy and safe working environment.

4.2 The Agency will provide adequate work health and safety training and systems to support this objective. Employees will cooperate in undertaking that training and applying their knowledge in their duties.

4.3 The Agency will provide the means, including training in alternative techniques and products, to ensure that employees apply environmentally sound practices in carrying out their duties.

4.4 The Agency and its employees recognise that flexibility and continuous improvement are necessary for the organisation to provide excellent client service. This ability to adjust to the changing needs of customers and competition within the industry will enhance the organisation’s reputation; underpin job security and support the viability of the organisation’s business. Employees under this award are an

important part of the Centre support team. They apply their skills flexibly and play a critical role in ensuring that the Agency's assets are protected and maintained and that Centres are safe, welcoming and attractive.

- 4.5 The Agency will provide opportunities for employees to develop their skills and undertakes to pay for those skills in accordance with the competency framework and organisational need. The Agency will assist employees to record their achievements and qualifications in a portfolio. This will provide employees with a tangible record of their skills that may be used to further their career development and employment opportunities. In turn employees undertake to develop and apply their skills to the best of their ability.
- 4.6 The Agency and its employees are committed to fostering an excellent quality of working life and fair employment practices. The Agency undertakes to assist employees to balance work and family responsibilities in keeping with its objective of being an employer of choice.
- 4.7 The Agency and its employees value teamwork, open communications and a harmonious workplace and undertake to work together in a spirit of cooperation.

5. Temporary and Casual Employees

- 5.1 A temporary employee is one engaged to undertake the duties covered by this award under section 43 of the *Government Sector Employment Act 2013*.
- 5.2 A temporary employee may be employed to undertake work for a regular fixed period to carry out a project or task, to undertake the duties of a vacant role, to provide additional assistance, or for any other reasons that is consistent with section 43(3) of the *Government Sector Employment Act 2013*.
- 5.3 Temporary employees will receive a salary commensurate with the individual's level of knowledge and experience as determined by the Manager in accordance with rates provided in the *Crown Employees (Public Sector – Salaries 2016) Award*,
- 5.4 A casual employee is one engaged to undertake the duties covered by this award under section 43 of the *Government Sector Employment Act 2013*.
- 5.5 A casual employee may be employed to undertake work on an hourly basis to carry out work that is irregular, intermittent, short term, urgent or arising from an emergency or for any other reason that is consistent with section 43(5) of the *Government Sector Employment Act 2013*.
- 5.6 Casual employees will receive a salary commensurate with the individual's level of knowledge and experience as determined by the Manager in accordance with the hourly rates provided in the *Crown Employees (Public Sector – Salaries 2016) Award* and will receive a 15% loading during the period of employment. At the completion of the employment period, the casual employee will also be paid 4/48th of ordinary pay earned during their period of employment in lieu of annual leave benefits.
- 5.7 Casual Employees shall also receive the following entitlements in accordance with the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009*:
 - (a) Unpaid parental leave in accordance with paragraph 12.5.4;
 - (b) Personal Carer's entitlement in accordance with subclause 12.6; and
 - (c) Bereavement entitlement in accordance with subclause 12.7.

6. Salaries

- 6.1 Salary rates are specified at *Crown Employees (Public Sector – Salaries 2016) Award*
- 6.2 Salary rates in this award are set in accordance with the *Crown Employees (Public Sector - Salaries 2016) Award* or any variation or replacement award.

6.3 The salary rates referred to in *Crown Employees (Public Sector – Salaries 2016) Award* represent an all-inclusive salary excluding the payment of overtime. The annual salary incorporates compensation for all of the following:

Machinery allowance;

Penalty rates;

Qualifications allowance

Tool allowance; (all tools required are provided by the Agency)

Night work allowance;

Annual leave loading

6.4 Services Officer salary levels will be determined in accordance with the competency structure outlined at Schedule 2.

6.4.1 New appointees to the Agency will be appointed on probation in accordance with section 5 of the *Government Sector Employment Rules 2014*.

6.4.2 New appointees will be appointed at a salary commensurate with their skills, experience and qualifications as determined by the Manager, in accordance with the rates provided in *the Crown Employees (Public Sector – Salaries 2016) Award*.

6.4.3 New appointees will be assessed within 3 months of appointment against the competencies required for the level to which they were appointed. Services Officers who are assessed as competent at the level to which they were appointed will receive the salary rate specified in the *Crown Employees (Public Sector – Salaries 2016) Award* from the date of assessment. If this assessment is not completed within 3 months of the initial date of appointment but the Officer is later assessed as meeting the required competencies, payment at the post-competency rate will be backdated to 3 months from the date of initial appointment.

6.4.4 Services Officers and Assistant Service Officers who are assessed as not possessing the competencies required for the level to which they are appointed will be provided with a written report within 2 weeks of the assessment which will state which competencies they have not attained and specify further training and development required. The staff member will be advised that a further assessment will be conducted within 6 months of appointment. Services Officers who are subsequently assessed as competent at the level to which they were appointed will receive the salary rate specified in the *Crown Employees (Public Sector – Salaries 2016) Award* from the date of assessment.

6.4.5 Services Officers who are assessed as not being fully competent at any of the Services Officer Levels and Assistant Services Officers who are assessed as not fully competent at the level they were appointed to at the six month assessment may have their appointment annulled in accordance with section 5 of the *Government Sector Employment Rules 2014*.

6.4.6 Employees appointed on probation to positions classified as Services Officer (Groundsperson) or Services Officer (Gardener) must possess an appropriate trade certificate and will be remunerated at Services Officer Level 4 at the rate specified in the *Crown Employees (Public Sector – Salaries 2016) Award*. New appointees will be required to demonstrate the essential competencies required for Services Officer Level 1 at which time they will be remunerated at the rate specified for Services Officer Level 4, in the *Crown Employees (Public Sector – Salaries 2016) Award*.

