



Serco Traffic Camera Services
Enterprise Agreement 2023

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1. Definitions

Act	<i>Fair Work Act 2009</i> (Cth)
Agreement	This Enterprise Agreement
ASU	Australian Services Union
Casual Employment	The meaning contained in the dictionary of the Act
Commencement Date	The seventh day after the date on which the Fair Work Commission approves the Agreement
CPSU	Community and Public Sector Union
Employee(s)	Employees of Serco who are covered by the classifications set out in Schedule 1 of the Agreement undertaking services in connection with Serco Traffic Camera Services.
Higher Duties	Duties in excess of an Employee's current classification or position.
Immediate Family	The meaning contained in the dictionary of the Act and includes, A spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the Employee; or, a child, parent, grandparent, grandchild or sibling of the spouse or de facto partner of the Employee. Immediate family may also include for the purposes of entitlements; ex-nuptial child, stepchild, adopted child, ex-foster child, ward and guardian.
Base Rate of Pay	<p>The rate of pay payable to an Employee for ordinary hours of work, excluding:</p> <ul style="list-style-type: none"> a) incentive-based payments and bonuses; b) loadings; c) monetary allowances; d) overtime or penalty rates; e) any other separately identifiable amounts.
Employee Representative	An Employee who is a member of the CPSU or ASU who has or will have a responsibility of Employee representation under this Agreement.
MRSCO	An Employee who is employed in a position contained in the Mobile Road Safety Camera Operator table of Schedule 1.
NES	The National Employment Standards contained in the Act
NES Shiftworker	<p>For the purpose of the additional week of annual leave provided for in the NES, a shiftworker is an Employee who:</p> <ul style="list-style-type: none"> a) is regularly rostered over 7 days of the week; and b) regularly works on Sundays and public holidays.

Serco Operations Centre Employee	An Employee who is employed in a position contained in the Serco Operations Centre (SOC) Employees table of Schedule 1.
Serco	Serco Traffic Camera Services (Vic) Pty Ltd (ABN 29 125 984 072)
Serious Misconduct	<p>The meaning contained in the <i>Fair Work Regulations 2009</i>, supplemented by Serco's policies meaning:</p> <p>(a) wilful or deliberate behaviour by an Employee that is inconsistent with the continuation of the contract of employment; and</p> <p>(b) conduct that causes imminent and serious risk to:</p> <ul style="list-style-type: none"> i. the health or safety of a person; or ii. the reputation, viability or profitability of the Company's business. <p>(c) conduct that is serious misconduct includes an Employee, in the course of the Employee's employment engaging in:</p> <ul style="list-style-type: none"> i. theft; or ii. fraud; or iii. assault; or iv. the Employee being intoxicated at work; or v. the Employee refusing to carry out a lawful and reasonable instruction that is consistent with the Employee's contract of employment.
Shiftworker	See clause 12 .
TCS Contract	The Traffic Camera Services Agreement between Serco and the Victorian Government, contract number 478/17-18.
Verification Services Employee	An Employee who is employed in a position contained in the Verification Services Employees table of Schedule 1.

2. About the Agreement

Name

This Agreement is known as the *Serco Traffic Camera Services Enterprise Agreement 2023*.

Coverage

2.2 This Agreement will cover:

- a) Serco in respect of its Employees within the TCS Contract who are covered by this Agreement;
- b) Employees of Serco who are employed in the classifications set out in Schedule 1 of the Agreement performing services under the TCS Contract;
- c) the CPSU, provided written notice is given in accordance with s 183(1) of the Act and the Fair Work Commission notes in the document to approve the Agreement that the Agreement covers the CPSU; and
- d) the ASU, provided written notice is given in accordance with s 183(1) of the Act and the Fair Work Commission notes in the document to approve the Agreement that the Agreement covers the ASU.

Period of Operation

- 2.3 The Agreement commences operation on the Commencement Date and has a nominal expiry date of three (3) calendar years after Commencement Date.
- 2.4 The Parties will commence negotiations for a replacement to this Agreement within nine (9) months prior to the nominal expiry of this Agreement.

NES Precedence

- 2.5 This Agreement will be read and interpreted in conjunction with the NES. Where there is an inconsistency between this Agreement and the NES, and the NES provides a greater benefit, the NES provision will apply to the extent of the inconsistency.

No further claims

- 2.6 The Parties agree that this Agreement provides certainty to Employees as to their terms and conditions of employment and to Serco in terms of its cost structure and that they will not pursue extra claims during the period of operation of this Agreement.
- 2.7 This Agreement covers all matters or claims regarding the employment of the Employees which could otherwise be the subject of protected action pursuant to the Act.
- 2.8 The parties to this Agreement will not engage in protected action pursuant to the Act in relation to the performance of any work covered by this Agreement.

Objectives

- 2.9 The principal objectives of this Agreement are to:
- a) establish workplace arrangements, terms and conditions of employment that clearly support the provision of all Traffic Camera Services, including the operation and maintenance of the Traffic Camera System;
 - b) encourage a collaborative and flexible work environment in which all Employees have the opportunity to develop their experience and capabilities;
 - c) facilitate regular and open communication between those covered by the Agreement;
 - d) build trust and confidence in relationships between managers, Employees and unions;
 - e) to uphold principles of procedural fairness and natural justice.

These objectives denote the aspirations underpinning the agreement to promote its success for all the parties.

Workplace Health and Safety

- 2.10 Serco, the Employees, the ASU and the CPSU are committed to maintaining a safe, healthy and sustainable working environment and the promotion of a continual improvement culture.
- 2.11 Serco, the Employees, the ASU and the CPSU will foster a culture within which health and safety is paramount and contribute to an environment where Employees are able to perform their duties in a safe way. Health, safety and environmental issues will be considered when making decisions and taking action.
- 2.12 We are all focused on the promotion of wellbeing and the prevention of injury, ill health and pollution including seeking to reduce the amount of carbon produced and the sustainable use of global resources, while reducing our waste through good waste management and recycling.

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- 2.13 Employees must observe all workplace health and safety obligations, policies and procedures as set down by Serco from time to time, as well as all statutory and other regulatory obligations.
- 2.14 Serco will provide appropriate resources for the implementation of its workplace health and safety practices.
- 2.15 Serco, the Employees, the ASU and the CPSU are committed to the promotion of a joint and united approach for the resolution of workplace health and safety issues which might affect the physical or mental wellbeing of Employees.

