



RAC members are happier

RAC/FSU

Distribution Enterprise Agreement

2013

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1. TITLE

- a. This agreement shall be known as the Distribution Enterprise Agreement 2013 (“Agreement”).
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2. PARTIES BOUND AND SCOPE

- a. This Agreement is binding on RAC Distribution Pty Ltd (“RAC” and “Employer”) and the Finance Sector Union of Australia (“Union”).
- b. This Agreement shall bind employees in who are:
- i. Working in Member Service and Contact Centre (Sales) departments of the RAC;
 - ii. Employed by RAC Distribution Pty Ltd; and
 - iii. Eligible to be members of the Union; and
 - iv. Engaged in the classifications “A” to “D” specified in Schedule 1 in this Agreement.
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3. RELATIONSHIP WITH OTHER INSTRUMENTS

- a. This Agreement wholly replaces the RAC/FSU Member Service and Contact Centre (Sales) Enterprise Agreement 2010.
- b. This Agreement operates to the exclusion of any modern award, enterprise agreement, transitional instrument or unregistered agreement that could otherwise apply.
- c. This Agreement operates to the exclusion of State laws to the maximum extent possible.
- d. This Agreement does not incorporate or form part of an employee’s contract of employment but should be read in conjunction with the contract of employment.
- e. This agreement must be read in conjunction with RAC policies, procedures and guidelines as advised and amended from time to time, including those referred to in this Agreement. These policies, procedures and guidelines do not form part of this Agreement or an employee’s contract of employment. In the event of any inconsistency the Agreement will prevail.
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4. TERM

- a. This Agreement shall come into operation seven (7) days after the issue of a notice from Fair Work Commission advising that it has approved this Agreement (“effective date”), and will expire on 30 June 2016.
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5. NO EXTRA CLAIMS

- a. During the life of this Agreement, the Union agrees not to pursue any extra claims regarding matters directly arising from the terms of this Agreement, other than as agreed between the RAC and the Union.
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6. DEFINITIONS

- a. **“Accrued Time Off”** (ATO) means a system by which an employee and their leader is able to agree to an alternative hours arrangement over a four-week cycle which includes regular rostered time off.
- b. **“Agreed Pattern of Hours”** is the hours of work determined in accordance with this Agreement for each employee, being 150 hours over a four-week cycle for full-time employees and in the case of part-time employees their contracted hours over a four-week cycle.
- c. **“Casual employee”** is an employee other than a part-time or full-time employee as defined, who is engaged and paid as a casual employee on an hourly basis, does not work reasonably predictable hours and whose contract ends after each period of engagement.
- d. **“Continuous service”** is the amount of unbroken time that an employee has worked for the RAC. In calculating an employee’s continuous service the total service period is reduced by any periods of leave without pay including for example parental leave and sick leave without pay, but these periods do not break an employee’s continuous service.
- e. **“Department”** means an existing and logical group of employees consistent with organisation charts as determined by the RAC.
- f. **“Distribution”** means the employing entity of this agreement.
- g. **“Four-week Cycle”** means each four-week pay cycle within which employees may work their ordinary hours. It commences on a full pay period on a Monday and ceases four weeks hence on a Sunday. For the purposes of ATO, a four-week cycle is determined as mutually agreed between the employee and their leader.
- h. **“Full-time employees”** are those employees who are engaged for an average of at least 150 ordinary hours in a four-week cycle.
- i. **“Immediate family”** means:
- i. a spouse, child, parent, grandparent, grandchild or sibling of an employee; and
 - ii. a child, parent, grandparent, grandchild or sibling of an employee’s spouse.
- “Child”** includes an adopted child, a stepchild, an ex-nuptial child and an adult child.
- “Spouse”** includes a former spouse, a de-facto spouse and a former de-facto spouse, including same sex partners. A defacto spouse means a person who lives with the employee as his or her husband or wife on a bona fide domestic basis.
- j. **“Job share”** means an agreement where two employees share all of the duties and responsibilities of a permanent position and that arrangement is authorised by the RAC in writing.
- k. **“Junior employee”** refers to an employee under the age of 21.
- l. **“Leader”** means an employee’s direct supervisor.
- m. **“Mutual agreement”** means agreement between an employee and leader reached freely and without pressure following full and open discussions of the needs of each party.
- n. **“National Employment Standard (NES)”** minimum entitlements as provided by the under the Fair Work Act 2009 (Cth).
- o. **“Ordinary rate of pay”** means the actual rate of pay that an employee receives for ordinary hours of work, excluding for example, allowances, penalties, loadings, incentive-based payments, bonuses and superannuation. However loadings as per clause 8.3 will apply for sick leave, annual leave or for notice periods.
- p. **“Part-time employee”** is an employee engaged as such and who works reasonably predictable hours that total less than 150 ordinary hours in a four-week cycle and who is not a Casual Employee as defined.
- q. **“Privately Owned Vehicle”** means a vehicle not licenced and registered for use by the RAC.
- r. **“Regional Member Service Centre”** means all Member Service Centres in country locations excluding Mandurah, Western Australia.
- s. **“RAC”** means RAC Distribution Pty Ltd.
- t. **“Total salary”** means the pay received for ordinary hours worked including allowances and any salary packaging items for example motor vehicle, parking and employee contribution superannuation.
- u. **“Union”** means the Finance Sector Union of Australia (FSU).

7. INDIVIDUAL FLEXIBILITY

- a. Notwithstanding any other provisions of this agreement, an employee and the RAC may agree to vary the effect of this agreement to meet the genuine needs of the employee and the RAC.
- b. The RAC will ensure that the terms of the IFA are about permitted matter under section 172 of the FW Act and are not unlawful terms under section 194 of the FW Act."
- c. The terms that an employee and the RAC may agree to vary the effect of are those concerning:
 - i. Hours of work
 - ii. Overtime rates
 - iii. Penalty rates
 - iv. Allowances
 - v. Leave loading
- d. Any arrangement for individual flexibility under this clause must be genuinely agreed to by the employee and the RAC. The arrangement must be in writing and signed by the RAC and the employee (including the employee's parent or guardian where he/she is under 18 years of age). A copy of the agreement must be given to the employee within 14 days of it being agreed to.
- e. The RAC will ensure terms of the individual flexibility arrangement result in the employee being better off overall than the employee would have been if no arrangement was made
- f. The individual flexibility arrangement may be terminated:
 - i. by the employee or the RAC giving 28 days' notice of termination, in writing, to the other party; or
 - ii. at any time, by written agreement between the employee and the RAC.

8. HOURS

- a. Clauses 8.2 to 8.6 (inclusive) will not apply to employees whose total salary is \$61,906 and above per annum.
- b. No overtime will be paid to an employee whose total salary is \$61,906 or above as this figure includes an amount to compensate an employee for this.
- c. Notwithstanding clause 8(b), the maximum number of ordinary hours a full-time employee shall be required to work in any fortnight shall be an average of 75 hours plus reasonable additional hours.
- d. This \$61,906 figure will be adjusted by 3% to \$63,763 effective 1 July 2014 and 3% to \$65,676 July 2015.

8.1 Spread of Hours

- a. The ordinary spread of hours is 7.00am – 9.00pm Monday to Sunday.

8.2 Agreed Pattern of Hours

- a. The maximum number of ordinary hours a full-time employee shall be required to work in any fortnight shall be 75 hours. The rostering of hours is to be determined by the RAC within the spread of hours as per clause 8.1.

- b. An employee's agreed pattern of hours will be within the spread of hours and shall not exceed the span of hours as below:
 - i. 10 hours per day, exclusive of meal breaks,
 - ii. 150 hours over a four-week cycle.
- c. An employee will be entitled to two consecutive days off immediately following the completion of a five-day agreed pattern of hours. A pattern of hours extending beyond five days may be mutually agreed between the employee and their leader where both the business requirements and employee's preferences indicate this as appropriate.
- d. Clause 8.2(b)(i) does not apply to employees operating under a split shift arrangement as per clause 8.7.

8.3 Loadings for Ordinary and Agreed Pattern of Hours

- a. An employee's agreed pattern of hours will be paid at ordinary rates plus the following loadings:

Day	7:00 am – 7:00 pm	7.00 pm – 9.00 pm
Monday – Friday	0%	17.5%
Saturday	50%	50%
Sunday	75%	75%

8.3.1 Payment for Employees on Sick or Annual Leave or for Notice Periods

- a. Employees who work ordinary hours after 7:00 pm weekdays or on weekends shall receive their ordinary rate of pay with loading, whilst on sick leave or for notice periods. Refer to clause 16.1.7 for Annual Leave.

8.4 Saturday and Sunday Work

- a. Work on a Saturday and/or Sunday is voluntary and will only be worked by employees who have genuinely and freely given their consent. Consent is deemed to have been given by the following employees:
 - i. Those employed specifically to work Saturday and/ or Sunday as part of their agreed pattern of hours.
 - ii. Those employed by Distribution who under their contract of employment have agreed to work overtime on Saturday and/or Sunday on a roster basis.
- b. Agreement to work on Saturday and/ or Sunday must be based on mutual agreement between the employee and their leader. The loading for work performed on Saturday and Sunday, as part of the employee's agreed pattern of hours, will be as detailed in clause 8.3.
- c. Consent is only deemed to have been given for Sunday work as per clause 8.4(a)(i) should the location be currently trading on Sundays; or be intending to trade on Sundays within 12 months of the initial employment.
- d. Employees not specifically employed to work on Saturdays and/or Sundays as part of their agreed pattern of hours are able to 'opt in' to amend their agreed pattern of hours if the trading days are amended at their location.