6.4.7 New appointees to Services Officer (Groundsperson) and Service Officer (Gardener) positions will be assessed within three months of appointment. Services Officer (Groundsperson) and Service Officer (Gardeners) who are assessed as not possessing the competencies required will be

provided with a written report within two weeks of the assessment which will state which competencies they have not attained and specify the training and development required. The employee will be advised that a further assessment will be conducted within six months of appointment. Services Officers appointed to these positions who are not assessed as fully competent may have their appointment annulled in accordance with section 5 of the *Government Sector Employment Rules 2014*.

6.4.8 The Agency will provide new appointees with training and development to support the attainment of competencies prescribed for the level at which they were appointed. The provisions of subclause 4.5 will also apply to new appointees.

6.4.9 Temporary employees engaged for 3 months or less will not be required to undertake competency assessment and will be remunerated in accordance with subclauses 5.3 or 5.4. Temporary employees whose period of employment is extended beyond 3 months will be required to undertake competency assessment for the level at they are employed.

6.5 Services Officer Competency Progression

6.5.1 Assessment will be held on the anniversary of the initial employment, unless another date is agreed upon by the employee and Manager with the approval of the appropriate Director, for reasons of equity, client demand or safety.

6.5.2 Assessment will be undertaken by a member/s of management or staff who have completed the Plan, Conduct and Review Assessment modules of the Certificate IV Workplace Assessment and Trainers qualification, with the assistance of an independent subject expert if required. The assessor/s will not be an employee of the same Centre as the employee to be assessed.

6.5.3 A list of the competencies is attached at Schedule 2.

6.5.4 The recommendation of the assessor/s will be provided to and discussed with the employee before being submitted to the Manager for approval.

6.5.5 If progression is recommended, the Manager will approve progression from the date the assessment was held provided the employee's manager has also certified that his/her work performance is satisfactory.

6.5.6 If there is a dispute over the recommendation, the matter should be handled according to the Grievance Handling and Dispute Settling Procedure in this Award.

6.5.7 If progression is not recommended, the employee will be provided with a written report within 2 weeks of the assessment indicating what further development or training is required. A further assessment will be held within 6 months with the employee's agreement. No more than 3 assessments are to be held each year for the one employee.

6.5.8 Where the competency is to be assessed by a relevant certificate the Agency will pay for the training and the renewal of certificate if the competency is required at the employee's current Centre.

6.5.9 Progression of employees classified and known as Assistant Services Officers Level 1 and 2 including officers previously called Residential Assistant; Housekeeper; Kiosk Attendant; Pool Attendant and Gatekeeper, will be by merit selection to an available vacancy.

6.5.10 Employees classified under this Award as Groundspersons or Gardeners must possess an appropriate trade certificate and will also be required to meet Level 1 essential competencies listed in Schedule 2. Employees under this classification will be appointed by merit selection to an available vacancy and will be remunerated at Services Officer Level 4.

7. Uniforms and Laundry Allowance

- 7.1 Uniforms will be provided and replaced in accordance with the Agency's Uniform Policy.
- 7.2 A laundry allowance will be paid fortnightly to the employee at the rate specified in the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009* or any replacement Award.

8. Hours of Duty

- 8.1 Employees are required to work 152 hours over a period of four weeks.
- 8.2 A minimum of 4 hours and a maximum of 12 hours will be required to be worked on any given day, excluding meal breaks.
- 8.3 Hours of duty will not be restricted to specific hours of the day. However, hours of duty will be generally undertaken between 6.00 am and 7.00 pm. Hours to be worked outside of these times will be rostered or requested to be undertaken only when management considers it necessary to meet actual client demand.
- 8.4 Employees will not be rostered for more than two consecutive shifts exceeding 10 hours each. Employees will be rostered for no more than six shifts exceeding 10 hours each in any four-week roster cycle.
- 8.5 Employees will not be rostered for more than 10 days in either the first or second fortnight of the four-week roster period. Nor will they be rostered for more than 7 consecutive days over any period. Employees will be rostered off duty for a minimum of 9 days during any roster cycle. Employees will be rostered off duty for a minimum of two consecutive days in both the first and second fortnights of the four-week roster period.
- 8.6 Employees are not permitted to work more than five consecutive hours without taking a break from duty of not less than thirty minutes. This break from duty is not a paid break.
- 8.7 Hours of duty are to be determined by a roster that must be displayed in an area available to all employees no less than 7 days before the beginning of the four-week roster cycle.
- 8.8 Rostered hours of duty may be required on any day of the week including Saturdays, Sundays and Public Holidays. Employees will not be rostered for duty on more than two weekends in any four-week roster cycle.
- 8.9 The distribution of weekend, Public Holiday and out-of-hours work will be allocated equitably between all employees subject to the ability of the Centre to meet client demand.
- 8.10 In emergencies, rosters may be varied by the Manager or Service Co-ordinator, provided that 24 hours' notice is given to the employee.
- 8.11 If an employee's rostered hours of duty are varied with insufficient notice, as required by subclause 8.7, the employee will receive payment at the rate of double time for all hours which represent the difference between the hours of duty originally rostered and those being requested of the employee. The employee may choose to take time in lieu of payment of overtime.
- 8.12 Local arrangements to apply at particular Centres may be negotiated between an employee and the Manager or Service Co-ordinator. All local arrangements must be documented and approved by the relevant Director. The PSA will be informed about permanent or long-term arrangements.
- 8.13 Employees are entitled to a minimum 10 hour break from duty between the end of one shift and the beginning of the next. If such a break is not provided, the employee is entitled to receive payment at overtime rates as calculated in accordance with Clause 9 for all work undertaken until a 10 hour break can be provided.