Diversity and Inclusion

- 2.16 Serco and those covered by this Agreement agree:
- a) they intend to respect and value the diversity of the workforce by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin;
 - b) the shared focus for diversity and inclusion is to ensure that all Employees have an opportunity to participate, bring different knowledge, perspectives, experiences and working styles, feel engaged and know they can bring their whole selves to make a difference that matters;
 - c) the shared commitment to our values underpins a culture that is inclusive and embracing of differences and our efforts are to build Serco's commitment to inclusion of people from diverse backgrounds to both better reflect the communities we serve and to be a better version of ourselves as an employer;
 - d) Serco strives to foster supportive, safe, empowering and inclusive environments for LGBTIQ+ Employees and is committed to raising awareness of the importance of wellbeing for these Employees through various streams including global and local collaboration groups and other internal avenues;
 - e) Serco is committed to educating our workplace in order to provide awareness, understanding and acceptance of people with disability and will provide reasonable adjustments in order for these Employees to fulfil their work obligations;
 - f) the shared vision is for creating an inclusive workplace which thrives on leveraging diversity and driving collaboration to make a positive difference every day for our people, clients and the communities in which we operate, for example, through recruitment practices, talent identification, development, and accessibility;
 - g) Serco acknowledges cultural and religious diversity, this is extended to recognising Employees who may wish to celebrate culturally important, unique community or religious days and events and seeks to support the needs of individual Employees to participate in these holidays where practicable and Serco's goal is that our workplace respectfully supports diverse cultures and communities;
 - h) A variety of leave entitlements are available to Employees under this Agreement, the NES and Serco's policies. Employees may seek to access relevant leave entitlements both as a support mechanism and also to facilitate their participation in initiatives or activities that promote diversity and inclusion at work or in the broader community; and
 - i) those covered by this Agreement recognise the benefit of resolving any issues regarding discrimination or unfair treatment quickly and that numerous resolution mechanisms are made available to them under Serco's policies and/or legislation.

3. Flexibility

- 3.1 Serco and an Employee covered by this Agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the Agreement if:
- a) the agreement deals with one or more of the following matters:
 - (i) arrangements about when work is performed;
 - (ii) overtime rates;
 - (iii) penalty rates;
 - (iv) allowances;
 - (v) leave loading; and
 - b) the arrangement meets the genuine needs of Serco and the Employee in relation to one or more of the matters mentioned in paragraph a); and the arrangement is genuinely agreed to by the employer and Employee.
- 3.2 Serco must ensure that the terms of the individual flexibility arrangement:
- a) are about permitted matters under s 172 of the Act; and
 - b) are not unlawful terms under s 194 of the Act; and
 - c) result in the Employee being better off overall than the Employee would be if no arrangement was made.
- 3.3 Serco must ensure that the individual flexibility arrangement:
- a) is in writing; and
 - b) includes the name of Serco's employing entity and the Employee; and
 - c) is signed by Serco and the Employee and if the Employee is under 18 years of age, signed by a parent or guardian of the Employee; and
 - d) includes details of:
 - (i) the terms of the Agreement that will be varied by the arrangement; and
 - (ii) how the arrangement will vary the effect of the terms; and
 - (iii) how the Employee will be better off overall in relation to the terms and conditions of his or her employment as a result of the arrangement; and
 - (iv) states the day on which the arrangement commences.
- 3.4 Serco must give the Employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- 3.5 Serco or the Employee may terminate the individual flexibility arrangement:
- a) by giving no more than 28 days written notice to the other party to the arrangement; or
 - b) if Serco and the Employee agree in writing – at any time.

4. Consultation

4.1 This term applies if Serco:

- a) has made a definite decision to introduce a major change to production, program, organisation, structure or technology in relation to its enterprise that is likely to have a significant effect on the Employees; or
- b) proposes to introduce a change to the regular roster or ordinary hours of work of Employees.

Major Change

4.2 For a major change referred to in paragraph 4.1a):

- a) Serco must notify the relevant Employees of the decision to introduce the major change; and
- b) subclauses 4.3 to 4.9 apply.

4.3 The relevant Employees may appoint a representative for the purposes of the procedures in this term.

4.4 If:

- a) a relevant Employee appoints, or relevant Employees appoint, a representative for the purposes of consultation; and
 - b) the Employee or Employees advise the employer of the identity of the representative;
- Serco must recognise the representative.

4.5 As soon as practicable after making its decision, Serco must:

- a) discuss with the relevant Employees:
 - (i) the introduction of the change; and
 - (ii) the effect the change is likely to have on the Employees; and
 - (iii) measures the employer is taking to avert or mitigate the adverse effect of the change on the employees; and
- b) for the purposes of the discussion – provide, in writing, to the relevant Employees:
 - (i) all relevant information about the change including the nature of the change proposed; and
 - (ii) information about the expected effects of the change on the Employees; and
 - (iii) any other matters likely to affect the Employees.

4.6 However, Serco is not required to disclose confidential or commercially sensitive information to the relevant Employees.

4.7 Serco must give prompt and genuine consideration to matters raised about the major change by the relevant Employees.

4.8 If a term in this Agreement provides for a major change to production, program, organisation, structure or technology in relation to the enterprise of the employer, the requirements set out in paragraph 4.2a) and subclauses 4.3 and 4.5 are taken not to apply.

- 4.9 In this term, a major change is likely to have a significant effect on Employees if it results in:
- a) the termination of the employment of Employees; or
 - b) major change to the composition, operation or size of the Serco's workforce or to the skills required of Employees; or
 - c) the elimination or diminution of job opportunities (including opportunities for promotion or tenure); or
 - d) the alteration of hours of work; or
 - e) the need to retrain Employees; or
 - f) the need to relocate Employees to another workplace; or
 - g) the restructuring of jobs.

Change to Regular Roster or Ordinary Hours of Work

- 4.10 For a change referred to in paragraph 4.1b):
- a) Serco must notify the relevant Employees of the proposed change; and
 - b) subclauses 4.11 to 4.15 apply.
- 4.11 The relevant Employees may appoint a representative for the purposes of the procedures in this term.
- 4.12 If:
- a) a relevant Employee appoints, or relevant Employees appoint, a representative for the purposes of consultation; and
 - b) the Employee or Employees advise Serco of the identity of the representative;
- Serco must recognise the representative.
- 4.13 As soon as practicable after proposing to introduce the change, Serco must:
- a) discuss with the relevant Employees the introduction of the change; and
 - b) for the purposes of the discussion—provide to the relevant Employees:
 - (i) all relevant information about the change, including the nature of the change; and
 - (ii) information about what Serco reasonably believes will be the effects of the change on the Employees; and
 - (iii) information about any other matters that Serco reasonably believes are likely to affect the Employees; and
 - c) invite the relevant Employees to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities).
- 4.14 However, Serco is not required to disclose confidential or commercially sensitive information to the relevant Employees.
- 4.15 Serco must give prompt and genuine consideration to matters raised about the change by the relevant Employees.

4.16 In this term:

relevant Employees means the Employees who may be affected by a change referred to in subclause 4.1.

5. Dispute Resolution

5.1 If a dispute relates to:

- a) a matter arising under the Agreement; or
- b) the NES;

this term sets out procedures to settle the dispute.

5.2 An Employee who is a party to the dispute may appoint a representative for the purposes of the procedures in this term.

5.3 In the first instance, the parties to the dispute must try to resolve the dispute at the workplace level, by discussions between the Employee or Employees and relevant management.

5.4 If discussions at the workplace level do not resolve the dispute, a party to the dispute may refer the matter to Fair Work Commission.

5.5 The Fair Work Commission may deal with the dispute in two stages:

- a) the Fair Work Commission will first attempt to resolve the dispute as it considers appropriate, including by mediation, conciliation, expressing an opinion or making a recommendation; and
- b) if the Fair Work Commission is unable to resolve the dispute at the first stage, the Fair Work Commission may then:
 - (i) arbitrate the dispute; and
 - (ii) make a determination that is binding on the parties.