8.5 Overtime

- a. An employee may be requested to work a reasonable amount of overtime outside their agreed pattern of hours in a four-week cycle. Requests to work overtime shall take into account the employee's family and other personal circumstances.

- b. Overtime will apply for all time worked by request that is in excess of an employee's agreed pattern of hours. Where a full-time employee is directed to work in excess of their agreed pattern of hours, they will be paid overtime rates. On each day that overtime is worked, overtime shall be paid:
 - i. At the rate of time and a half for the first two hours in excess of the employee's agreed pattern of hours in any one day and double time thereafter.
 - ii. For Saturday/Sunday work - where the employee is requested to work on these days (outside their agreed pattern of hours), they shall be paid at the rate of double time for all time worked with a minimum payment of three hours.
- c. When a part-time employee is requested to work additional hours, beyond their agreed pattern of hours, they shall be paid:
 - i. At ordinary rates plus any applicable loadings provided in clause 8.3 for all time worked up to 150 hours in a four-week cycle.
 - ii. For time worked in excess of 150 hours in a four-week cycle, at time and a half for the first two hours and double time thereafter in any one day.
 - iii. For Saturday/Sunday work, at the rate of double time for all time worked with a minimum payment of three hours.
 - iv. For all time worked outside the span and spread of hours as detailed in clauses 8.1 at time and a half for the first two hours and double time thereafter in any one day.
- d. When a casual employee is requested to work in excess of 150 hours in a four-week cycle, the employee will be paid overtime at the rate of time and a half for the first two hours and double time thereafter in any one day.
- e. Except as provided in clause 11(d), the most an employee will receive for working overtime is double time rates, or when working on a public holiday double time and a half, inclusive of any loading. An employee will not receive double penalties e.g. overtime and public holiday rates.
- f. Overtime will be paid in the following fortnightly pay.
- g. Where an employee and leader agree, an employee may take time off in lieu of overtime worked, at the rate of overtime payments appropriate to the hours worked. Time off in lieu should be taken within four weeks, but notwithstanding clause 8.5(e), where this is not practical, the employee will be paid overtime at the prescribed rate.
- h. The specific arrangements for working overtime shall be determined by the employee and leader.
- i. When an employee works overtime after 8:00pm, without prior notification, the RAC shall provide transport to the employee's usual place of residence on request of the employee.

8.6 Split shifts

- a. Split shift means working ordinary hours in separate periods of duty. Split shifts may not be worked in more than two separate periods; each period being not less than 2 hours duration.
- b. No split shift shall be rostered with a break of less than 2 hours.
- c. A split shift may be worked where there is mutual agreement between RAC and employee to work the split shift.
- d. Payment for a split shift will be at ordinary pay with penalty rates in accordance with clause 8.3.
- e. RAC will endeavour to arrange rosters to avoid hours extending beyond 12 hours per day, unless otherwise requested by the employee.
- f. All time worked in excess of 10 hours on a split shift will be paid at overtime rates.

8.7 Accrued Time Off (ATO) and Buy Out of ATOs

- a. This clause only applies to employees who have a current arrangement that provides for ATO.
- b. Employees who previously elected to buy out their ATO no longer have access to ATOs either through this Agreement or any RAC policy which may provide for ATO or rostered days off or any similar arrangement (other than clause 13).
- c. ATO can be taken as a complete day, or as agreed to by the employee and leader. Where it is not practicable to take ATO, the employee and leader may agree to have the accrued time paid in accordance with the rates in clause 8.5.

- d. ATO will not be taken on Mondays or on any weekday following a public holiday, unless otherwise agreed between an employee and their leader.

8.7.1 Accrual and Payment

- a. There is no limit to the number of hours which employees can accrue.
- b. An employee and their leader should endeavour to take or make it possible to take an ATO during the four-week cycle.
- c. Time accrued will be recorded.

8.7.2 Sick Leave

- a. Employees granted sick leave will be credited with that time as part of their ATO. Where the sick leave is granted and falls on and includes an ATO, no debit of the employee's sick leave shall be made in respect to that time.

8.7.3 Part-time Employees

- a. ATO does not apply to part-time employees who work less than five hours per day, five days a week. This does not mean that part-time employees are unable to accrue time in lieu following consultation with their leader.

8.8 Hours of Work

8.8.1 Establishment of an Employee's Agreed Pattern of Hours

- a. In establishing agreed pattern of hours, an employee and leader will through mutual agreement achieve both the business needs and personal needs.
- b. Once established, working hours may only be varied by mutual agreement. If RAC or an employee(s) request to change an agreed pattern of hours, the request must be in writing advising the proposed change and the reasons for the request.
- c. RAC and the employee(s) will participate in the process of matching employee(s) personal needs with the business requirements in an attempt to reach mutual agreement.
- d. If there is a business imperative to change an employee's hours of work, both the people leader and the employee will participate in the process of attempting to match their respective business and personal needs.
- e. Employees will endeavour to meet these needs through any necessary changes to rosters. It will be open to both employer and employee(s) to discuss a variety of options in order to attempt to reach an agreement.
- f. Where an employee and leader cannot agree on working hours, the matter will be dealt with according to the dispute settlement process in this Agreement. Until such time as a resolution is achieved, the employee will be required to work their existing hours.
- g. An existing pattern of hours can only be amended by mutual agreement. Where an employee refuses to change their pattern of hours they will suffer no discrimination as a result.

8.8.2 Flexible Roster Employees

- a. The maximum number of ordinary hours a full-time employee shall be required to work in any fortnight shall be 75 hours.
- b. The rostering of hours to be determined by the RAC within the spread of hours as per clause 8.1.
- c. In most instances, employees will be advised of their rostered working hours at least one week prior to the commencement of that roster.
- d. Employees agree that their hours may be altered by the RAC providing them with at least seven days' notice, except in the case of mutual agreement between the employee concerned and the RAC at any time.

8.9 Meal Breaks and Tea Breaks

- a. No employee shall be required or permitted to work more than five hours without a meal break.
- b. The meal break will be at least 30 minutes and up to 60 minutes in length. The meal break may be extended up to a maximum of two hours subject to agreement being reached between the employee and their leader.
- c. The RAC will endeavour to provide employees notice the day prior if overtime or additional hours are to be worked. When notice cannot be given and employees are working during what is considered a meal period, the RAC will provide an appropriate meal to employees or make some other mutually agreed arrangement.
- d. RAC will determine the time at which employees will take breaks.

8.9.1 Tea Breaks

- a. Employees are entitled to the following breaks in addition to meal breaks:
 - i. An employee may take a paid rest break (of not more than 15 minutes) away from their work station if they are working more than 5 hours continuously (exclusive of meal breaks).
 - ii. An employee may take two paid rest breaks (of not more than 15 minutes) away from their work station if they are working more than 7 hour continuously (exclusive of meal breaks).
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9. PUBLIC HOLIDAYS

- a. Employees are entitled to the following Western Australian gazetted public holidays:
 - i. New Year's Day
 - ii. Australia Day
 - iii. Labour Day
 - iv. Good Friday
 - v. Easter Saturday
 - vi. Easter Monday
 - vii. Anzac Day
 - viii. Western Australia Day (formerly Foundation Day)
 - ix. Queen's Birthday
 - x. Christmas Day; and
 - xi. Boxing Day
- b. When Christmas Day falls on a Saturday or Sunday, a holiday in lieu thereof will be observed on 27 December.
- c. When Boxing Day falls on a Saturday or Sunday, a holiday in lieu thereof will be observed on 28 December.
- d. When New Year's Day or Australia Day falls on a Saturday or Sunday, a holiday in lieu thereof will be observed on the next Monday.
- e. If any additional public holidays are declared or prescribed in the location employees are working, these days will constitute an additional public holiday.

9.1 Work on Public Holidays

- a. Employees are entitled to the day off on the public holidays specified in clause 9.
- b. Normal rostering will be in place for Easter Saturday.
- c. Except as provided for in clause 9.1(b), the RAC will request volunteers for any work to be carried out on a public holiday five weeks prior to each public holiday. If there are insufficient volunteers, the RAC may request an employee to work on a particular public holiday.
- d. The employee may refuse a request if the employee has reasonable grounds to do so. In determining whether an employee has reasonable grounds for refusing to work on a particular public holiday the following will be taken into consideration:

- i. The employee's reason for refusing the request;
- ii. The employee's personal circumstances including family responsibilities;
- iii. Public holidays previously worked in the year;
- iv. The amount of notice by the employer when making the request and the amount of notice by the employee in refusing the request;
- v. Any other relevant factors.