9. Overtime

- 9.1 Overtime refers to:
- (a) hours of duty undertaken during a four week roster cycle in excess of 152;
 - (b) hours of duty undertaken on days which are in excess of 10 days in any fortnight (: the eleventh, twelfth, thirteenth or fourteenth days rostered in a fortnight);
 - (c) hours undertaken on the twentieth day of rostered duty in a roster cycle;
 - (d) hours undertaken beyond the hours of duty rostered on a particular day;
 - (e) hours undertaken on any consecutive days worked in excess of 10 days until such time as a break in duty occurs of a minimum of one full day.
- 9.2 Overtime will be paid to employees at double the ordinary hourly rate. This is calculated by dividing the weekly rate of pay (: annual salary divided by 52.17857) by 38.
- 9.3 Overtime will be paid in the first available pay period following the end of the roster cycle.
- 9.4 An employee may choose to take leave in lieu of payment for all or part of his/her overtime entitlement. Leave in lieu may be accrued to a maximum of 80 hours and is to be taken at a time convenient to both the employee and the Agency.
- 9.5 Leave in lieu of payment in accordance with subclause 9.4 will accrue at the rate of two hours for each hour overtime undertaken and proportionately for periods of less than one hour. Proportions of overtime of less than 15 minutes will be disregarded in determining the amount of accrued leave in lieu.
- 9.6 The minimum period of leave in lieu that an employee can take is two hours. Leave in lieu must be taken in full-hour multiples.
- 9.7 Any overtime accrued beyond 80 hours will be automatically paid to the employee.
- 9.8 Managers and employees should make every effort to ensure leave in lieu entitlements are utilised prior to the termination of services. Payment for outstanding leave in lieu balances will only be made on the termination of the employee's services in exceptional circumstances, such as death or debilitating injury or illness, that result in the sudden and early termination of the contract.

10. Leave

- 10.1 Leave entitlements will be calculated in hours based on general Public Service leave provisions included in the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009*.
- 10.2 All absences from duty will be determined based on the actual number of hours an employee is absent from duty and debited in multiples of two hours. Absences from duty, which do not total a multiple of two hours, will be rounded up to the nearest multiple of two hours for the purposes of debiting leave.

11. Weekends and Public Holidays

- 11.1 Employees who undertake duty on Saturdays, Sundays or Public Holidays will receive compensation of additional recreation leave based on the following scale:

Number of Saturdays, Sundays and/or Public Holidays worked in the year 1 December to 30 November	Additional Leave
8 - 12	1 day
13 - 20	2 days

21 - 30	3 days
31 - 40	4 days
41 or more	5 days

- 11.2 The number of days to be worked to entitle an employee to accrue additional recreation leave refers to the actual number of days the employee is required to undertake duty on either a Saturday, Sunday or Public Holiday. It is irrelevant how many hours the employee is required to perform on those days.
- 11.3 For the purposes of rostering, Public Holidays will be credited as 8 hours even if an employee is not required to attend for duty or is required for duty for less than 8 hours on that day. If an employee is required to work on a Public Holiday for more than 8 hours, the actual hours of duty on that day will be credited against the roster.
- 11.4 Employees required to undertake work on weekends and/or Public Holidays are also entitled to the following additional salary entitlements:

Number of Saturdays, Sundays and Public Holidays Worked in the year 1 December to 30 November	Additional Salary Entitlement %
5 - 9	½
10 - 14	1
15 - 19	1 ½
20 - 24	2
25 - 29	2 ½
30 - 34	3
35 - 39	3 ½%
40 - 44	4
45 - 49	4 ½
50 or more	5

- 11.5 Accrued leave entitlements will be made available to employees on an annual basis on 1 December of each year. Accrued salary entitlements under this clause will be paid to employees in the first available pay period after 1 December each year or the first available pay after a quarterly claim has been lodged.

12. Allowance for temporary assignments to higher non-executive roles

- 12.1 A Public Service non-executive employee who is temporarily assigned by the Agency Head under the Government Sector Employment Rules 2014 to another non-executive role at a higher classification of work than the employee's current classification of work shall be paid an allowance in accordance with the provisions of clause 20 of the Government Sector Employment Regulation 2014.

13. Public Service Holiday

- 13.1 All employees will be entitled to receive one day off duty each year as the "Public Service Holiday".
- 13.2 The Public Service Holiday will be any one of the calendar days that fall within the last calendar fortnight of each year and will be considered to be an 8-hour day to be credited towards the 152-hour, 4-week roster cycle.
- 13.3 The Manager will determine which day is to be granted to an employee as a Public Service Holiday.
- 13.4 Employees will be advised of the date of the Public Service Holiday no later than 1 December each year.
- 13.5 The Public Service Holiday provided for in this clause is in lieu of all picnic days provided for under any other industrial instruments.

14. Annual Leave Loading

- 14.1 Total salary rates provided for by this Award incorporate annual leave loading of 17.5% of four weeks' pay at the employee's annual salary or equivalent.

15. Flexible Use of Staff

- 15.1 Employees may be required, at the direction of the Manager or Service Co-ordinator, to undertake general kitchen duties.
- 15.2 The discretion of management to use staff in accordance with subclause 15.1 will be used only in situations where client demand requires it.
- 15.3 No employee will be required to undertake kitchen duties unless they have been sufficiently instructed or are supervised by an appropriately trained person.
- 15.4 An employee's place of work may be changed from one Centre to another on a temporary basis for reasons of skills transfer, to meet seasonal or unexpected client demand, emergency or at the employee's request.
- 15.5 If a Centre is closed due to seasonal demand, or is temporarily not providing services for reasons of emergency, employees may be asked either to temporarily relocate to another Centre for up to one roster period with extension available with mutual agreement or, alternatively, to take accrued leave.
- 15.6 Subclauses 15.4 and 15.5 will be subject to consultation with the employee and personal circumstances will be taken into account.
- 15.7 Travelling compensation for employees who are temporarily relocated is governed by clauses 26-33 of the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009*.