Note: If Fair Work Commission arbitrates the dispute, it may also use the powers that are available to it under the Act. A decision that Fair Work Commission makes when arbitrating a dispute is a decision for the purpose of Division 3 of Part 5.1 of the Act. Therefore, an appeal may be made against the decision.

5.6 While the parties are trying to resolve the dispute using the procedures in this term:

- a) an Employee must continue to perform his or her work as he or she would normally unless he or she has a reasonable concern about an imminent risk to his or her health or safety; and
- b) an Employee must comply with a direction given by Serco to perform other available work at the same workplace, or at another workplace, unless:
 - (i) the work is not safe; or
 - (ii) applicable occupational health and safety legislation would not permit the work to be performed; or
 - (iii) the work is not appropriate for the Employee to perform; or
 - (iv) there are other reasonable grounds for the Employee to refuse to comply with the direction.

- 5.7 The parties to the dispute agree to be bound by a decision made by Fair Work Commission in accordance with this term.

6. Types of Employment

Full-Time

- 6.1 A full-time Employee is engaged to work an average of 38 ordinary hours per week.

Part-Time

- 6.2 A part-time Employee is engaged to work less than an average of 38 ordinary hours per week.
- 6.3 Serco and part-time MRSCOs will agree to the guaranteed minimum weekly average number of ordinary hours of work at commencement.
- 6.4 All part-time Employees other than MRSCOs work predictable hours based on agreement to a pattern or roster parameters prior to commencing employment. Agreed patterns or roster parameters include the total weekly average number of ordinary hours and:
- a) the number of hours to be worked each day;
 - b) the days of the week on which the Employee will work; and
 - c) the times at which the Employee will start and finish work each day.
- 6.5 A part-time Employee is entitled to all provisions of this Agreement on a pro rata basis in accordance with the number of ordinary hours per week the Employee is engaged to work.
- 6.6 Changes to the number of hours to be worked under subclause 6.3, or to the number of hours or times at which the Employee will start and finish work each day under subclause 6.4, must be agreed in writing.

Specified Term

- 6.7 A specified term Employee is one who is employed for a specified period of time or for a specified task or project. A specified term Employee may be full-time or part-time.

Casual

- 6.8 Casual employment is defined in the Act and casual conversion is dealt with in the NES.
- 6.9 Serco will make a written offer of permanent employment to a Casual Employee who has worked a regular pattern of hours on an ongoing basis over a 6-month period and could continue to work these hours without significant change.
- 6.10 The offer of permanent employment will be based on the preceding 6 months pattern of worked hours, the offer will reflect either Full Time (clause 6.1) or Part Time (clause 6.2 or 6.3) hours based on payroll reporting.
- 6.11 The Casual Employee will have the opportunity to accept or decline the offer in writing, after 21 days of the offer. If no response has been provided, Serco will deem the Casual Employee has declined the permanent offer.
- 6.12 A Casual Employee after 12 months of service working a regular pattern of work, may initiate the request to move to a permanent role in writing to the business. Serco will give genuine

consideration to the request and provide a response to the Employee in writing within 21 days of the request.

- 6.13 Serco will not unreasonably refuse a request. The request may be refused on reasonable grounds after consultation with the Employee. Reasonable grounds may be (but not limited to) that:
- a) it would require a significant adjustment to the Casual Employee's hours of work in order for the Employee to be engaged as a full-time or part-time Employee in accordance with the provisions of this Agreement – that is, the Casual Employee is not truly a regular Casual Employee as defined;
 - b) it is known or reasonably foreseeable that the regular Casual Employee's position will cease to exist within the next 12 months;
 - c) it is known or reasonably foreseeable that the hours of work which the regular Casual Employee is required to perform will be significantly reduced in the next 12 months; or
 - d) it is known or reasonably foreseeable that there will be a significant change in the days and/or times at which the Employee's hours of work are required to be performed in the next 12 months which cannot be accommodated within the days and/or hours during which the Employee is available to work.
- 6.14 Casual Employees are paid a casual loading of 25% of the Base Rate of pay contained in Schedule 2 in compensation for the NES entitlements which are unavailable to Casual Employees.
- 6.15 The casual loading is applied using the cumulative method, which means that any penalty rates or shift loadings are calculated on the Base Rate of pay, excluding casual loading, with the casual loading component then added to the rate of pay incorporating the shift loading or penalty rate.
- 6.16 A Casual Employee will be paid a minimum of four (4) hours' pay for each engagement.

7. Contract of Employment

- 7.1 Letter of Engagement. Before commencing employment, each Employee will be provided with a letter of engagement, schedule and terms and conditions of employment by Serco, which amongst other things will set out the Employee's employment type, job classification, rate of pay, contracted hours (for full time or part time staff only), commencing date of employment and qualifying period.
- 7.2 Employee Conduct. It is expected that an Employee will devote their time and attention to the performance of their responsibilities and endeavour to the best of their ability to promote the interests of Serco and will not engage in any other employment or activity that conflicts with the interests of Serco. Further, Employees must at all times conduct themselves and perform their role in a manner which is appropriate for an Employee of Serco and as per the Serco Values.
- 7.3 Employee Identification and Police Records. Employees must undergo identity, police and probity checks prior to commencing with Serco and as requested through their employment, and complete all necessary forms and authorisations to enable the checking and release of Police records. This requirement is for the sole purpose of allowing Serco to provide traffic camera and other services to its client to enable Serco to meet any regulatory or client requirements related to the delivery of services to its client.
- 7.4 Duties and Development. In recognition of the continuous improvement focus of Serco and to create an engaging workplace for Employees, subject to appropriate training and competency, employees may be requested to work on various projects or other work activity within their skill, competence and training and shall provide instruction and/or training as appropriate to other employees as required.

- 7.5 Confidentiality. It is a condition of employment that an Employee will abide by the confidentiality clause in their Terms and Conditions of Employment, including the Deed Poll of Confidentiality provided on behalf of the client (The Crown in Right of the State of Victoria).
- 7.6 Intellectual property. It is a condition of employment that the Employee will abide by the intellectual property and moral rights clause in the Term and Conditions of Employment.
- 7.7 Stand down. Serco may deduct payment of salary for any part of a day during which an Employee cannot usefully be employed because of any strike, breakdown of equipment or any stoppage of work for any cause for which Serco cannot reasonably be held responsible provided that no such action may occur until Serco has used all opportunities to engage the Employee on other useful work. Any stand down does not break the continuity of employment of the Employee for the purpose of any entitlement.
- 7.8 Return of documents and equipment. Upon the end of employment Employees must return to Serco or its authorised representative, all property or equipment that is in their possession or control not limited to policies, procedures, plans, statistics, documents, records, data, computer tapes, discs or other data capture devices, computer passwords, Employee identification passes, or papers which relate in any way to the business or affairs of Serco or any related company, or belongs to Serco. Employees are not entitled to retain any equipment or a copy of any information or document referred to in this clause.
- 7.9 Access to the Agreement. Each Employee shall be provided with a copy of the Agreement or provided with ready access to a copy of this Agreement.

8. Remuneration

Rates of Pay

- 8.1 The Base Rates of Pay are contained in Schedule 2 of the Agreement.
- 8.2 The Base Rates of Pay are effective from the first pay period after the Commencement Date.