9.2 Public Holidays Payments

- a. All work performed on a public holiday shall be paid at the rate of double time and a half with a minimum payment of three hours.
 - b. A permanent employee is entitled to be paid at their ordinary rate of pay for a public holiday if the day falls on a day that they would otherwise have worked and they were not required to work on this day solely because it is a public holiday. The employee will be entitled to be paid as if they were working on that day.
 - c. If an employee is absent from work on either or both the working day(s) immediately before or the working day after a Public Holiday, the employee will be required to substantiate his/her absence(s) from work with a medical certificate.
 - d. Full-time employees (whether they work a fixed or variable roster) who do not regularly work a five-day, Monday to Friday week are entitled to a public holiday that falls on a day when they are not working and may elect to either receive:
 - i. A day's paid leave to be taken on another day; or
 - ii. An additional day's pay at the employee's ordinary rate of pay.
 - e. An employee who is required to work their ordinary hours on a Saturday or Sunday which is Christmas Day, shall be paid as per clause 9.2(a), and also be entitled to a substitute day to be taken at a mutually agreed time.
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10. PART-TIME EMPLOYMENT

- a. Part-time employees are those employed as such and who work reasonably predictable hours that are fewer than the 150 hours in a four-week cycle worked by full-time employees.
 - b. Part-time employees shall be paid an hourly rate calculated by dividing the appropriate salary for the position by the number of hours worked by a full-time employee.
 - c. A part-time employee shall be entitled to annual leave, sick leave, and all other authorised leave on a pro-rata basis relative to hours worked.
 - d. Part-time employees shall be entitled to equal access to all training.
 - e. A part-time employee who works outside of their agreed pattern of hours on a Saturday or a Sunday and is requested to work shall be paid at the applicable overtime rate, detailed in clause 8.5.
 - f. The RAC must roster a regular part-time employee for a minimum of three consecutive hours on any day they are required to work.
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11. CASUAL EMPLOYEES

- a. A casual employee is not entitled to paid leave of any type.
- b. A casual employee is entitled to unpaid compassionate leave in accordance with the "NES." Refer to clause 16.(a).
- c. A casual employee's contract of employment shall be on an hourly basis with a minimum payment of 3 hours on each occasion the employee is required to work.

- d. A casual employee shall receive a loading of 25 percent in addition to the ordinary rate of pay determined by the classification into which the casual employee's job falls. The loading of 25 percent is to compensate for the nature of casual employment and is in lieu of annual leave, personal leave, public holiday provisions and any other paid leave entitlements.
 - e. A casual employee who is required to work on a public holiday will be paid at the rate of double time and a half for the hours worked, plus the casual loading of 25 percent. The loading is calculated on their ordinary rate of pay only.
 - f. A casual employee who is rostered to work on a particular day must comply with the same notice requirements and supporting evidence as detailed in clauses 16.2.1(d) to (f) if they are not available to work so they can care for a member of their immediate family or household who are sick and require care and support, or who require care due to an unexpected emergency, or the birth of a child, or upon the death of an immediate family member or household member.
 - g. The amount of time a casual employee is not available to work under clause 11(e) is a period agreed between the employee and their leader or up to two days per occasion.
 - h. A casual employee is only entitled to be paid for time actually worked.
 - i. The RAC will not refuse to re-engage a casual employee because they were unavailable to work under clause 11(e).
-

12. STAFFING

- a The RAC is committed to staffing to:
 - i. Ensure business requirements and customer service levels are met.
 - ii. Ensure the health and safety of employees.
 - iii. Allow employees access to their entitlements including breaks as per clause 8.9, meal breaks and ATO as per clause 8.7 where applicable.
 - iv. Endeavour to cover all planned absences.
 - v. Endeavour to have sufficient staffing to enable employees to fulfil their duties within their scheduled working hours.
- b Where impending vacancies are confirmed, the RAC will make every reasonable effort to fill positions quickly. Employees in that workplace will be kept informed of progress.

12.1 Relief Employees

- a The RAC may form a relief team. The following conditions will apply to permanent relief employees:
 - i. A relief employee will be formally contracted to one Distribution location as determined in conjunction with the employee;
 - ii. A relief employee will be required to provide a list of locations at which they would prefer to work, ranked in order of preference and where business requirements allow the RAC will allocate according to these preferences;
 - iii. Travelling expenses will not apply to relief employees, unless they are required to move to a new Distribution location after already having arrived for work on that day. In this case, either travelling expenses will be paid or transport will be provided;
 - iv. Where relief is required in a Regional Member Service Centre, reasonable travelling and accommodation expenses will be provided.
Where there is no requirement for relief work, a relief employee will be provided with meaningful project work within the scope of their capabilities.
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13. FLEXIBLE WORK PRACTICES

- a. The RAC is committed to fostering our value, Employee Fulfilment, through the provision of flexible work practices that promote work and life balance. Flexible work practices are generally outside ordinary and established arrangements. They can be requested by the employee and considered by the leader in the context of operational requirements and our value, Members First.
- b. An employee's entitlements under this clause are applied as per the Fair Work Act 2009 (Cth) and the National Employment Standards.
- c. An employee is not entitled to make a request for flexible work practices unless they have completed at least 12 months of continuous service with the RAC immediately before making a request.
- d. Long term casual employees are also entitled to make a request for flexible work practices if they have completed at least 12 months of continuous service with the RAC immediately before making a request and have been employed regularly and there is a reasonable expectation of continuing employment.
- e. An employee who is a parent, or has responsibility for the care, of a child may request RAC for a change in working arrangements to assist the employee to care for the child if the child:
 - i. is under school age; or
 - ii. is under 18 and has a disability.
- f. Flexible work practices may include:
 - i. Alternative working hours arrangements.
 - ii. Preferred rosters and work schedules.
 - iii. Access to part-time hours.
 - iv. Job sharing.
- g. The request must be in writing and set out the changes sought and the reasons for the change.
- h. Requests for flexible work practices will be genuinely considered by the RAC.
- i. RAC will provide the employee with a written response within 21 days of the request being made, stating whether the RAC grants or refuses the request. Where a request cannot be met, the RAC will communicate the reason(s) to the employee.
- j. In order for the RAC to meet requests for flexible work practices, an employee may have to permanently transfer to other teams and/or locations. This transfer however, will only occur if the employee accepts such a change associated with their request and the RAC can reasonably accommodate that employee in a new team and/or location.
- k. Provided the employee's request is genuinely based on parental responsibilities, RAC may refuse the request only on reasonable business grounds; such grounds may include an adverse impact on Members First, cost, lack of adequately skilled employees and an adverse impact on efficiency.

Flexible work practices should not be treated as, nor is a substitute for, an employee re-entering an ATO arrangement which has already been bought out under a previous agreement.

14. SALARIES AND CLASSIFICATION

14.1 RAC Classification System

- a. The RAC classification system has seven classifications, the classifications relevant to this Agreement are A - D and their descriptors are contained in Schedule 1.
- b. The RAC will classify each position that falls in the scope of this Agreement according to the RAC classification system.

14.2 Junior Rates

- a. Junior rates shall apply to A and B RAC Classifications, with the exception of specific position minimum salaries as described in clause 14.5.
- b. These rates are set out below and shall equate to the following percentages of the minimum rate in respect of the appropriate classification:

RAC Classification A & B Positions	
Age	%
18 or less	70
19	80
20	90

14.3 Salary Bands

- a. Full-time employees paid within the following salary bandwidths, prorated for part-time employees, are entitled to salary increase as per 14.

14.4 Fixed Salary Increases

- a. An increase of 3.00 percent on a full-time employee's salary, prorated for part-time employees, will be paid on the following classifications, backdated to 1st July 2013.
- b. An increase of 2.00 percent on a full-time employee's salary, prorated for part-time employees, will be paid on the following classification effective 1st July 2014.
- c. An increase of 2.00 percent on a full-time employee's salary, prorated for part-time employees, will be paid on the following classification effective 1st July 2015.

RAC Classification	Minimum salary effective on registration	Maximum	Base Salary effective 1st July 2013	Maximum	Base Salary effective 1st July 2014	Maximum	Base Salary effective 1st July 2015	Maximum
A	\$38,541	\$41,789	\$39,697	\$43,043	\$40,888	\$44,334	\$42,115	\$45,664
B	\$46,334	\$53,097	\$47,724	\$54,690	\$49,156	\$56,331	\$50,630	\$58,021
C	\$56,831	\$70,024	\$58,536	\$72,125	\$60,292	\$74,288	\$62,101	\$76,517
D	\$72,438	\$85,684	\$74,611	\$88,255	\$76,849	\$90,902	\$79,155	\$93,629

14.5 Specific Positions Minimum Salaries

- a. This clause applies to employees employed in the specified positions of Sales and Service Consultants in Distribution.
- b. The minimum salaries applicable to adult full-time employees, prorated for part-time, employed in the specified positions from registration of this Agreement are:

RAC Classification & Specified Position	Minimum salary effective on registration	Minimum salary effective 1st July 2013	Minimum salary effective 1st July 2014	Minimum salary effective 1st July 2015
A - Sales and Service Consultant - Trainee	\$43,565	\$44,872	\$45,769	\$46,685
B – Sales and Service Consultant	\$48,271	\$49,719	\$50,714	\$51,728

- c. The same timing in clause 14.4 will be applied to these minimum salaries.

14.6 Variable Salary Increases

- a. Effective 1st July 2014, Distribution will have an annual salary review process where a component of the salary increase is variable and linked to employee behaviours and performance during the financial year. The first year of variable salary increases will relate to performance during the financial year 1st July 2013 – 30th June 2014.
- b. Distribution will reward an employee with a variable salary increase according to whether they meet the prescribed Distribution Behaviours and whether an employee achieves the goals in the annual Performance Plan.
- c. To participate in the annual salary review process, an employee must firstly achieve an average score of '3' for the Distribution Behaviours. (see clause 14.6.1)
- d. The variable salary increases are directly linked to an employee's performance.
- e. Performance objectives will be detailed in an employee's Performance Plan at the beginning of each financial year and a formal review will occur at or about six (6) months thereafter. Informal discussions will however occur throughout the year. The final review will occur once the financial year has come to a close.
- f. To reduce subjectivity in the salary review process, Distribution will undergo a 'Moderation Process' (see clause 14.6.4).
- g. If an employee believes they are being treated unfairly or their scores are inaccurate, they have a right to appeal in accordance with the Dispute Resolution process of this Agreement (see clause 25).
- h. Employees who have been working for less than 3 months at the time of the annual salary review process will not be eligible for a variable salary increase effective 1st July of the respective year as they would not have completed at least 2 Stages of the Performance Plan cycle. Instead, they will be eligible for reassessment as per clause 14.6.3.