16. Anti-Discrimination

- 16.1 It is the intention of the parties bound by this Award to seek to achieve the object in section 3(f) of the *Industrial Relations Act 1996* to prevent and eliminate discrimination in the workplace. This includes discrimination on the grounds of race, sex, marital status, disability, homosexuality, transgender identity, age and responsibilities as a carer.
- 16.2 It follows that in fulfilling their obligations under the Grievance and Dispute Resolution Procedures prescribed by this Award at Clause 18 the parties have obligations to take all reasonable steps to ensure that the operation of the provisions of this Award are not directly or indirectly discriminatory in their effects. It will be consistent with the fulfilment of these obligations for the parties to make application to vary any provision of the Award, which, by its terms or operation, has a direct or indirect discriminatory effect.
- 16.3 Under the *Anti-Discrimination Act 1977* it is unlawful to victimise an employee because the employee has made or may make, or has been involved in, a complaint of unlawful discrimination or harassment.
- 16.4 Nothing in this clause is to be taken to affect:
- (a) any conduct or act which is specifically exempted from anti-discrimination legislation;
 - (b) offering or providing junior rates of pay to persons under 21 years of age;
 - (c) any act or practice of a body established to propagate religion which is exempted under section 56(d) of the *Anti-Discrimination Act 1977*;
 - (d) a party to this Award from pursuing matters of unlawful discrimination in any State or federal jurisdiction.

16.5 This clause does not create legal rights or obligations in addition to those imposed upon the parties by the legislation referred to in this clause.

16.5.1 Employers and employees may also be subject to Commonwealth anti-discrimination legislation.

16.5.2 Section 56(d) of the *Anti-Discrimination Act 1977* provides:

"Nothing in the Act affects... any other act or practice of a body established to propagate religion that conforms to the doctrines of that religion or is necessary to avoid injury to the religious susceptibilities of the adherents of that religion."

17. Work Health and Safety

17.1 The Agency is committed to providing a safe and healthy workplace. The Agency will ensure that no employee is requested to perform work for which she/he is not adequately trained. The Agency will provide training in all required aspects of chemicals handling, use of machinery, manual handling and other aspects of work integral to the duties to be carried out.

18. Grievance and Dispute Settling Procedures

18.1 All grievances and disputes relating to the provisions of this award shall initially be dealt with as close to the source as possible, with graduated steps for further attempts at resolution at higher levels of authority within the appropriate agency, if required.

18.2 An employee is required to notify in writing their immediate manager, as to the substance of the grievance, dispute or difficulty, request a meeting to discuss the matter, and if possible, state the remedy sought.

18.3 Where the grievance or dispute involves confidential or other sensitive material (including issues of harassment or discrimination under the *Anti Discrimination Act 1977*) that makes it impractical for the employee to advise their immediate manager the notification may occur to the next appropriate level of management, including where required, to the Chief Executive or delegate.

18.4 The immediate manager, or other appropriate officer, shall convene a meeting in order to resolve the grievance, dispute or difficulty within two (2) working days, or as soon as practicable, of the matter being brought to attention.

18.5 If the matter remains unresolved with the immediate manager, the employee may request to meet the appropriate person at the next level of management in order to resolve the matter. This manager shall respond within two (2) working days, or as soon as practicable. The employee may pursue the sequence of reference to successive levels of management until the matter is referred to the "Chief Executive"

18.6 The Chief Executive may refer the matter to the Secretary of Treasury for consideration.

18.7 If the matter remains unresolved, the Chief Executive shall provide a written response to the employee and any other party involved in the grievance, dispute or difficulty, concerning action to be taken, or the reason for not taking action, in relation to the matter.

18.8 An employee, at any stage, may request to be represented by the Association.

18.9 The employee or the Association on their behalf, or the Chief Executive may refer the matter to the New South Wales Industrial Relations Commission if the matter is unresolved following the use of these procedures.

18.10 The employee, Association, Chief Executive and the Secretary of Treasury shall agree to be bound by any order or determination by the New South Wales Industrial Relations Commission in relation to the dispute.

18.11 Whilst the procedures outlined in subclauses (i) to (x)18.1 to 18.9 of this clause are being followed, normal work undertaken prior to notification of the dispute or difficulty shall continue unless otherwise agreed between the parties, or, in the case involving work health and safety, if practicable, normal work shall proceed in a manner which avoids any risk to the health and safety of any employee or member of the public.

19. Deduction of Union Membership Fees

- 19.1 The Association will provide the Agency with a schedule setting out fortnightly union membership fees payable by members of the union in accordance with the union's rules.
- 19.2 The Association will advise the Agency of any change to the amount of fortnightly union membership fees made under its rules. Any variation to the schedule of fortnightly union membership fees payable will be provided to the Agency at least one month in advance of the variation taking effect.
- 19.3 Subject to 19.1 and 19.2, the Agency will deduct union fortnightly membership fees from the pay of any employee who is a member of the Association in accordance with the Association's rules, provided that the employee has authorised the Agency to make such deductions.
- 19.4 These deductions from an employee's pay will be forwarded regularly to the Association together with all necessary information to enable the Association to reconcile and credit subscriptions to the employee's union membership accounts.
- 19.5 Unless the Agency and the Association agree to other arrangements, all union membership fees will be deducted on a fortnightly basis.
- 19.6 Where an employee has already authorised the deduction of union membership fees from his or her pay before this clause taking effect, nothing in this clause will be read as requiring the employee to make a fresh authorisation in order for such deductions to continue.

20. Consultative Committee

- 20.1 The parties will use the Agency's Joint Consultative Committee to consider issues raised in relation to the Award and to recommend action if necessary. The parties agree to consider issues in a consultative and cooperative manner.
- 20.2 Recommendations from the Committee will be submitted to the Chief Executive with a request for a report back to the Committee.