The first increase after the Commencement Date will be:

- a) an increase of 3.5% in the first pay period to commence after 1 November 2024; and
- b) an increase of 3% in the first pay period to commence after 1 November 2025.

Note: For clarity, Employees received a 4.5% increase in the first full pay period after 1 November 2023 prior to the Agreement approval.

- 8.3 Serco will pay Employees fortnightly in arrears by direct funds transfer into a complying account at a bank or other financial institution the Employee nominates.

Superannuation

- 8.4 Serco will make minimum superannuation contributions on behalf of the Employee in accordance with the *Superannuation Guarantee (Administration) Act 1992* (Cth).
- 8.5 Contributions must be made to a complying superannuation fund which, among other things, offers a MySuper product. An Employee may nominate a superannuation fund or complaint SMSF.
- 8.6 However, if an Employee does not nominate a complying superannuation fund or fails to do so within the prescribed time, Serco will make inquiries in relation to any stapled fund of the Employee. Serco will then make contributions on that Employee's behalf to the Mercer Super Trust (default fund). This is a compliant fund that offers a MySuper product.

- 8.7 In the event the default fund ceases to be a compliant fund, Serco will make the contributions to a complying superannuation fund it nominates.
- 8.8 An Employee may request Serco to make additional superannuation contributions on an after-tax basis or on a pre-tax basis utilising a lawful salary arrangement.

9. Allowances

Higher Duties Allowance

- 9.1 Serco and an Employee may agree to the Employee performing higher duties.
- 9.2 Where agreed, an Employee is entitled to a higher duties allowance whilst performing higher duties where:
- a) the higher duties belong to a classification listed in Schedule 1 of this Agreement; and
 - b) the Employee is required to perform the higher duties for a minimum of five (5) consecutive days on each occasion.
- 9.3 Serco will give consideration to payment of higher duties undertaken for more than one (1) day where the Employee is requested by Serco to perform the full function of the higher role.
- 9.4 Where an Employee is entitled to a higher duties payment, the Employee will be paid at either, the minimum rate of the higher classification or alternately, a 10% allowance on the Employee's Base Rate of pay, whichever is more beneficial to the Employee.
- 9.5 Where an Employee classified as an MRSCO performs an approved mentoring session the Employee will be paid for the hours worked in this capacity at Group 3/Level A.
- 9.6 Where an Employee classified in the Verification table (schedule 2) and performs an approved mentoring session, the Employee will be paid for the hours worked in this capacity at Level A in the next classification Group.
- 9.7 Where an Employee is entitled to higher duties for performing a role that is not listed in the Classification Tables (Schedule 1), a rate will be determined by Serco with regard to factors such as: the Employee's existing level of pay; the pay rate of the substantive holder of the role; market rate of pay; reference to any applicable underpinning Award rates; and how much of the role the Employee will be able to or required to fulfill during the acting period. The rate of higher duties will be no less than 10%.

Meal Allowance

- 9.8 An Employee who is called into work with less than 12 hours' notice is entitled to a meal allowance of \$16.91.
- 9.9 However, the meal allowance is not payable where:
- a) Serco provides a meal; or
 - b) an Employee is working additional hours or overtime at the end of a usual day or rostered shift.
- 9.10 The meal allowance increases at the same time and by the same percentage as the wage increases set out in subclause 8.2

First Aid Allowance

- 9.11 An Employee who holds current and appropriate first aid qualifications and is appointed by Serco to perform first aid duties will be paid an additional 2% of their Base Rate of Pay for all ordinary hours worked.

Expenses - all Employees

- 9.12 Where Serco requires an Employee, other than an MRSCO Employee, to be absent overnight or part of the day in the course of his or her duties, the Employee will be eligible to be reimbursed for any reasonable personal expenses or receive a short-term travel allowance to cover non-accommodation related expenses as determined by Serco. The Employee will obtain Serco's approval prior to incurring the expense.

Expenses – MRSCO Employees

- 9.13 Where Serco requires an MRSCO Employee to be absent overnight in the course of his or her duties, the Employee will be eligible to be paid a daily allowance of \$65.00 to cover reasonable, non-accommodation related, personal expenses as determined by Serco. The Employee will obtain Serco's approval prior to incurring the expense.
- 9.14 Serco will pay MRSCOs \$22.50 (gross) per fortnight towards the cost of a mobile phone and internet expenses. This does not apply to an Employee where Serco provides them with a mobile phone. This amount remains the same during the life of the Agreement. To avoid doubt MRSCOs are only entitled to this payment if they are requested to work on at least one camera session in the relevant fortnight.

Accident Makeup Pay

- 9.15 An Employee who is absent from duty as a result of a work-related illness or injury and is in receipt of weekly payments under Workcover, is entitled to leave with pay. For the purpose of this clause, leave with pay means payment by Serco to make up the difference between Workcover payments received for loss of earnings and the Employee's ordinary pay. The calculation for this payment is based on an annual average of "Pre-injury Average Weekly Earnings" as outlined by WorkSafe Victoria.
- 9.16 Leave with pay in accordance with this clause ceases and the Employee must be granted leave without pay when:
- a) the Employee is absent from duty for a continuous period of 52 weeks or an aggregate period of working days (including public holidays); or
 - b) the Employee is paid a disability benefit under a superannuation fund or under a similar provision in any other fund or insurance arrangement to which Serco makes contributions or pays a premium.

Travel to and from alternative location (MRSCO)

- 9.17 Where an MRSCO Employee is directed to travel from their allocated place of work to an alternative Highway Patrol (HWP) or Vehicle Storage Location (VSL) to access a vehicle for their session, travel time to the alternative location will be treated as time worked. This will be paid at the Base Rate of pay and applicable penalty rate. Payment of travel time will be made for the return journey from the alternative work location to the originally allocated Highway Patrol (HWP) or Vehicle Storage Location (VSL) based on average travel time. For the avoidance of doubt paid time is not to the Employee's home.
- 9.18 Where in clause 9.17 an MRSCO uses their own vehicle to travel from their allocated place of work for their session to an alternative Highway Patrol (HWP) or Vehicle Storage Location (VSL),

they will be eligible to claim mileage for distance travelled to the alternative scheduled Highway Patrol (HWP) or Vehicle Storage Location (VSL). Payment for mileage will be made for the return journey from the alternative work location to the originally allocated Highway Patrol (HWP) or Vehicle Storage Location (VSL) based on average travel distance. For the avoidance of doubt mileage is not to the Employee's home. Mileage will be calculated at the ATO nominated rate.

10. Hours of Work and Rostering

Ordinary Hours of Work

- 10.1 The hours of work for a full-time Employee will be an average of 38 hours per week, or an average of 76 hours per fortnight, or specifically for Employees working to a Rostered Day Off pattern, 152 hours up to a four week period.
- 10.2 The hours of work for a part-time Employee will be an average of less than 38 hours per week or less than 76 hours per fortnight.
- 10.3 Part-time Employees will be rostered to work a minimum of four consecutive hours on any occasion unless otherwise agreed between Serco and the Employee.