14.6.1 Step 1 – Distribution Behaviours

To be eligible to participate in the variable annual salary review process, an employee must achieve the following:

- a. An employee must firstly achieve an average of '3' for the prescribed Distribution Behaviours. This is the first step needed to pass to be considered for a variable salary increase. If an employee does not achieve an average of '3', they do not progress in the process and therefore do not qualify for a variable salary increase.
- b. An employee's leader will give them a notice during the year if their behaviour is likely to result in them not achieving an average of '3'.

14.6.2 Step 2 – Average Overall Performance Score

- a. If an employee meets an average of '3' or more in the Distribution Behaviours (clause 14.6.1) they have an opportunity to participate in the performance assessment process and obtain the following increase based on their average overall performance score:

Average Overall Performance Score	Variable Salary Increase
Greater than 4.01	3.00%
Between 3.51 – 4.00	2.00%
Between 3.26 – 3.50	1.00%
Between 3.00 – 3.25	0.50%
Less than 3	0.00%

- b. An employee's variable salary increase will be based on their ordinary rate of pay and be effective from the first full pay period in July 2014 for the term of this Agreement.
- c. When requested by the FSU, Distribution will provide data detailing the distribution of salary increases under this clause, provided that Distribution will not be required to disclose information about individual employees.

14.6.3 Opportunity for Reassessment

- a. If an employee does not qualify for a variable salary increase, either due to not having worked at least 3 months prior to the annual salary review process, due to not meeting an average of '3' for the Distribution Behaviours or if scoring less than '3' in their overall average performance score, their leader will communicate to the employee what standard of behaviours or performance are needed to achieve and provide examples of behaviours and performance levels that need to change.
- b. The employee will be re-assessed in January (or as soon as practically possible after mid-year reviews) of the following year (for the period July to December of the previous year). If they are successful in achieving an average of '3' or more for the Distribution Behaviours and '3' or more in their average overall performance score, they will then be eligible to receive the relevant variable salary increase as per clause 14.6.2(a), effective from the first full pay period in January.

14.6.4 Moderation Process

- a. To reduce subjectivity that a leader may have about an employee and those in an employee's team, the score will undergo a moderation process by Management in Distribution as set out in clause 14.6 (f). This means that others can review scores in relation to peers and see whether it is a fair score, given an employee's performance and that of their team.
- b. There are three (3) stages in the process in which an employees' score will undergo moderation:

Stage	Moderation Process
Stage 1	The Employee and the Leader review the employee's self-assessment and agree on a preliminary score based on all the evidence of an employee's behaviours and performance throughout the year.
Stage 2	Senior Leaders across like teams in a business unit, Human Resources and The General Manager review an employee score in comparison to peers for fairness and consistency.
Stage 3	The Executive General Manager reviews the score as assessed and recommended by the Executive team and Senior Leaders, which may result in an employee's preliminary score being adjusted. This then becomes the employee final score.

14.6.5 Appeals Process

- a. If at any stage an employee believes that they have not been treated fairly or if their score is inaccurate, they can appeal by following the Dispute Resolution process in this Agreement (see clause 21). They will not be victimised for initiating an appeal.

14.7 Employees outside bandwidth

- a. An employee paid above the maximum salary for their role classification will not be entitled to a salary increase. Based on a favourable end of year performance review (achieving a minimum overall "3" rate) the employee will be eligible for a one off bonus as at 1 July each year to the value the percentage increase they would have received if they fell within the salary bandwidth.

14.8 Salary Packaging

- a. An employee may enter into a salary packaging arrangement, excluding employer statutory superannuation contributions, subject to RAC policy.
- b. An employee should obtain independent remuneration advice when establishing their salary packaging arrangement. The RAC highly recommends that the employee seek independent financial planning or other financial advice from suitably qualified persons on the advisability of the most beneficial way to structure their package to best meet an employee's needs.

14.9 Payment of salaries

- a. Salaries will be paid weekly or fortnightly at the option of the RAC.

14.10 Superannuation

- a. Superannuation entitlements shall be in accordance with the Superannuation Guarantee (Administration) Act 1992, which includes the option to choose their own complying superannuation fund.
 - b. The RAC shall allow employees to make voluntary superannuation contributions to their superannuation account, either at pre or post tax.
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15. HIGHER DUTIES ALLOWANCE (HDA)

- a. An employee, who temporarily performs duties typical of a position which is classified higher than their substantive position for a period of more than five consecutive working days, shall receive an HDA.
 - b. This allowance is the minimum classification salary of the higher position or, if the employee is already receiving a salary at or above that rate, five percent of the minimum classification salary of the higher position.
 - c. An employee, who temporarily performs duties typical of a position which is at the same classification as their substantive position, but in a different role, would receive an HDA of five percent of the minimum classification salary payable for that position.
 - d. An employee who temporarily performs duties typical of a lower classification job will not have their salary reduced.
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16. LEAVE

- a. The RAC will provide its employees with leave to which they are entitled as per the Fair Work Act 2009 (Cth) and the NES, as well as some additional types of leave. The following table summarises some types of leave to which employees are currently entitled to:

Types of Leave	Minimum Entitlements in this Agreement
Annual Leave	4 weeks (20 working days) of paid annual leave for full-time employees. (pro rata for a part-time employee)
Personal Leave (1 st year of employment)	10 days leave entitlement per annum for full-time employees on a pro rata basis of 18.75 hours at the beginning of every 3 months. (pro rata for a part-time employee)
Personal Leave (2 nd year of employment)	10 days leave entitlement per annum for full-time employees. (pro rata for a part-time employee)
Personal Leave (3 rd and subsequent year of continuous employment)	12 days leave entitlement per annum for full-time employees. (pro rata for a part-time employee)
Bereavement Leave	4 days bereavement leave (per event) for full-time and part-time employees.
Emergency Care Leave	4 days emergency leave (per year) for full-time and part-time employees
Compassionate Leave	2 days Compassionate Leave (per occasion) for employees not entitled to Bereavement Leave or Emergency Care leave.
Long Service Leave	8 2/3 weeks paid long service leave after completing 10 years continuous service; 4 1/3 weeks paid leave for every five years continuous service after the initial ten years' service.
Parental Leave	12 months unpaid parental leave for all permanent full-time, part-time and eligible casual employees who have completed 12 months continuous service. (extension of unpaid leave for a further 12 months can be requested subject to RAC's business needs)

b. Further details relating to each type of leave are described below.

16.1 Annual Leave

a. This clause does not apply to casual employees.

16.1.1 Taking of Annual Leave

a. The RAC encourages employees to take their annual leave on a regular basis and will put in place management strategies to avoid the accumulation by employees of excessive amounts of annual leave, in particular as a result of insufficient employee levels or business strategies.

16.1.2 Annual Leave Entitlement

- a. An employee is entitled to paid annual leave of four weeks (20 working days). An employee's entitlement to annual leave accrues progressively during a year of service according to an employee's ordinary hours of work, and accumulates from year to year.
- b. A part-time employee is entitled to annual leave pro-rated to the full-time employee entitlement.
- c. An employee's entitlement to annual leave is exclusive of any public holidays in clause 9, if this day would have been an ordinary working day for the employee.

16.1.3 Payment for Annual Leave

- a. An employee will receive payment for a period of annual leave at their ordinary rate of pay as per clause 16.1.7.
- b. An employee may request for payment in advance for annual leave, if they provide the Payroll Department with at least two weeks' notice. Payment in advance shall only be granted at the RAC's discretion and where annual leave is for a minimum of five consecutive days.

16.1.4 Access to Annual Leave

- a. Annual leave may be taken by agreement between the employee and their leader, provided that the RAC will not unreasonably refuse a request to take accrued annual leave. When requesting to take annual leave employees, where possible, should provide a minimum of 4 weeks' notice prior to the intended start date.
- b. Managing the granting of leave can be difficult where a number of employees are all seeking to take leave at popular times of the year, e.g. Christmas or school holidays. The RAC is committed to ensuring that all employees have an equal and fair opportunity to access leave at these busy times. In each team or work unit, the RAC will maintain a system of granting leave which ensures employees have equal and fair access to leave, suitable to the operation of that team or work unit. Where guidelines are implemented governing the granting of leave, those guidelines will be clearly communicated to all employees.
- c. Notwithstanding the above, the RAC may direct an employee to take:
 - i. leave where it shuts down all or part of the business provided that if an employee does not have sufficient accrued leave he/she may be required to take leave without pay;
 - ii. accrued annual leave by giving 4 weeks' notice due to exceptional circumstances, subject to clause 16.1.4 (d).
- d. Where exceptional circumstances necessitates that employees be directed to take annual leave as set out in clause 16.1.4(c)(ii), the RAC will consult with employees and the FSU on how this will operate. Any such requirement for employees to take annual leave as directed by RAC due to exceptional circumstances will only occur where RAC and the FSU have made all reasonable endeavours to reach agreement on such a process
- e. If during two (2) consecutive years an employee accrues their full entitlement to annual leave but does not take annual leave, the RAC may direct that employee to take up to a quarter of the total days they have accrued. In this instance, the employee will be given at least 1 months' notice before the expected date the annual leave is to commence
- f. The RAC may agree to allow an employee to take annual leave before it falls due, however if the employee's employment terminates either by the employee or the RAC, the RAC may deduct from any monies due to the employee on termination an amount equal to the amount paid for the period by which the annual leave granted exceeded the amount of annual leave which had accrued at the date of termination.
- g. Annual leave may be taken in single day periods or part of a single day.