21. Area, Incidence and Duration

- 21.1 This award will apply to all employees employed for the purposes of providing general services to Centres and Venues.
- 21.2 The employees regulated by this award will be entitled to the conditions of employment as set out in this award and, except where specifically varied by this award, existing conditions provided for by the *Government Sector Employment Act 2013*, the *Rules 2014* and *Regulation 2014*, the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009* and the *Crown Employees (Public Sector - Salaries 2016) Award* or any replacement awards.
- 21.3 This Award replaced the *Department of Sport, Recreation and Racing Centre Support Officers Enterprise Agreement 1994*.
- 21.4 The changes made to the award pursuant to the Award Review pursuant to section 19(6) of the *Industrial Relations Act 1996* and Principle 26 of the Principles for Review of Awards made by the Industrial Relations Commission of New South Wales on 28 April 1999 (310 I.G. 359) take effect on and from 2 August 2016

- 21.5 Changes made to this award subsequent to it first being published on 26 October 2007 (364 I.G. 15) have been incorporated into this award as part of the review.
- 21.6 The award remains in force until varied or rescinded, the period for which it was made having already expired.

SCHEDULE 1

Addresses at which the Enterprise is carried out:

Centre Locations

Berry Sport and Recreation Centre
660 Coolangatta Road
BERRY NSW 2535

Borambola Sport and Recreation Centre
1980 Sturt Highway
WAGGA WAGGA NSW 2650

Broken Bay Sport and Recreation Centre
BROOKLYN NSW 2083

Lake Ainsworth Sport and Recreation Centre
Pacific Parade
LENNOX HEAD NSW 2478

Lake Burrendong Sport and Recreation Centre
Tara Road
MUMBIL NSW 2820

Jindabyne Sport and Recreation Centre
The Barry Way
JINDABYNE NSW 2627

Lake Keepit Sport and Recreation Centre
Fitness Camp Road
GUNNEDAH NSW 2380

Milson Island Sport and Recreation Centre
BROOKLYN NSW 2083

Myuna Bay Sport and Recreation Centre
Main Road
DORA CREEK NSW 2264

Point Wolstoncroft Sport and Recreation Centre
Kanangra Drive
GWANDALAN NSW 2259

Southern Highlands Regional Shooting Complex
Wattle Ridge Road
HILL TOP NSW 2575

Sydney Academy of Sport and Recreation
Wakehurst Parkway
NARRABEEN NSW 2101

Venue Locations

Sydney International Equestrian Centre
Wallgrove Road
HORSLEY PARK NSW 2164

Sydney International Shooting Centre
Elizabeth Drive
CECIL PARK NSW 2171

Wattle Ridge Rd
HILL TOP NSW 2575

SCHEDULE 2

Services Officer Competencies

Services Officer - Level 1

*Services Officer (Groundsperson)

*Services Officer (Gardener)

Officers must possess all essentials plus 2 Additional competencies

Key Task	Competency Required	Competency/Measurement
Essential Requirements		
1. Drive Motor Vehicles	Ability to operate general Centre vehicles Including the recording of usage	Must hold a Class C drivers licence
2. Understanding of WH&S	An ability to perform tasks/duties required at this level to WH&S regulations.	Demonstrated ability to follow safe work practices consistent with appropriate guidelines.
3. Basic Grounds and Workplace Maintenance using minor plant	An ability to perform duties to WH&S regulations and Agency policy and procedure requirements.	Demonstrated ability to: - Maintain playing fields including marking; - Maintain existing gardens - Undertake mowing and brush cutting using minor plant to manufacturer's specifications including refuelling and usage recording - Utilise and maintain basic irrigation equipment - Maintain drainage systems including sewer and storm water blockages.
4. Minor Building Maintenance	An ability to perform duties to WH&S regulations.	Demonstrated ability in areas such as: - Repairing and maintaining flyscreens - Maintaining light bulbs and fluorescent tubes - Building cleaning not covered by contracted services (eg. spillage)
5. Handling of Goods and Stores	An ability to perform duties to WH&S regulations and Agency policy and procedure requirements.	Demonstrated ability to: - Transport materials and equipment - Lift and handle goods and stores in a safe manner (manual handling)

6. Awareness of the Agency's Child Protection Policy	An ability to work in a manner consistent with the principles and guidelines outlined in this policy.	Policy guidelines are read, understood and are followed. Agency training in child protection is completed.
7. Work in a manner consistent with equity principles	An ability to work in a manner consistent with equity Principles.	Equity guidelines are followed.
8. Client Liaison	An ability to present a professional appearance and manner.	Demonstrates a consistent level of professional appearance and manner in all liaison and interaction with clients. Comply with Agency uniform policies and guidelines.
9. Basic swimming pool maintenance	An ability to maintain and supervise a swimming pool to institutional and small public pool level.	Undertake relevant modules of the TAFE Statement of Attainment Aquatic Operations, or an equivalent qualification.
Additional Requirements		
10. Fire management	An ability to assist in general fire and bush fire prevention and fire control.	Demonstrated ability to: - Implement reduction in fire fuel build up; - Use fire fighting equipment including pumps and fire extinguishers; - Use and maintain hydrants and fire hose reels. - Possess a knowledge of maintaining fire breaks.
11. First aid	Undertake St. John's Ambulance Certificate or equivalent.	Certification.
12. Power Tool Operation	Ability to utilise general power tools in a safe manner.	Knowledge of the safe operation and an ability to use a range of power tools such as drills, saws and sanders consistent with the requirements of day-to-day maintenance.
13. Catering	General knowledge of kitchen Operations and an ability to assist Catering Officers.	Knowledge of and ability to apply: - Basic food preparation; - Hygiene and waste disposal processes; - Food storage and handling; - Kitchen safety.
14. Maintenance of Minor Plant	An ability to maintain a range of Minor plant to operational level.	Can demonstrate an ability to undertake routine maintenance to ensure that minor plant is maintained in operational condition (eg. change mower blades).
15. Radio Operation (in Centres with radio systems)	Ability to operate radios as per Agency and Australian Communications Authority protocols.	Knowledge of radio operation protocol and an ability to apply this knowledge to A satisfactory level.