Span of Hours

- 10.4 The span of hours is:
 - a) 7:00am and 7:00pm, seven days a week for MRSCO Employees;
 - b) 7:00am to 7:00pm, Monday to Friday for Verification Services Employees;
 - c) 5:30 am and 8:00 pm, seven days a week for Operations Support Officers; and
 - d) 5:30 am and 8:30 pm, Monday to Friday for other SOC Employees.
- 10.5 The span of hours does not set, limit or otherwise govern the operating hours Serco determines from time to time to meet commercial and operational requirements.
- 10.6 The span of hours may be altered for all Employees or a group of Employees:
 - a) by mutual agreement between Serco and the Employees; or
 - b) by Serco providing the affected Employees with 14 days' notice of any major change to hours of work arrangements, in the absence of mutual agreement.

Arranging Ordinary Hours

- 10.7 Serco may arrange the ordinary hours of work:
 - a) at its direction;
 - b) through rosters;
 - c) by rostering a maximum of 19 days in a 28-day period; or
 - d) by rostering ordinary hours according to a method that is agreed by the majority of all Employees or a majority of the Employees in a group.
- 10.8 Where ordinary hours are arranged through a roster, the method of arranging rostered hours under subclauses 10.7b), 10.7c) and 10.7d) may be varied by:
 - a) agreement between a majority of all Employees or a majority of all Employees within a group; or

- b) Serco providing 14 days' notice of any major change to roster arrangements, in the absence of agreement with the affected Employees.
- 10.9 Unless otherwise agreed, the standard methods for arranging the ordinary hours of work are:
- a) according to clause 10.7a) for MRSCOs;
 - b) according to either clause 10.7b) or clause 10.7c) for Support Operations Centre Employees; and
 - c) according to either clause 10.7b) or clause 10.7c) for Verification Services Employees.
- 10.10 For MRSCOs required to work outside the span of ordinary hours as per clause 10.4a) will receive a 50% loading for hours worked outside the span Monday to Sunday.
- 10.11 For MRSCOs required to work during ordinary hours as per clause 10.4a) will receive a 20% loading for ordinary hours worked on Saturday or Sunday.

Rostering

- 10.12 Where Serco sets the ordinary hours of work by rosters:
- a) the hours are determined by client requirements within a 24/7 operating environment;
 - b) it will endeavour to publish rosters at least four weeks before their start date;
 - c) these may be varied by Serco providing 48 hours' notice or where mutually agreed with the individual Employee;
 - d) It will give regard to the importance of supporting flexible work and the work-life balance of Employees;
 - e) It will consider the fair distribution of hours across the roster when allocating work schedules;
 - f) it will balance the value of a stable roster with the changing operational needs of Serco Traffic Camera Services;
 - g) it will provide for at least four but no more than 12 ordinary hours of work on each day or shift;
 - h) It will have regard to travel time required before and after scheduled sessions for the purpose of safety and fatigue management;
 - i) have regard to the minimum hours, agreed pattern and/or roster parameters of part-time Employees; and
 - j) provide for a break of at least 10 hours between the finish time on one day or shift and the start time on the subsequent day or shift wherever possible.
- 10.13 Where an Employee is requested by their Team Leader or Manager to leave their home to perform duties associated with their employment, they shall be paid a minimum of four (4) hours at their Base Rate of Pay.

Review of Part Time Employees Minimum Contract Hours

- 10.14 Serco is committed to working with Employees to continue to support the ongoing review of minimum contracted hours, including via a 6 monthly review of available hours and client requirements.
- 10.15 If, having taken into account issues such as client requirements, occupational safety and wellbeing and operational requirements, Serco will where practicable, offer an increase to contracted hours to existing Part Time Employees, prior to engaging in external recruitment

activity. For MRSCOs the additional consideration of Highway Patrols and Vehicle Storage Locations will form part of the consideration.

- 10.16 The offer of additional hour contracts will be undertaken through a merit based selection process through an expression of interest and will include but not limited to, an Employees ability to maintain performance standards, review of additional hours worked and discussion with Employee on work/life balance.
- 10.17 Where an Employee would like to reduce their part time hours, this will also be considered by Serco in discussion with the Employee and their Manager.
- 10.18 In addition to the above, Serco and MRSCO Employees are committed to considering options to increase cross utilisation between regions which may, in turn, allow for increases to part time contracted hours. Consideration in these cases will be given to the MRSCO Employees contracted region, availability of vehicle, distance to alternative Highway Patrol or Serco Vehicle Storage Location outside of the contracted region and any workplace health and safety factors.

Hybrid Working Environment

- 10.19 Serco is committed to working with eligible Employees as listed in Schedule 1, Verification Services, to support the ongoing opportunity to work in a hybrid working environment. It is the intention of the parties to this agreement to maintain a hybrid working environment, where made available in the commercial agreement. Consideration for any adjustments to the hybrid working environment in place at the time of this Agreement, will be at Serco's discretion and dependent on contractual direction and operational requirements. This clause is read in conjunction with clause 4, Consultation.
- 10.20 Employees working in the hybrid working environment have a responsibility to do so with appropriate equipment, technology, accessibility, security and meet occupational health and safety standards. Employees will be expected to work from the office location where they are not able to meet these requirements.
- 10.21 Unless otherwise directed as outlined in clause 10.19, Employees may also be directed to return to the office environment for the purposes of undertaking training, meetings, or other operational needs.
- 10.22 In addition to subclause 10.21, Employees may also be directed to return to the office where individual performance has been formally discussed and the Employee requires further support in the office environment.
- 10.23 Employees in a hybrid working environment will also need to adhere to the Serco Work from Home Guide and any flexible workplace policies in place from time to time.

11. Overtime

Entitlement to Overtime Rates

- 11.1 Serco may request, require or approve an Employee to work reasonable additional hours in accordance with the Act, or unsociable hours outside the span of hours defined in clause 10.4.
- 11.2 Serco will pay an Employee at the overtime rate for hours worked as defined in this subclause:
 - a) in excess of the weekly ordinary hours of work defined in clauses 10.1 and 10.2;
 - b) for part-time Employees other than MRSCOs – in excess of the pattern or roster parameters as agreed under subclause 6.4, or varied under clause 6.5;
 - c) in excess of 12 hours per day or shift; or

- d) outside the span of hours defined in clause 10.4 unless a penalty rate is payable in compensation of such hours.

11.3 Serco may grant time off in lieu of overtime at the rate of one hour for each additional hour worked.

Overtime Rates

11.4 The overtime rate is 150% of the Base Rate of Pay for an Employee's classification.

Non-cumulative Rates

11.5 Where more than one special rate (e.g. penalty rates, overtime rates, public holiday rates etc.) could apply, only the higher of the rate will be applied and paid.

12. Shiftwork

12.1 This clause only applies to Operation Support Centre Employees.

12.2 Shiftwork refers to ordinary hours of work which are rostered to start or finish outside the span of hours on a fixed, rotating or alternating roster.

12.3 Shifts starting or finishing outside of the span of ordinary hours as set out in clause 10.4c), Monday to Friday, will be entitled to a shift loading of 20% of their Base Rate of Pay.

12.4 For Employees rostered to work from 12.00am Saturday morning to 11.59pm Sunday evening, the Employee is entitled to a shift loading of 20% of their Base Rate of Pay.