16.1.5 Sickness whilst on Annual Leave

- a. In the event an employee ill or injured the employee can apply for that period to be taken as sick leave. This is subject to:
 - i. Sick leave will only be deducted for days an employee would normally work
 - ii. The employee producing a certificate from a registered medical practitioner stating that the employee was so confined.
- b. Replacement of paid annual leave by paid sick leave must not exceed the amount of sick leave the employee is entitled to at the time the employee was sick.
- c. Replacement annual leave will be taken as set out under clause 16.1.4.

- d. Payment for replaced annual leave shall be at the ordinary rate of pay as set out under clause 16.1.3. Any payment for annual leave the employee received, including any annual leave loading, for a period of annual leave which is subsequently converted to a period of sick leave under this clause must be repaid to the RAC.
- e. Part-time employees will be re-credited for days during their confinement when they would have normally worked.

16.1.6 Cashing Out Annual Leave

- a. The RAC encourages employees to take their full entitlement to annual leave every year however by agreement between RAC and the employee, an employee may elect to cash out some of the employee's accrued annual leave and receive a payment, instead of taking paid annual leave. The amount of annual leave an employee can cash out is any leave accrued which is in excess of the protected amount.
- b. For a full-time employee, the protected amount referred in clause 16.1.6(a) is 4 weeks. Accordingly the employee will only be entitled to cash-out paid annual leave if the employee retains an accrual of at least 4 weeks of paid annual leave immediately following the cash out.
- c. An employee may cash out annual leave only if the employee has an accrued annual leave balance exceeding four weeks, directly after the cashing out and at least two weeks of annual leave has been taken in the preceding 12 months.
- d. The election to cash out an amount of annual leave must be provided to the RAC in writing. The RAC will consider the election and may authorise the employee to cash-out an amount of paid annual leave. If RAC authorises an employee to cash-out an amount of paid annual leave, RAC will pay the employee within a reasonable period of time.
- e. Each cashing out of a particular amount of paid annual leave must be by a separate agreement in writing and the employee.
- f. The employee must be paid at least the full amount that would be payable to the employee had the employee taken the leave that the employee has cashed out.

16.1.7 Annual Leave Loading

- a. In addition to the ordinary rate of pay for annual leave an employee will be paid an annual leave loading of 17.5% calculated on the ordinary rate of pay, or shift allowances and weekend penalties as set out in clause 8.3 if applicable, whichever is the greater.
- b. Annual leave loading does not apply to public holidays.

16.2 Personal Leave

- a. This clause does not apply to a casual employee.

16.2.1 Personal Leave Entitlement

- b. Personal leave comprises sick leave and carer's leave.
- c. Employees shall be granted paid personal leave as described in clause 16.a, in a year of continuous service. This entitlement shall be pro-rated for a part-time employee.
- d. Probationary employees are required to produce a medical certificate for each day or part day they are absent from work due to illness or injury.
- e. Employees in their first year of employment, who have completed probation, will not be required to provide a medical certificate for absences of up to two single days, or part day, for a genuine illness or injury.
- f. The RAC will not require employees, in their second or subsequent years of service, to provide a medical certificate for absences of up to four single days, or part day, in a year of service for a genuine illness or injury. A medical certificate shall be provided where the absence extends beyond two consecutive days. The RAC may at its discretion require a medical certificate from a registered

- medical practitioner in relation to any other period of personal leave taken by an employee.
- g. The RAC may at its discretion require in relation to carer's leave a medical certificate from a registered medical practitioner for the immediate family or household member being cared for, prior to the leave being taken. As part of the application to take such leave, the employee must inform their leader of the name of the person, their relationship to the employee, the reason they require care and the estimated duration of the absence. If personal leave is unplanned, such documentation is required as soon as possible or on request. The RAC may waive the requirement of documentation, but this is at the sole discretion of the RAC.
 - h. For the purposes of this agreement RAC considers a medical certificate from a registered medical practitioner to be reasonable proof.
 - i. An employee shall provide the RAC with notice of his or her intention to take personal leave and the estimated time of absence. Such advice, other than in circumstances beyond the employee's control, should be given on the first day of absence as soon as practically possible.
 - j. Unused balances of personal leave in any year shall accrue to the following year.

16.2.2 Sick Leave

- a. An employee who is unable to attend or remain at work during the ordinary hours of work, due to personal ill health or injury, shall be entitled to payment during such an absence.
- b. Except where provided in clause 8.4, payment of sick leave shall be at the employee's ordinary rate of pay.
- c. An employee is not entitled to take paid sick leave to cover an absence from work because of a personal illness or injury if the employee is receiving workers' compensation payments.

16.2.3 Carer's Leave

- a. Carer's leave is paid leave taken for the purpose of caring for an immediate family or household member who is ill or injured and requires the employee's care and support or who requires care due to an unexpected emergency.
- b. Once an employee has exhausted their paid personal leave entitlement, an employee is entitled to take up to two days unpaid carer's leave per occasion.

16.3 Bereavement and Emergency Care Leave

- a. Employees, other than casual employees, are entitled to four days paid bereavement leave (per event) as per RAC's Bereavement Leave Policy and four (4) days of Emergency Care Leave (per year) as per RAC Emergency Care Leave Policy. Any changes to these policies shall be through consultation with employees.
- b. Employees not entitled to Bereavement or Emergency Care Leave may be entitled to Compassionate Leave, as per the NES, of two (2) days per occasion for a life threatening illness or injury affecting a member of their immediate family.

16.4 Long Service Leave

- a. Long service leave shall be as follows:
 - i. 8 2/3 weeks paid long service leave after completing ten years continuous service; and
 - ii. 4 1/3 weeks paid leave for every five years of continuous service after the initial ten years' service.
- b. In the event of termination after a period of seven years continuous service, an employee will be paid pro-rata long service leave, less any long service leave already taken or paid. However, with the exception that if employment is terminated for serious misconduct after a period of seven continuous years of service but before ten years, an employee will not be paid pro-rata long service leave.
- c. An employee is only entitled to long service leave for periods of continuous service. For long service leave purposes, continuous service includes:
 - i. Annual leave, long service leave, public holidays and any other paid approved leave.

- ii. Any period while on duty with the defence forces.
 - iii. Re-employment within a period of two months from the date of dismissal or retrenchment.
 - iv. Any absence due to worker's compensation up to 15 working days in any year.
- d. Any approved unpaid leave taken, for example sick leave, parental leave, etc, while not breaking service will not count as continuous service and will delay the time before an employee is eligible for long service leave.
 - e. Long service leave will be paid at the ordinary rate of pay being earned at the time leave is taken.
 - f. If an employee's hours have varied over the course of employment, for example part-time work, long service leave is paid at the current rate of pay for the average number of hours worked over the entire relevant period of employment.
 - g. Long service leave should be taken as soon as reasonably possible after it falls due.
 - h. Long service leave may be taken in no more than two periods by agreement between the employee and their leader.
 - i. An employee may request to be paid the full amount of all pays that fall due during their leave period. To be paid the full amount in one lump sum an application must be made at least two weeks before long service leave commences.
 - j. A public holiday that falls within a period of long service leave will extend the employee's long service leave by one day. This clause only applies if that public holiday would have been a day normally worked by the employee.
 - k. If an employee wishes to work for another employer while on long service leave, prior written approval is required from their leader.

16.4.1 Cashing out of Long Service Leave

- a. If an employee has accrued and is entitled to take long service leave, the employee may elect to forgo taking (or continuing to accrue) an amount of his/her long service leave entitlement and receive a payment instead of actually taking (or continuing to accrue) that amount of leave.
- b. To make the election, the employee must give RAC a notice in writing.
- c. RAC will consider the employee's election and may authorise the employee to forgo taking (or continuing to accrue) the amount of long service leave in exchange for receiving a payment for this untaken leave.
- d. The employee must be paid at least the full amount that would have been payable to the employee had the employee taken the leave that the employee has elected to forgo.
- e. To avoid any doubt, the provisions of this Agreement regarding cashing out of long service leave are inconsistent with the provisions of the relevant long service leave legislation. Accordingly, the relevant provisions of this Agreement prevail over any provisions of the relevant legislation which prohibit or prevent payment in lieu of long service leave. Once a payment in lieu of long service leave has been made, there shall be no further entitlement to the employee at any time, with respect to the period of long service leave for which the employee received payment in lieu.

16.5 Parental Leave

- a. An employee's parental leave entitlements come from this Agreement, and the Fair Work Act 2009, as amended. Employees are encouraged to seek the advice of their Human Resources Consultant or the Union.
- b. All permanent full-time, part-time and eligible casual employees who have completed at least 12 months' continuous service with the RAC prior to the expected date of birth of a child or placement of a child for adoption are eligible for parental leave.
- c. For the purpose of this clause, an eligible casual employee means a casual employee who has:
 - i. Been employed by the RAC on a regular and systematic basis for a sequence of periods of employment during a period of at least 12 months; and
 - ii. Who, but for an expected birth or placement of a child, would have a reasonable expectation of continuing engagement by the RAC on a regular and systematic basis.
- d. An employee can take up to 52 consecutive weeks as unpaid parental leave on a shared basis with their spouse in relation to the birth or adoption of their child.