***NOTE**

Employees engaged as Services Officer (Gardener) and Services Officer (Groundsperson) are required to possess one of the following indicated qualifications (or an equivalent qualification) in addition to the competency requirements listed for Services Officer Level 1:

Services Officer (Gardener)	Horticulture Certificate III Horticulture (Landscape) Certificate III Horticulture (Parks and Gardens) Certificate III
Services Officer (Groundsperson)	Horticulture Certificate III Horticulture (Turf Management) Certificate III Services Officer- Level 2

Services Officer - Level 2

Officers must possess all Essentials from this and previous levels plus 2 Additional Competencies

Key Task	Competency Required	Competency/Measurement
Essential Requirements		
1. Power Tool Operation	Ability to utilise general power tools in a safe manner.	Knowledge of the safe operation and ability to use a range of power tools such as drills, saws and sanders consistent with the requirements of day- to-day maintenance.
2. Catering	General knowledge of kitchen operations and an ability to assist Catering Officers.	Knowledge of and ability to apply: - Basic food preparation; - Hygiene and waste disposal processes; - Food storage and handling; - Kitchen safety.
3. Radio Operation (in Centres with radio systems)	Ability to operate radios as per Agency and Australian Communications Authority Protocols.	Knowledge of radio operation protocol and an ability to apply this knowledge.
4. Electrical	Ability to apply safety practices with regard to general electrical maintenance.	Demonstrate: - Knowledge of OHS guidelines in relation to electrical equipment - Ability to operate generators and replace fuses.
5. Minor plant maintenance	Ability to maintain a range of minor plant to specified guidelines and procedures.	Demonstrated ability to undertake routine maintenance.
Additional Requirements		
6. Fire management	An ability to assist in general fire and bushfire prevention and fire control.	Demonstrated ability to: - Implement reduction in fire fuel build up; - Use fire fighting equipment including pumps and fire extinguishers; - Use fire fighting vehicles and/or implements; - Use and maintain hydrants and fire hose reels; - Possess knowledge of establishing fire breaks.

7. First aid	Undertake St. John's Ambulance Certificate or equivalent.	Certification.
8. Administration (General)	Ability to maintain Administrative Records in relation to plant and other equipment.	Demonstrated understanding of the Agency's administrative systems that relate to plant and equipment utilisation and an ability to use relevant systems.
9. Drive Power Boat	Ability to operate Agency powered watercraft.	Hold a current Recreational boating licence where required.
10. Drive Motor Vehicles (Small bus or truck up to 8.0 tonne GVM - for Centres that have these vehicles)	Ability to drive Agency bus (up to 30 passengers) or a truck with no more than two axles and a GVM of up to but not exceeding 8.0 tonnes.	Hold an appropriate current licence (Class LR) and demonstrate ability to drive a mini bus and/or truck.

Services Officer- Level 3

Officers must possess all essentials from this and previous levels plus 7 Additional

Key Task	Competency Required	Competency/Measurement
Essential Requirements		
1. Basic building and construction maintenance	Ability to undertake general maintenance requirements on existing buildings and/or constructions within WorkCover guidelines.	Demonstrated ability to: <ul style="list-style-type: none"> - Carry out repairs to indoor and outdoor furnishings, sashes and doors; - Correctly prepare various surfaces for painting; - Paint/repaint buildings, fittings, furniture, marine equipment, etc; - Undertake minor sign writing work; - Replace, repair and extend fencing including safety fencing.
2. Plumbing and drainage maintenance	Ability to maintain existing plumbing and drainage facilities to WH&S regulations and Agency policy and procedure requirements.	Demonstrated ability to: <ul style="list-style-type: none"> - Undertake repairs to taps, showers; - Clear blockages in toilet pans, urinals and sewer lines; - Read and record levels of water and/or gas
3. Basic road repairs	Ability to maintain existing road facilities.	Demonstrated ability to make minor repairs to roads and footpaths
4. First Aid	Undertake St. John's Ambulance Certificate or equivalent.	Certification.
5. Drive motor vehicles (Small Bus or truck up to 8.0 tonne GVM) - for Centres that have these vehicles.	Ability to drive Agency bus (up to 30 passengers) or a truck with no more than two axles and a GVM of up to but not exceeding 8.0 tonnes.	Hold an appropriate current licence (Class LR) and demonstrate an ability to drive a mini bus and/or truck.
6. Operate tractors with power take-off Implements	Ability to operate tractors with Power Take Off Implements requirements.	Demonstrated ability to use tractors or other PTO equipment implements such as: <ul style="list-style-type: none"> - Spreaders and sprayers - Wood chippers - Post-hole digger - Roller mower/slasher - Cement mixer
Additional Requirements		