13. Public Holidays

13.1 Whilst Employees are entitled to be absent from work on public holidays, they acknowledge that some work will need to be performed on these days. Serco may reasonably request Employees to work on public holidays and Employees may refuse to do so if the request is not reasonable or the refusal is reasonable.

13.2 Public Holidays are defined in the NES in the Act and among other things will include:

- a) holidays declared or prescribed by, or under, a law of a State or Territory within which the Agreement operates;
- b) New Year's Day, Australia Day, Labour Day, Good Friday, Easter Saturday, Easter Sunday, Easter Monday, Anzac Day, King's Birthday, the Friday before the Australian Football League Grand Final, Melbourne Cup Day, Christmas Day and Boxing Day.

13.3 A public holiday (or any substitute day) that applies to an Employee may be substituted to another day if Serco and the Employee agree.

13.4 An Employee who works on a public holiday is entitled to be paid double time for the time worked. An Employee deployed to work in a State or Territory other than their base location on a day which falls on a public holiday is also entitled to be paid double time for the time worked.

13.5 Employees who are required to work on Christmas Day, Good Friday, or New Year's Day will be paid at triple time. Triple time will only be applied to the actual days and double time will apply to substitute or additional days.

- 13.6 Full-time Employees who are usually rostered over seven days of the week and who are rostered off duty on a public holiday, are entitled to be paid for the ordinary hours that they would usually have worked on that day.
- 13.7 Full-time Employees who are usually rostered between Monday and Friday only, who are rostered off duty on a public holiday that falls between a Monday and Friday, is entitled to be paid the ordinary hours that they would usually have worked on that day. Full-time Employees who are usually only rostered between Monday and Friday, are not entitled to be paid for any public holiday that falls on a Saturday or a Sunday.
- 13.8 A Part Time Employee is entitled to payment for public holiday hours not worked where the Employee is rostered to work their reasonably predictable hours on that public holiday.

14. Breaks

Meal Breaks

- 14.1 An Employee is entitled to an unpaid meal break of not less than 30 minutes. Meal breaks are to be taken by arrangement between an Employee and their Team Leader or Manager, starting no later than five hours after commencing work.
- 14.2 Notwithstanding subclause 14.1, MRSCOs are required to eat meals prior to work periods or between work locations. Alternatively, MRSCOs may eat meals at post. In either case, the break period is paid at the Employee's ordinary rate, including any penalty rate which may apply at the time the break is taken.
- 14.3 Notwithstanding subclause 14.1, Operation Support Centre Employees who work a shift that encompasses overnight hours (e.g. where a shift commences from 10.00pm) may eat meals at post. The break period is paid at the Employee's ordinary rate, including any penalty rate which may apply at the time the break is taken.
- 14.4 Notwithstanding subclause 14.1, a Serco Operation Centre Employee who is required to be away from their main place of work for a period greater than five (5) hours may eat meals at post. The break period is paid at the Employee's ordinary rate, including any penalty rate which may apply at the time the break is taken.

Tea Breaks

- 14.5 Two paid rest breaks of 10 minutes each are available each day, the first during the morning and the second during the afternoon.

15. Leave

Employees are entitled to leave in accordance with the NES or the leave provisions contained in this Agreement.

Annual leave

- 15.2 Employees who are not NES Shiftworkers are entitled to four (4) weeks paid annual leave each year.
- 15.3 Employees who are NES Shiftworkers are entitled to five (5) weeks paid annual leave each year.
- 15.4 An Employee's entitlement to annual leave accrues progressively through a year of service according to the Employee's ordinary hours of work and accumulates from year to year.

- 15.5 The Base Rates of Pay referenced in Schedule 2 include annual leave loading of 17.5% on the ordinary rate of pay incorporated into the base salaries provided in this Agreement.
- 15.6 Annual leave is to be taken at dates agreed between an Employee and Serco as soon as practicable after an Employee's entitlement to leave becomes due. Annual leave may be taken in one period or in any periods by agreement between an Employee and Serco.
- 15.7 Where Serco and an Employee cannot agree to dates for taking annual leave, either Serco or an Employee must give at least eight weeks' notice of the intention of either requiring annual leave to be taken or taking annual leave, respectively. The period of Annual Leave will be no less than five (5) days and can be taken consecutively as directed by Serco, alternatively the Employee may define a different pattern of leave, at no less than five (5) days, that will not be unreasonably refused, for example, one (1) day per week over a period of five (5) weeks.
- 15.8 Where a part-time Employee requests to take a paid period of annual leave greater than their contracted hours, Serco may consider a request from the Employee to use a higher number of their annual leave hours during the leave period (up to full time hours) so as not to disadvantage the Employee. The intent of this clause is to enable the Employee to access more paid leave over the leave period. This clause is not intended for the employer to be able to direct an Employee to decrease their leave balance.
- 15.9 Where a part-time Employee does not have a sufficient balance of paid leave available consideration will be given to a period of approved leave without pay and will facilitate, where applicable, rosters to allow Employees to take the unpaid leave period. Under this subclause, part-time Employees will be required to provide a notice of leave without pay request prior to the upcoming monthly roster being released.
- 15.10 For the avoidance of doubt, the definition of one 'week' of paid annual leave will be treated as seven (7) days, by example as Monday to Sunday.
- 15.11 For reference as an example of one week's leave for Full Time and Part-Time Employees;
- a) A Full Time Employee will use five (5) days of paid annual leave entitlement and two (2) days of unpaid leave.
 - b) A part-time Employee will receive the Employee's contracted weekly hours as paid time, and any remaining leave time over the week as unpaid leave over a 7-day period. Unpaid leave during this period will not be unreasonably refused and will be recognised as part of the leave application.

Cashing Out Annual Leave

- 15.12 An Employee may request Serco to pay out an amount of unused, accrued annual leave at their Base Rate of Pay, providing:
- a) the request is made in writing;
 - b) cashing out the requested amount of annual leave would not result in the Employee's remaining accrued entitlement to paid annual leave being less than four (4) weeks;
 - c) each cashing out of a particular amount of annual leave is documented in a separate agreement in writing between the Employee and Serco; and
 - d) the Employee is paid at least the full amount that would have been payable to the Employee had the Employee taken the leave that the Employee has forgone.