- e. For the purpose of this clause, spouse shall include former spouse, a de facto spouse (including same sex partner) and a former de facto spouse in relation to the birth of a child. In relation to the adoption of a child, former spouse (including former de facto) is excluded.
- f. Both spouses are not able to take parental leave at the same time aside from:
 - i. Three weeks immediately after the birth or placement of a child; or
 - ii. Upon request by an employee an extension may be granted extending this simultaneous leave up to a maximum of eight weeks.
 - iii. If RAC agrees, concurrent leave may start earlier than permitted by clause 16.5(f)(ii) or up to three weeks later than permitted.

16.5.1 Extending Parental Leave

- a. An employee may request to extend their unpaid parental leave provided for in clause 16.5.1(c) by a further continuous period of 12 months. Extended parental leave must be taken immediately following the end of the employee's initial parental leave period. An employee must provide in writing their request for extension at least four weeks before their expected return to work date.
- b. The RAC will consider any request by an employee in relation to this clause having regard to the employee's circumstances and, provided the request is genuinely based on parental responsibilities, may only refuse the request on reasonable business grounds related to the effect on the workplace or the RAC's business. Such grounds might include cost, lack of adequate replacement staff, loss of efficiency and the impact on customer service. Further entitlements to return to work provisions are outlined at clause 13.
- c. RAC must give the employee a written response to the request stating whether RAC grants or refuses the request. The response must be given not later than 21 days, after the request is made
- d. If RAC refuses the request, the written response under clause 16.5.1(b) must include details of the reasons for the refusal.

16.5.2 Paid Parental Leave

- a. This clause does not apply to an employee if they are engaged as any type of casual employee or on a fixed term contract.
- b. The RAC is committed to paid parental leave. The RAC will maintain a paid parental leave policy. Employees are entitled to a parental leave payment as per this policy, as amended from time to time, which at the commencement of this Agreement provides:

Continuous Services with the RAC	Paid Entitlement
Less than 12 months	Nil
12 months to 3 years	12 weeks
3 years to 5 years	14 weeks
5 + years	16 weeks

16.5.3 Payment of Paid Parental Leave

- a. An employee will receive half of the entitlement as per clause 16.5.2(b) as a lump sum at the commencement of parental leave; and
- b. The second half of the entitlement as per clause 16.5.2(b) when they return to work and complete three (3) months continuous service.

16.5.4 Special Maternity Leave

- a. Where prior to going on parental leave, the pregnancy of an employee terminates after 28 weeks other than by the birth of a living child, then the employee may take unpaid special maternity leave for a period of time as certified by a registered medical practitioner.

- b. Where an employee is suffering from an illness not related to the direct consequences of the confinement, the employee may take any paid sick leave to which she is entitled in lieu of, or in addition to, special maternity leave.
- c. Where prior to going on parental leave, an employee suffers illness related to her pregnancy, she may take any paid sick leave to which she is entitled and such further unpaid special maternity leave as certified by a registered medical practitioner before her return to work. The aggregate of special maternity leave and parental leave, including parental leave taken by a spouse, may not exceed 52 weeks.

16.5.5 Transfer to a Safe Job

- a. Where an employee is pregnant and, in the opinion of a registered medical practitioner, illness or risks arising out of the pregnancy or hazards connected with the work assigned to the employee make it inadvisable for the employee to continue at her present work, the employee will, if the employer deems it practicable, be transferred to a safe job at the rate and on the conditions of her substantive role until the commencement of parental leave.
- b. If the transfer to a safe job is not practicable, the employee may elect, or the employer may require the employee to commence paid no safe job leave for such period as is certified necessary by a registered medical practitioner. The employee will be paid at her ordinary rate of pay for the employee's ordinary hours of work during this period.

16.5.6 Returning to Work After a Period of Parental Leave

- a. An employee will notify of their intention to return to work after a period of parental leave at least four weeks prior to the expiration of the leave.
- b. An employee will be entitled to the position which they held immediately before proceeding on parental leave. In the case of an employee transferred to a safe job, the employee will be entitled to return to the position they held immediately before such transfer.
- c. Where such position no longer exists but there are other positions available which the employee is qualified for and is capable of performing, the employee will be entitled to a position as nearly comparable in status and pay to that of their former position.

17. EDUCATIONAL ASSISTANCE

- a. Employees are entitled to study assistance under the RAC's Educational Assistance Policy. Any changes to this policy shall be in consultation with employees.

18. TRAVELLING AND REMOVAL EXPENSES

18.1 Use of Privately Owned Vehicles on RAC Business

- a. It is recommended that wherever possible employees use RAC pooled vehicles when required to move location during business hours. Where this is not available or practicable, employees may use Privately Owned Vehicles for work purposes.
- b. Where employees are eligible for reimbursement costs incurred, it is expected that the Privately Owned Vehicles will be comprehensively insured, undergo regular servicing and have appropriate registration. Regular checks of tyres, oil and water are expected.

- c. A Leader may insist on the use of a pool car or use other alternatives such as Cabcharge at their discretion.

18.2 Travelling Expenses

- a. A Relief employee is not entitled to Travelling Expenses, except for in circumstances outlined in clause 12.1(a)(iii) and 12.1(a)(iv).
- b. When an employee is temporarily required to work at a location other than their usual place of work, the RAC will provide:
 - i. Payment of any additional public transport expenses, in excess of what is normally incurred; or
 - ii. Where the employee uses their own vehicle, an allowance at the rate set down by the Australian Taxation Office per kilometre for each kilometre travelled in excess of the distance normally travelled.
- c. Payments under clause 18.2(b). above are in addition to the employee being paid at the ordinary rate of pay for the additional time spent in travelling to and from the temporary location, where:
 - i. The additional time exceeds 30 minutes each way travelling by the most convenient mode of transport; and
 - ii. When travel is outside an employee's agreed pattern of hours.

18.3 Voluntary Relocation

- a. An employee and the RAC may agree to a temporary relocation for the mutual benefit of the employee and the RAC (for example where an employee wishes to visit family at a particular location).
- b. The employee is not entitled to reimbursement of travel expenses as prescribed by 22.1, instead being paid an agreed sum in recognition of costs incurred and time spent travelling. Employees will confirm the agreed arrangement in writing.

18.4 Removal Allowances

- a. If an employee agrees to a transfer to another town or region at the RAC's request, that employee will be entitled to the following assistance and allowances to help with removal expenses and change of residence. If an employee applies for a transfer on their own initiative, any assistance provided will be as mutually agreed between the employee and the RAC.
 - i. **Fares** – All costs and fares for travel of the employee and their dependants who live with the employee. The maximum paid will be the cost of economy class fares.
 - ii. **Removal costs** – All reasonable costs for removing furniture, furnishings and normal household items including packing, transport and insurance. RAC will also pay for all furniture storage costs and insurance for up to three months from the date of transfer.
 - iii. **Temporary accommodation** – Reimbursement for the difference in accommodation costs for a period of three months. Reimbursements will be calculated on the difference between the cost of previous accommodation (interest, insurance and rates if the employee were buying their home or renting) and the cost of temporary accommodation. If the employee is still liable for the cost of the previous accommodation during this period, reimbursement for the full cost of temporary accommodation over the period.
 - iv. **Conveyancing expenses** – All legal and statutory charges and real estate agent's commission involved in the sale or purchase of the employee's principle residence.
 - v. **Incidental costs** – The RAC will reimburse the employee costs incurred in setting up their new residence. This may include new school uniforms, refit curtains and alter plumbing or electricity outlets or other unavoidable costs directly attributable to the transfer. The maximum amount an employee can claim for incidental costs is \$1163.30.

- b. The employee will be allowed periods of paid time off to travel to the new location and to seek new accommodation. Time off is to be mutually agreed between the employee and leader in advance.
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19. OCCUPATIONAL SAFETY AND HEALTH

19.1 Health & Safety for Screen Based Work

- a. The RAC recognises the need to ensure that both a high level of customer service is achieved at all times and the well-being of employees is maintained.
- b. To ensure both these needs are achieved, the following shall apply where employees are engaged on purely screen based activities:
 - i. In order to minimise the risk of occupational overuse injuries, it is recommended that employees undertake activities that involve dynamic movement regularly rather than constantly sitting in a static position. Examples of activities include an employee collecting their own generated printing which would provide an opportunity to stretch, or standing at their workstation and doing stretching exercises.
 - ii. It is recommended that these activities be undertaken at regular intervals. As a guideline for example, these activities should be undertaken every 2 hours, especially during periods of high call demand. It is recognised during periods of low call demands, there are ample opportunities to undertake non-screen based work and stretching exercises.
 - iii. Adherence targets will be set at levels that allow for comfort and stretch breaks during the shift.
 - iv. Leaders will manage workflows to ensure employees can take such breaks.
- c. The RAC and employees agree to work cooperatively to minimise the impact on the business including reaching agreement around the times of undertaking activities during periods of high call demand.