7. Fire management	An ability to assist in general fire and bushfire prevention and fire control.	Demonstrated ability to: <ul style="list-style-type: none"> - Implement reduction in fire fuel build up; - Use fire fighting equipment including pumps and fire extinguishers; - Use fire fighting vehicles and/or implements; - Use and maintain hydrants and fire hose reels; - Possess knowledge of establishing firebreaks.
8. Administration (General)	Ability to maintain administrative records in relation to plant and other equipment.	Demonstrated understanding of the Agency's administrative systems that relate to plant and equipment utilisation and an ability to use relevant systems.
9. Drive Power Boat (for Centres that have powered watercraft)	Ability to operate Agency powered watercraft.	Hold a current Recreational Boating licence where required.
10. Chainsaw operation	Ability to utilise and maintain a chainsaw in an effective and safe manner.	Certified ability to: <ul style="list-style-type: none"> - Complete an appropriate course of instruction in chainsaw operation; - Undertake chainsaw maintenance including sharpening.
11. Backhoe/Front End Loader Operation	Ability to operate a backhoe or a tractor with either a backhoe or front-end loader attachment requiring a WorkCover Authority permit.	Must hold a current WorkCover approved permit for the operation of a -front end loader, backhoe or backhoe attachments to a tractor.
12. Advanced road repairs	Ability to maintain existing road facilities.	Demonstrated ability to grade and maintain gravel roads including gutters, drainage and reforming.
13. Welding	Ability to apply basic welding skills.	Certified ability to: <ul style="list-style-type: none"> - Undertake silver and normal soldering; - Undertake repairs in plastic including repairs to canoes; - Undertake repairs in aluminium including repairs to boats
14. Elevated Work Platform (Scaffold) for Centres or Academies that have this equipment	Ability to use an elevated work platform in a safe and effective manner.	Hold a current WorkCover approved permit to operate an Elevated Work Platform.
15. Advanced Building and Construction Maintenance.	Ability to undertake advanced maintenance requirements on existing buildings and/or constructions within WorkCover guidelines	Demonstrated ability to; <ul style="list-style-type: none"> - Undertake repairs to all buildings including sheet roofing; - Undertake repairs to existing brickwork; - Undertake minor building demolition.
16. Plumbing and Drainage Maintenance	Ability to maintain plumbing and drainage facilities to WH&S regulations and Agency policy and procedure requirements.	Demonstrated ability to: <ul style="list-style-type: none"> - Undertake repairs to cisterns, basins, water supply lines and urinals; - Inspect valves; - Install and maintain sprinkler/irrigation systems.

17. Resuscitation	Theoretical knowledge of Cardio Pulmonary Resuscitation (CPR) and ability to apply both with and without oxygen equipment.	Certification by the Royal Life Saving Society Australia (RLSSA) to advanced resuscitation level.
18. Greens Maintenance	Ability to maintain greens	Demonstrated; - Knowledge and ability to apply knowledge of golf course preparation and maintenance including green keeping. - Ability to undertake chemical treatment of golf course.

Services Officer - Level 4

Officers must possess all Essentials from this and previous levels plus 4 Additional

Key Task	Competency Required	Competency/Measurement
Essential Requirements		
1. Building and Construction	Ability to construct structures which do not require development applications.	Demonstrated ability to: - Construct simple structures including shade areas, sheds and seating; - Construct retaining walls; - Pour and finish paths, slabs and kerbing; - Undertake concrete formwork and reaper work; - Prepare for and lay paving; - Undertake repairs to all buildings including sheet roofing; - Undertake repairs to existing brickwork; - Undertake minor building demolition;
2. Plumbing and Drainage Maintenance	Ability to maintain existing plumbing and drainage facilities to WH&S regulations and Agency policy and procedure requirements.	Demonstrated ability to: - Undertake repairs to cisterns, basins, water supply lines and urinals; - Inspect valves - Install and maintain sprinkler/irrigation systems
3. Fire Management	An ability to assist in fire prevention and fire control.	Demonstrated ability to: - Implement reduction in fire fuel build up; - Use fire fighting equipment including pumps and fire extinguishers; - Use and maintain hydrants and fire hose reels; - Implement reduction in fire fuel build up - Possess knowledge of establishing and maintaining firebreaks
4. Backhoe/Front End Loader Operation	Ability to operate a backhoe or a tractor with either a backhoe or front-end loader attachment requiring a WorkCover Authority permit.	Hold a current WorkCover approved permit for the operation of a front-end loader, backhoe or backhoe attachments to a tractor.

5. Chemical Handling	Knowledge of the safe storage, handling and use of chemicals.	Demonstrated knowledge of and ability to apply knowledge with regard to: - WH&S guidelines with regard to storage, handling and use of chemicals; - Materials for the control of domestic Pests - Herbicides for noxious weeds control;
		- Maintenance of water filtration and/or purification systems including the use of associated chemicals. The employee must be certified in each of the areas outlined above.
6. Drive Power Boat (for Centres that have registered powered water craft)	Ability to operate Agency powered watercraft.	Must hold a current Recreational Boating licence where required.
7. Elevated Work Platform (Scaffold) for Centres that have this equipment	Ability to use an elevated work platform in a safe and effective manner.	Must hold a current WorkCover approved permit to operate an Elevated Work Platform.
Additional Requirements		
8. Administration (General)	Ability to maintain administrative records in relation to plant and other equipment.	Demonstrated understanding of the Agency's administrative systems that relate to plant and equipment utilisation and an ability to use relevant systems.
9. Basic Cookery	Ability to undertake basic cookery in emergency situations or to assist Catering Officers.	Demonstrated application of basic cookery skills to a level satisfactory to the supervisor.
10. Resuscitation	Theoretical knowledge of Cardio Pulmonary Resuscitation (CPR) and ability to apply both with and without oxygen equipment.	Certification by the Royal Life Saving Society Australia (RLSSA) to advanced resuscitation level.
11. Chainsaw operation	Ability to utilise and maintain a chainsaw in an effective and safe manner.	Certified ability to: - Complete an appropriate course of instruction in chainsaw operation; - Undertake chainsaw maintenance including sharpening.
12. Welding	Ability to apply basic welding skills	Certified ability to: - Undertake silver and normal soldering; - Undertake repairs in plastic including repairs to canoes; - Undertake repairs in aluminium including repairs to boats.
13. Greens maintenance	Ability to maintain greens	Demonstrated: - Knowledge and ability to apply knowledge of golf course preparation and maintenance including green keeping. - Ability to undertake chemical treatment of golf course.

14. Drive motor vehicle (large bus)	Ability to meet the requirements necessary to drive a Agency bus licensed to carry in excess of 30 passengers	Hold a current Class MR or HR drivers licence
15. Drive a commercially registered power vessel	Ability to drive a power vessel that is registered under the NSW Waterways commercial survey code.	Hold commercial vessel licence (Marine Coxswain's licence) where required.
16. Advanced Road Repairs	Ability to maintain existing road facilities.	Demonstrated ability to grade and maintain gravel roads including gutters, drainage and reforming.