Paid Personal Leave

- 15.13 Employees are entitled to an aggregate of twelve (12) days (or based on full time accrual of 91.2 hours) of paid personal leave (sick/carer's leave) for each completed year of service.
- 15.14 An Employee's entitlement to paid personal leave accrues progressively during a year of service according to the Employee's ordinary hours of work and accumulates from year to year.
- 15.15 In this Agreement, personal leave has the same meaning as that contained in the Act.
- 15.16 The number of hours that the Employee is rostered to work on the day of absence will be the number of hours deducted from the Employee's accrual. Or part thereof for time worked for that day when the leave commences.
- 15.17 The Employee must notify Serco of any absence due to illness, injury or carer's responsibilities as soon as reasonably practicable, providing an indication of the anticipated length of absence and nature of the personal illness, injury or carer's responsibilities giving rise to the absence. All Employees must endeavour to notify Serco within three hours of the commencement of an absence where possible.
- 15.18 An Employee, in any one year, may take a period of five (5) days (based on their Full or part-time employment) personal leave without the requirement to provide supporting evidence of their leave.
- 15.19 If requested, an Employee must provide evidence that would satisfy a reasonable person as to the nature and circumstances of their leave (such as a medical certificate or statutory declaration). Serco has the discretion to require a medical certificate or other appropriate documentation from a registered health practitioner to verify their absence where this is reasonable.
- 15.20 Notwithstanding clause 15.18 and 15.19, an Employee who is absent on personal leave for more than two (2) days must provide a medical certificate or evidence that would satisfy a reasonable person as to the nature and circumstances of their leave (such as a medical certificate or statutory declaration).
- 15.21 If an Employee fails to provide notice or evidence in accordance with the requirements contained in this Agreement, Serco may apply a period of unpaid and/or unauthorised leave in respect of part or all of the period of absence.
- 15.22 Where Serco has good reason to believe that the reason for leave may not be legitimate, or if the absences fall on either side of a weekend or Public Holiday, Serco may direct an Employee to provide satisfactory evidence to access their Personal Leave entitlement. Serco will provide the Employee with reasons for requesting the evidence.

Compassionate Leave

- 15.23 Employees are entitled to compassionate leave in accordance with the NES.
- 15.24 However, Employees are entitled to a total of three (3) days of Compassionate leave per occasion and will be entitled to payment for their ordinary hours of work on each day at the rate applicable to their classification in Schedule 2. Compassionate leave is paid leave taken by an Employee for the purposes of spending time with a person who:
- a) is a member of the Employee's immediate family or a member of the Employee's household; and
 - b) has a personal illness, or injury, that poses a serious threat to his or her life; or
 - c) after the death of a member of the Employee's immediate family or a member of the Employee's household; or

- d) is experiencing circumstances in which compassionate leave may be appropriate, to be determined on a case-by-case scenario by Serco, including but not limited to cultural norms and practices.

- 15.25 Compassionate leave may be taken in a single unbroken period of three (3) days or single day periods or otherwise as agreed with Serco.
- 15.26 The entitlement to Compassionate leave is subject to an Employee providing evidence of the illness, injury or death where Serco reasonably requests this.

Family and Domestic Violence Leave

- 15.27 Serco is committed to supporting Employees affected by domestic and family violence. Serco will provide Employees with leave and support in accordance with the NES supported by Serco Policy.
- 15.28 Family and Domestic Violence can mean violent, threatening or other non-physical abusive by individuals that are known to the Employee personally, that may seek to coerce or control the Employee or cause them harm or fear.
- 15.29 Serco recognises that attendance and/or performance at work may be impacted. Ten (10) days of paid leave for family and domestic violence is available to all Employees to allow them to be absent from the workplace to attend appointments relating to abuse, medical appointments, legal proceedings and other activities related to, and as a consequence of, family or domestic violence.
- 15.30 Paid leave is not cumulative and may be taken as consecutive, single or part days. Consideration will be given for the Employee to provide additional paid or unpaid days. Leave is in addition to existing leave entitlements.
- 15.31 Additional support for Employees may include but not limited to, a temporary Flexible Work Arrangement, clause 3 of this Agreement or other arrangements that support Employees.

Parental leave

- 15.32 Employees are entitled to unpaid parental leave in accordance with the NES.
- 15.33 Employees are also entitled to paid parental leave entitlements in accordance with Serco's paid parental leave policy, where these are more beneficial than the NES.
- 15.34 Paid parental leave will encompass a period of up to 12 weeks paid leave at the Employees base hourly rate. Employees are able to elect to receive the paid parental leave payment at half pay.
- 15.35 Employees are able to access payments for Annual Leave or Long Service Leave in conjunction with a period of paid or unpaid leave, but this will be considered as simultaneous to the unpaid leave and will not extend the duration of the unpaid period.
- 15.36 Employees application for parental leave and retuning to work processes are provided for in the Serco paid parental leave policy and includes items such as;
- a) Returning to work on a flexible work arrangement, clause 3, or part time basis.
 - b) Schedule of paid 'Keeping in Touch days' discussed and agreed by Employee and Serco.
 - c) Access to additional information through the Serco Parents support page.

Long Service Leave

- 15.37 An Employee is entitled to long service leave in accordance with the relevant long service leave legislation in the State or Territory where the Employee is ordinarily employed.

- 15.38 A Transition Employee (an employee who was a current employee of Tenix Solutions Pty. Ltd. at the time of transition of the Traffic Camera Services Contract and who became an employee of Serco at the date that Serco assumed management of the TCS contract) who have completed 10 years continuous service ("Qualifying Period") with the Company will be entitled to paid leave based on: 3 months (13 weeks) leave for 10 years continuous service.

Community Service and Reservists Leave

- 15.39 An Employee may be granted Community Service and/or Reservists Leave in the interest of Public Safety or in accordance with the NES or the *Fair Work Act 2009*.
- 15.40 An Employee shall notify Serco as soon as possible of the date upon which the Employee is required to attend such leave. Further the Employee shall provide proof of attendance, the duration of expected attendance and if applicable the payment received, if required by Serco.

Study Leave

- 15.41 Serco encourages Employees to further their personal development and education. Applications for leave or other assistance to pursue a course of study will be considered by Serco based on the relevance of the course to an Employee's current position or likely future progression.

Leave Without Pay

- 15.42 Serco may approve an Employee's request for leave without pay at its absolute discretion on the basis that:
- a) the Employee has exhausted accrued annual leave, personal leave and long service leave entitlements; and
 - b) taking the leave will not unreasonably affect normal operational requirements of the business; and
 - c) annual leave and personal leave will not accrue during any periods of unpaid leave.

Other Leave

- 15.43 An Employee may make a request for leave with payment at the absolute discretion of Serco, on the basis that the Employee has in the first instance exhausted their accrued annual leave, personal leave and long service leave entitlements, and the circumstances relate to:
- a) pressing personal circumstances or illness; or
 - b) other circumstances beyond the Employee or Serco's control
- 15.44 In this situation, payment would be paid at the Employees Base Rate of Pay for their minimum contracted hours.
- 15.45 The intent of this clause 'Other Leave' is to encourage open communication between Employees and their Manager, and to ensure that appropriate support is being offered to the Employee where required. Discussions may be initiated by the Employee, the Manager or the on-call Manager.
- 15.46 Notwithstanding subclauses 15.43a) and 15.43b) above, the Employee's Manager may approve a period of paid time for an Employee where an incident has occurred that has impacted the completion of the session during their course of work and such circumstances are beyond the Employee's or Serco's control. The intention of this clause is for serious incidents and payment would be made at the discretion of Serco taking into account the circumstances at hand and be paid inclusive of any applicable penalty rate.

- 15.47 With reference to clause 15.46, consideration may be given by the Employee's Manager as to the ability to provide a shift swap for the Employee's next work allocation. A shift swap will only be offered where appropriate and will be discussed with the Employee based on operational requirements. Where a shift swap is unavailable, consideration may be given by Serco to paid time away from duties in lieu of a shift swap and which would be paid the Employee's Base Rate of Pay and granted at the discretion of Serco.
- 15.48 With reference to clause 15.46, the approval of a period of paid time will be included in post incident actions as outlined in the Incident Management Procedure.