19.2 OSH Committee and Representatives

- a. The RAC is committed to the safety and health of all employees by:
 - i. Supporting participation in the Occupational Safety and Health Committees; and
 - ii. Continuing the practice of having elected and trained health and safety representatives in designated work locations.
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20. WORKERS COMPENSATION MAKE-UP PAY

- a. Where an employee sustains an injury which qualifies the employee for compensation under the Western Australian Workers' Compensation and Injury Management Act 1981, as amended, the employee will be entitled to make-up pay.
 - b. Make-up pay means a payment from the RAC of an amount representing the difference between the amount of monetary compensation being received by the employee and the ordinary rate of pay to which the employee is entitled.
 - c. Make-up pay will be payable for a maximum period of 26 weeks, whether such payment is paid in consecutive weeks or non-consecutive weeks, in respect of incapacity arising from the same injury.
 - d. Subject to the Workers' Compensation and Injury Management Act 1981, as amended, the employee's employment will not be terminated at any time when make-up pay is being paid because of the incapacity or in order to avoid payment of the make-up pay.
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21. DISPUTE SETTLEMENT PROCESS

- a. A grievance or dispute arising from this Agreement or the National Employment Standard (NES) shall be settled in accordance with this clause, as follows:
 - b. If an employee has a grievance or dispute they should discuss the matter with their immediate leader, affording them the opportunity to remedy the situation. If the matter is not resolved, the immediate leader shall refer the matter to the line manager.
 - c. The line manager shall attempt to resolve the matter and can request the assistance of a RAC facilitator. If the grievance or dispute involves the immediate leader, then it may be more appropriate to directly approach the line manager in the first instance.
 - d. If the matter is unresolved by the line manager, the grievance or dispute shall be referred to the General Manager of the business unit and both the RAC and the employee may choose to have external representatives involved in resolving the grievance or dispute at the workplace.
 - e. The employee may choose to have any external representation (which may include the Union or an internal Union Representative) at any stage of the process.
 - f. If the matter remains unresolved at the workplace and all agreed steps for resolving it have been taken, the dispute shall be referred to a mediator agreed by the RAC and the employee or Fair Work Commission (FWC) for conciliation or where necessary arbitration.
 - g. If the parties choose to have the matter addressed by the FWC and arbitration is necessary, the FWC may exercise such power and functions as the parties agree are appropriate at the time. The decision made by the FWC will bind the parties, subject to either party exercising a right of appeal against the decision to a Full Bench of FWC.
 - h. Every attempt shall be made to undertake sub-clauses (a) to (c) within ten working days, unless agreed by the RAC and the employee. This period of ten working days is calculated from the date on which the employee first brings the dispute or grievance to the attention of their immediate leader.
 - i. Without prejudice to either party, work shall continue in accordance with this Agreement and the contract of employment, while the matters in dispute are being resolved, unless the employee has a reasonable concern about an imminent risk to his or her health or safety. Where there is an imminent health or safety risk, the RAC has the option to direct the employee to perform other appropriate work either at the same or at another workplace.
 - j. No employee or witness will be harassed, victimised or discriminated against for raising a dispute, seeking external representation or being involved in a dispute or investigation in any way.
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22. UNION INFORMATION

22.1 Workplace Representatives

- a. The parties agree that Union members may be appointed as Union workplace representatives.
- b. The number of Union workplace representatives is not to exceed one employee in each Member Service Centre or no more than one employee in 25, in the Contact Centre.
- c. The RAC will recognise Union workplace representatives on receipt of written notice from the Union Local Office.
- d. Union workplace representatives have the right to reasonable time and resources (e.g. e-mail and photocopier) for the purpose of carrying out their representative duties in respect to matters that pertain to the employment relationship.

22.1.1 Workplace Representatives' Training Days

- a. Workplace representative will have right to be absent from work for two days, in any 12 month period, without the loss of ordinary rate of pay to attend training days. Courses need to be directly relevant to increasing the skills and/or knowledge of the workplace representative's role and its benefits to the workplace.
- b. RAC requires at least 2 weeks' notice, in writing, of the intention to take leave under this clause.
- c. Additional training may be approved at the discretion of RAC, taking into account the benefits to staff.

22.2 FSU Introduction to New Staff

- a. RAC will provide the FSU an opportunity to present to new employees covered by this agreement at a mutually convenient time during the first 3 months of employment. RAC accepts the FSU will distribute membership application forms and other relevant FSU literature, which is not critical of RAC.

22.3 Payroll Deductions

- a. Employees who elect to be the FSU union members can arrange to have membership fees deducted from their salary. Employees will need to provide written consent to RAC. If for whatever reason RAC is not able to provide this service, it will first discuss the reason with the FSU. RAC will provide an employee and the FSU with at least four(4) weeks written notice. Distribution will provide an opportunity for the FSU to meet and consult with its members affected by the decision.

22.4 FSU Notice Board

- a. The RAC agrees provide the FSU access to a notice board, or share of a notice board for authorised FSU information to be communicated.
 - b. The posting of authorised FSU information is allowable by union delegates and workplace representatives. Entry into the workplace by union officials is permitted in the specific circumstances as described in the Fair Work Act and under clause 23 of this agreement.
 - c. Material posted must be pertaining to or ancillary or incidental to the employment relationship and be placed in a section on the notice boards designated and entitled "FSU Notices.
 - d. Such use must be reasonable and comply with existing RAC policies and procedures and legislative requirements. The RAC will consult with the FSU if there are any concerns with material in relation to policies and procedures and legislative requirements.
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23. COMMUNICATING CHANGE

- a. The RAC will discuss with any affected employees, including those on parental leave, the introduction of significant change. Discussions will take place as soon as practicable after a definite decision has been made to implement the change. Significant changes include, but are not limited to:
 - i. Redundancy;
 - ii. Restructure affecting the composition or size of the workforce;
 - iii. The requirement of different skills that impact on how work is undertaken e.g. Financial Services Reform Act requirements;
 - iv. Alteration to the hours of work which impacts the majority of employees in the workplace;
 - v. The transfer of employees to other work or locations.
 - b. The RAC will provide affected employees with information outlining the likely effects of the change and measures taken to mitigate any adverse effects.
 - c. Fair and timely opportunity will be provided for employees to make comment and to provide input into the proposed changes. Any input, comments and suggestions by employees will be genuinely considered.
 - d. The RAC will contact the Union on issues of significant change.
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24. REDUNDANCY, REDEPLOYMENT and RELOCATION

- a. This clause does not apply to employees on completion of a fixed-term contract, a casual employee or an employee terminated as a consequence of serious misconduct.

24.1 Redeployment

- a. When a position becomes redundant the RAC will attempt to redeploy the affected employee(s) to other positions in the organisation (subject to availability). The following will apply:
- b. Where a comparable position is offered and refused, the employee will not be entitled to redundancy/severance payments.
- c. If a position is offered which is not comparable, the employee may elect to take redundancy/severance or trial the position for a two-month trial period. After two months the employee may elect to take a redundancy/severance (payments will be calculated to the date actual service ends) or accept the position on a permanent basis.
- d. A comparable position is one that:
- i. Is at the same classification and within 15% of the total Hay points of the redundant position. For example, if a position is at 393 points, then a comparable position is one no less than 334 points i.e. 15% of 393 is 59 points. 393 minus 59 is 334.
 - ii. Has duties which are reasonable with regard to the employee's skill, previous training and experience.
 - iii. Is at the same location or within reasonable commuting distance from the employee's residence.
- e. In clause 24.1(c) above, the RAC will maintain the employee's actual salary.
- f. In an instance where an employee accepts a position which is not comparable and below the redundant position's classification, the RAC will retain the employee's actual salary. All pay increases prescribed in this Agreement will be based on the accepted position's classification minimum salary rather than actual salary or the redundant position's classification.

24.2 Entitlements

- a. Where an employee is terminated due to a redundancy they shall receive:
- i. 8 weeks' notice or (part) payment in lieu.
 - ii. 3 weeks' pay per year of service (pro-rata for part years).
 - iii. If you have completed at least one year of continuous service but less than two years continuous service, you will be entitled to receive four (4) weeks' pay or clause 24.2(a)(ii), whichever is greater
 - iv. Pro-rata long service leave after 5 years' service for between 5 and 10 years' service.
 - v. Any outstanding entitlements.
 - vi. A maximum payment of 75 weeks shall apply to clauses 24.2(a) (i) to (iii).
- b. Weeks' pay in relation to clauses 24.2(a)(i) to (iii) above, means the employee's ordinary rate of pay (excluding allowances, penalties and bonuses).
- c. An employee will be entitled to take up to two paid days or a maximum of 15 hours to attend job interviews. Payment for this period will be at the employee's ordinary rate of pay. The time to attend job interviews will be at a time convenient to the employee after consultation with the RAC. The RAC may ask for proof of the job interview, such as a letter stating the interview details, such as time and date.
- d. An employee given notice of redundancy may terminate his/her employment during the notice period. In this circumstance, the employee will be entitled to receive payments relating to clauses 24.2(a)(ii) to (v), but shall not receive payment in lieu of notice.

24.3 Transmission of business

- a. Where a business is transmitted from one employer to another, the period of continuous service that the employee had with the old employer is deemed to be service with the new employer.

24.4 Relocation

- a. Where the RAC closes a location due to operational requirements, an employee working in the affected location may be offered a position at another location. Where the position is not comparable as defined in clause 24.1(c) an employee will be entitled to the process as outlined in clause 24.1(b).

24.5 Retrenchment

- a. The RAC will consider a range of factors in determining which employees will be retrenched. Where appropriate, the RAC will consider an employee’s preference for retrenchment, however the final decision of who will be retrenched will always rest with the RAC.

25. TRANSFERS FOR REASONS OTHER THAN REDUNDANCY

- a. This clause does not apply to redundancy situations.
- b. The RAC retains the right to permanently transfer employees between work locations in the metropolitan area or within a town/city, to maintain adequate staffing levels and levels of member service.
- c. The RAC will fully advise affected employees as soon as practicable after a need to transfer has been identified. Fair and timely opportunity will be provided for employees to make comment and to provide input. Input, comments and suggestions by employees will be genuinely considered. Where an employee chooses, they may forward information regarding a transfer to the Union.
- d. Whenever possible, transfers will be by mutual agreement. Where agreement cannot be reached, the RAC will review the following factors:
 - i. employee’s personal preference
 - ii. employee’s home location and the reasonable travelling distance involved
 - iii. family and other personal responsibilities
 - iv. accessibility to transportation
- e. Where an employee refuses to transfer the dispute settlement process will apply.