Notes:

Location Specific Competencies

In recognition of the fact that some Centres require Services Officers to possess competencies that are site specific, the following conditions shall be applicable:

Competency Requirements

At sites where facility uniqueness, Centre remoteness or general access conditions dictate, the Agency reserves the right to stipulate which desirable competencies are to be regarded as essential at Level 2 and above. The number of competencies that may be stipulated will not exceed 2 from the following table.

Centre or Academy Feature	Competency (or Qualification) Stipulated
Golf Course Extensive Gardens	Horticulture Certificate III Horticulture (Turf Management) Certificate II or III
Exclusive Water Access	Drive commercially registered vessel
Bus Exceeding 30 Passengers	Drive Motor Vehicle (Large Bus)

In recognition of the fact that some site-specific competencies may involve training and/or certification additional to those training or qualification requirements normally considered to be applicable to Services Officers, employees may be required to demonstrate the ability and willingness to undertake such training in order to acquire the necessary competencies.

SCHEDULE 3

Assistant Services Officer - Competencies

Assistant Services Officer Level 1

Competencies marked with an * are essentials. Manager to determine requirements for Assistant Service Officer Level 1 according to Centre requirements.

Key Task	Competency Required	Competency/Measurement
1. Understanding of WH&S*	Perform tasks/duties required at this level to WH&S regulations.	Demonstrated ability to follow safe work practices consistent with appropriate guidelines.
2. Basic grounds and workplace maintenance using minor plant	Perform duties to WH&S regulations and Agency policy and procedure requirements.	Demonstrated ability to: - Maintain playing fields including marking; - Maintain existing gardens - Undertake mowing and brush cutting using minor plant to manufacturers specifications including refuelling and usage recording - Utilise and maintain basic irrigation equipment - Maintain drainage systems including sewer and storm water blockages.
3. Minor building maintenance	Perform duties to WH&S regulations.	Demonstrated ability in areas such as: - Repairing and maintaining flyscreens - Maintaining light bulbs and fluorescent tubes - Building cleaning not covered by contracted services (eg. spillage)
4. Handling of goods and stores	Perform duties to WH&S regulations and Agency policy and procedure requirements.	Demonstrated ability to: - Transport materials and equipment - Lift and handle goods and stores in a safe manner (manual handling)
5. Awareness of the Agency's Child Protection Policy*	An ability to work in a manner consistent with the principles and guidelines outlined in this policy.	Policy and guidelines are read, understood and are followed. Agency training in child protection is completed.
6. Work in a manner consistent with equity principles*	Work in a manner consistent with equity principles.	Equity guidelines are followed.
7. Client liaison*	Present a professional appearance and manner.	Demonstrates a consistent level of professional appearance and manner in all liaison and interaction with clients. Comply with Agency uniform policies and guidelines.
8. Work as a member of a team*	Perform tasks requiring coordination and harmony within a team.	Constructive contribution to team.
9. Kitchen and dining room duties	General knowledge of kitchen operations and an ability to assist Catering Officers.	Knowledge of and ability in: - Basic hygienic food preparation; - Hygiene and waste disposal processes; - Hygienic food storage and handling; - Kitchen safety. - Fine and other dining room procedures. - Safe operation of commercial dishwashers - Handling kitchen cleaning chemicals

10. Maintenance of Minor Plant	Maintain a range of Minor plant to operational level.	Demonstrated ability to undertake routine maintenance to ensure that minor plant is maintained in operational condition (eg. Change mower blades).
11. Receive and handle cash from clients and visitors	Receive and reconcile cash transactions and provide receipts where required.	Demonstrated ability to perform tasks including documentation with accuracy and timeliness.
12. Assist in preparing and maintaining residential and client facilities	Undertake household chores including making beds, changing and laundering linen and general cleaning.	Perform tasks in a hygienic and timely manner.
13. Basic swimming pool maintenance	An ability to maintain and supervise a swimming pool to institutional and small public pool level.	Undertake relevant modules of the TAFE Statement of Attainment Aquatic Operations, or an equivalent qualification.
14. Control groups of visitors to sporting events	Ensure orderly and safe crowd control	Hold security licence.
15. Make and look up client bookings	Document bookings for Centre facilities such as tennis court.	Ability to operate CIMS or equivalent system.
16. Drive motor vehicles	Operate general Centre vehicles including recording usage.	Must hold an RTA Class C drivers licence.

Assistant Services Officer Level 2.

Officers must possess essential competencies from Level 1 and additional competencies from Level 1 & 2 as determined as being required by the Manager.

Key Task	Competency Required	Competency/ Measurement
1. Supervision skills	Direct and oversight the operations of staff performing duties within area of responsibility.	Demonstrate an ability to: <ul style="list-style-type: none"> - plan work priorities in a team based environment; - provide clear direction in the completion of tasks; - monitor the performance of accountable staff; and - provide training to accountable staff. - roster staff equitably.
2. Large scale laundering	Ensure Centre linen supply is laundered and hygienic	Demonstrate an ability to handle large volumes of linen to ensure continuity and hygiene maintained.
3. Resuscitation	Theoretical knowledge of Cardio Pulmonary Resuscitation (CPR) and ability to apply both with and without oxygen equipment.	Certification by the Royal Life Saving Society Australia (RLSSA) to advanced resuscitation level.
4. First aid	Undertake St. John Ambulance Certificate or equivalent.	Certification
5. Basic swimming pool maintenance.	An ability to maintain and supervise a swimming pool to institutional and small public pool level.	Undertake relevant modules of the TAFE Statement of Attainment Aquatic Operations, or an equivalent qualification.

6. Undertake stock control.	Order stock and maintain inventory	Demonstrate ability to ensure stock is adequate and accountable documents are maintained.
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J. D. STANTON, Commissioner

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