26. TERMINATION PROVISION

26.1 Termination of Employment by the RAC

- a. The following notice applies when terminating the employment of an employee, except for employees on completion of a fixed-term contract, casuals and for instances of serious misconduct:

Period of Continuous Service	Period of Notice
Less than 6 months service	1 week
More than 6 months and less than 3 years’ service	2 weeks
Over 3 years and up to the completion of 5 years	3 weeks
Over 5 years service	4 weeks

- b. In addition to the notice above, employees over 45 years of age at the time notice is given with no less than two years continuous service must be given an additional week’s notice.

- c. Employment may be terminated by providing the notice above, or part thereof with payment in lieu or payment in lieu in full.

26.2 Termination of Employment by the Employee

- a. The following notice applies when an employee notifies the termination of employment:

Period of Continuous Service	Period of Notice
Less than 6 months service	1 week
Over 6 months service	2 weeks

- b. If an employee leaves without giving and working out the relevant notice period as per clause 26.2(a), the employee will only be paid for time worked.

26.3 Statement of Service

- a. A Statement of Service will be issued to an employee at the end of their employment if a request is made by the employee to the Payroll department. Wherever possible exit processes will include a reminder to employees on how to obtain a Statement of Service. The Statement of Service will outline the dates of their employment and the positions held by them during their service.

27. PROBATION

- a. All new employees of the RAC will be employed subject to an agreed probation period, providing that this period does not exceed 6 months unless otherwise notified by the employer.
- b. Where the RAC decides to cease the person's employment during or at the completion of the probation period, the employee will be provided with reasons for the decision in writing and be allowed an opportunity to meet with the RAC to discuss the reasons for dismissal.
- c. The RAC is committed to not using the probationary period as a simple process to dismiss employees after 6 months, but rather as a means of assessing a new employee and making an informed decision regarding ongoing employment.
- d. If a transmission of business situation arises:
- An employee who has already completed probation will not be subject to another period of probation;
 - An employee currently within their probation period will transfer the remaining portion over.

28. SCHEDULE 1 - RAC CLASSIFICATION SYSTEM

CLASSIFICATION	POSITION TYPES	DESCRIPTOR	DECISION MAKING & COMPLEXITY OF TASKS
A	<p>Clerical/ Administration</p> <p><i>Examples Of Roles: Trainee Sales and Service Consultant</i></p>	<ul style="list-style-type: none"> • Basic skills required in order to clearly understand oral and written instructions • Knowledge of easily-accomplished processes, routines and basic products limited to own scope of responsibility • Likely to have keyboard skills and general PC literacy • Progressively acquires an understanding of products/processes relevant to role • Performs routine tasks within defined standards of time, efficiency, accuracy & quality • Experience in providing effective administrative/clerical support – including expertise in a basic range of PC applications • Actively participates as a team member and may contribute to & share with colleagues knowledge & experience of process, product, standards & systems • May deal with a variety of internal and external contacts 	<ul style="list-style-type: none"> • Undertakes simple tasks under close supervision, so that errors or non-compliance are easily detected & corrected in the immediate term • Tasks are clearly defined and repetitive • Choice of actions is clear • Simple work activities, often highly repetitive, are performed under intermittent supervision • Ability to solve recurring issues within own scope of responsibility and recommend minor procedural changes to supervisor/manager • Limited scope in choice of actions
B	<p>Support/Service</p> <p><i>Examples Of Roles: Sales and Service Consultant</i></p>	<ul style="list-style-type: none"> • Carries out a range of higher-level administrative, technical, research or sales/customer service tasks that may require some specialised (generally non-theoretical skills) gained through on-the-job training • May be developing industry knowledge in insurance or other financial services through training, work experience or a certificate course relevant to the area of work • Essential to achieving job objectives are combined skills in understanding people & adapting standard responses to customer needs (internal or external), whether this be related to process or product • Ability to communicate, understand &/or to convey technical issues & information (as they relate to process, product or methodology), & translate into actions • These roles require specialised skills gained either 	<ul style="list-style-type: none"> • Applies standard procedures and knowledge • Independence regarding HOW tasks are performed within clear guidance about WHAT needs to be achieved and WHEN • Some complexity in the extent and choice of actions required • Works primarily on specialist or technically complex issues that are governed by guidelines & have established precedents – i.e. assistance may be available from solutions developed earlier, or elsewhere within the business • Expected to solve all recurring issues & challenges within the scope of the role, without a requirement to refer to a higher level (i.e. improvements to process & methods should be routinely made on the basis of previous experience and application of professional standards)

CLASSIFICATION	POSITION TYPES	DESCRIPTOR	DECISION MAKING & COMPLEXITY OF TASKS
		<p>through extended job experience or extended job-related training</p> <ul style="list-style-type: none"> • Able to handle more complex administrative processes; &/or research; or fully trained technical or office sales/customer service specialist • May coach/manage staff working in process/customer service environment or co-ordinate activities of team members 	<ul style="list-style-type: none"> • Decisions made & actions taken are subject to periodic review and guidance by more senior managers
<p>C</p>	<p>Senior Support & Service /Supervisor/Tech Specialist</p> <p><i>Examples Of Roles: Team Manager/Supervisor</i></p>	<ul style="list-style-type: none"> • Interacts directly and continuously on a daily basis with subordinates to give work directions and/or assignments • Significant operational experience and/or maybe tertiary qualified • May lead/manage staff working in a specialist environment and can obtain co-operation of staff members in achieving team objectives • Broad and deep experience with RAC products and/or legislation relevant to role • May be a technical expert without supervisory responsibilities • Impacts the business unit, division or functional area at a team level through individual expertise or specialisation (sales, product, IT etc) & the contribution of this to a team, or through responsibility for the combined contribution of a team • May direct subordinates' activities involving planning, organising, executing, controlling and reviewing work of team • Expert in area of specialisation normally associated with a professional or academic qualification – nature of expertise is such that it needs to be continually updated via professional development • Communicates progress on key projects/initiatives to senior management generally with a medium term focus • May oversee and approve improvements to customer processes 	<ul style="list-style-type: none"> • Evaluates complex technical or less complex professional & non-standard issues, & develops solutions or recommendations. • Deals with multiple tasks & resolves conflicting deadlines that have an impact on areas outside of the immediate team, business unit or division • Team members refer difficult issues and required resolution of conflicting priorities and problems • Solves unique or unusual problems that have rarely occurred within the business or the market, by applying conceptual, innovative or creative thinking • Takes into account issues outside of the immediate work area & considers the needs & strategies of other areas & the business generally when developing or formulating solutions • A variety of complex activities encountered with high-level guidance generally available from more senior management

CLASSIFICATION	POSITION TYPES	DESCRIPTOR	DECISION MAKING & COMPLEXITY OF TASKS
		<ul style="list-style-type: none"> • Provides a high level of professional or technical skill in a particular area, discipline or function • May manage specialised projects 	
D	Tech Specialist/ Manager	<ul style="list-style-type: none"> • Experienced Manager with substantial HR and management accountability (e.g.: for a team/s of professional, technical, sales, clerical or other management employees) • Requires high level comms skills in providing training &/or development opportunities, recognising & rewarding high performance • May require high level negotiation skills to persuade others to adopt particular procedures, methods or strategies where there may be conflicting interests & opinions between either business units/divisions, or individuals who are skilled in their field • Organises internal and external resources to ensure timely completion of tasks or projects as appropriate • Larger roles significantly impact the results of a business unit, division or functional area through contribution to planning & handling technical or management issues for a group of employees, or particular area of the business • May be high level professional or provide technical input to senior management teams that address strategic issues having impact across other business units /divisions • May prepare detailed high-level management reports • Contributes to development of annual business plans/budgets and strategies with senior management for own business unit 	<ul style="list-style-type: none"> • Responsible for management and integration of significant professional activity with wide scope and impact within a business unit • May be accountable for the financial performance of an aggregation of teams • Judgement required in managing varied and complex issues under broad guidelines only • Responsible for identifying and making improvements to processes, systems and procedures • May be responsible for development of team members, providing feedback and coaching

29. PARTIES TO THE AGREEMENT

SIGNED pursuant to section 127 of the Corporations Act 2001 by:	
Signature:	
Full Name:	Terry Thomas Agnew
Position Title/Authority to sign:	Chief Executive Officer
Date:	
Address:	C/- RAC Group, 832 Wellington Street, WEST PERTH WA 6005

SIGNED for and on behalf of the RAC Distribution Pty Ltd by its authorised representative	
Signature:	
Full Name:	Geoffrey Brian Mather
Position Title/Authority to sign:	Chief Financial Officer/Company Secretary
Date:	
Address:	C/- RAC Group, 832 Wellington Street, WEST PERTH WA 6005

SIGNED for and on behalf of The Finance Sector Union of Australia by its authorised representative	
Signature:	
Full Name:	
Position Title/Authority to sign:	
Date:	
Address:	The Finance Sector Union of Australia, 341 Queen Street, MELBOURNE VIC 3000
	341 Queen Street
	MELBOURNE VIC 3000
in the presence of:	
Witness Signature:	
Witness Full Name:	
Date:	
Address:	The Finance Sector Union of Australia, 341 Queen Street, MELBOURNE VIC 3000