Disengage on Leave and Rest Days

- 15.49 Serco will respect an Employee's right to disconnect from the business and work-related communications during periods of leave and rest days.
- 15.50 Employees are not required to read work related correspondence or respond to work calls outside of their working hours.
- 15.51 Exceptions to the intent of this clause include but are not limited to:
- a) Emergency situations. By way of example, where fire or, flood impact the Employee from attending for their next work time allocation.
 - b) Welfare matters. Such as when checking in with an Employee as to their wellbeing or to communicate with an Employee about their fitness for work matters.
 - c) Operational matters. Where there may be an impact to the Employee attending their next work time allocation.

16. Employee Representatives

- 16.1 An Employee Representative will be entitled to up to three days paid representative training leave to attend courses which are designed to foster good industrial relations.
- 16.2 An Employee Representative must give Serco six (6) weeks' notice of their intention to attend such courses and the leave being requested.

The request must include details of:

- a) the name and content of the course;
 - b) the dates, times, duration and location of the course;
 - c) the identity of the course provider.
- 16.3 Serco may request evidence to support the request.
- 16.4 Serco will approve requests at its discretion but will not unreasonably refuse such requests. Where approved, the leave must be taken with regard to Serco's operational requirements and contractual obligations to minimise any adverse effect on these factors.
- 16.5 The leave will be paid at the Employee's Base Rate of Pay and will count as service for all purposes under this Agreement. Parties covered under this Agreement will ensure access to representative training leave is provided in an equitable and fair manner across the three working groups of Verification Services, Detection Services and Serco Operations Centre.
- 16.6 An Employee Representative will have access to Employees for conducting union business providing that there is no undue impact to their normal course of duties. Access may include:

- a) for Employee support purposes;
- b) to attend union meetings, outside of an Employee's normal course of duties;
- c) to attend induction sessions to speak with new Employees during allocated breaks.

16.7 Without limiting Serco's discretion to grant or reject representative leave requests, the maximum amount of representative training leave or paid time that will be granted in any calendar year across the working groups specified in clause 16.5, will be an aggregate of twelve (12) days. Any payment made to an Employee for representational training leave will be at an Employee's Base Rate of Pay.

17. Direction Not to Attend or Perform Work or Access Systems

17.1 Serco may suspend an Employee without loss of pay, including when either an Employee or Serco has given notice of termination of employment. The suspension of employment means that Serco may direct an Employee not to:

- a) attend Serco's places of business;
- b) perform any duties apart from those which Serco specifies; and/or
- c) access any systems or technology belonging to Serco or its clients.

18. Termination of Employment

18.1 Serco or an Employee may terminate the Employee's employment by giving one (1) week of notice during a probationary period. Serco may elect to pay a part or all of this notice period in lieu.

18.2 Serco or an Employee may terminate the Employee's employment by giving notice in accordance with the following table, other than during a probationary period. Serco may elect to pay a part or all of this notice period in lieu.

Continuous service with Serco	Notice Period	
	Up to 45 years of age (notice by Employee or Serco)	Over 45 years of age and Serco giving notice
Not more than 1 year	2 weeks	2 weeks
More than 1 year but not more than 2 years	4 weeks	4 weeks
More than 2 years	4 weeks	5 weeks

18.3 Any period of notice may be varied by agreement between Serco and an Employee.

18.4 The notice periods listed at clause 18.2 do not apply to a specified term or specified task Employee whose contract ends due to the effluxion of time or the conclusion of the task, respectively; nor to a casual Employee.

18.5 Serco has the right to terminate an Employee's employment without notice for serious misconduct or serious or persistent breach of the Employee's terms or conditions of employment, in such scenarios the process of procedural fairness will be followed. The Employee's salary and other entitlements will be paid up to the time of termination only in cases of serious misconduct.

Abandonment of Employment

- 18.6 Subject to the requirements set out below in subclause a) and b), Serco may establish that an Employee has abandoned their employment where the Employee has been absent for at least five (5) consecutive days of work where:
- a) the whole of the absence is not authorised or explained; or
 - b) the whole of the absence occurs without the Employee notifying Serco before or as soon as practicable after the first day of that absence.
- 18.7 Where an Employee has been absent as described in subclause 18.6, Serco will take reasonable steps to:
- a) attempt to contact the Employee at their personal email, postal address or phone number on their personnel file;
 - b) provide the Employee with an opportunity to explain the absence from work within seven days of the date of Serco's correspondence or contact; and
 - c) genuinely consider any explanation the Employee provides.
- 18.8 An Employee is deemed to have abandoned their employment where the Employee fails to respond to contact by Serco or to demonstrate an acceptable reason for the absence. Serco may give notice in accordance with either subclause 18.1 or 18.2.

19. Redundancy

- 19.1 Redundancy is where Serco no longer requires the job done by an Employee to be done by anyone, except where this is due to the ordinary and customary turnover of labour.
- 19.2 A position may be made redundant in circumstances which include, but are not limited to where it is:
- a) in excess of Serco's operational requirements (for operational reasons); or,
 - b) no longer required due to the introduction of workplace change (including technology changes); or
 - c) it is transferred to a different location which is not within a reasonable travelling distance due to changes resulting from a review and subsequent restructure of functions within the organisation which impact upon the position.
- 19.3 Redundancy constitutes a significant workplace change, meaning clause 4 applies.
- 19.4 Serco will conduct discussions with Employees directly impacted and, if requested by an Employee, their nominated representative. Discussions will include:
- a) reasons for proposed redundancy,
 - b) measures to avoid or minimise the redundancy including consideration of suitable alternatives employment. Alternative employment would be on terms and conditions that are no less favourable, including rate of pay, pattern of hours, location, travel, and work/life balance, and
 - c) measures to mitigate the adverse effects of any terminations on the Employees impacted.
- 19.5 Serco will, as soon as practicable, provide in writing to the impacted Employee, relevant information about the proposed redundancy, including;
- a) the reason for the proposed redundancy,
 - b) the number of Employees normally employed,

- c) the number of Employees likely to be impacted, and
- d) the timeframe of the proposed redundancy.

19.6 Serco is not required to disclose confidential information, the disclosure of which when looked at objectively, would be contrary to Serco's interests.

Redundancy Pay

19.7 Serco will give written notice to an Employee whose position is made redundant which includes the termination date and, where possible, an estimate of the final pay the Employee will receive.

19.8 An Employee who is made redundant is entitled to redundancy pay in accordance with the NES, in addition to notice or payment in lieu as described in clause 18. Redundancy pay is based on an Employee's continuous service with Serco:

Period of continuous service with the Company	Severance pay [weeks of ordinary time pay]
Less than 1 year	nil
1 year and up to the completion of 2 years	4
2 years and up to the completion of 3 years	6
3 years and up to the completion of 4 years	7
4 years and up to the completion of 5 years	8
5 years and up to the completion of 6 years	10
6 years and up to the completion of 7 years	11
7 years and up to the completion of 8 years	13
8 years and up to the completion of 9 years	14
9 years and up to the completion of 10 years	16
More than 10 years	12

19.9 An Employee is not entitled to redundancy pay under this Agreement if the Employee:

- a) resigns prior to receiving written notice of redundancy under clause 19.7;
- b) is a casual, specified term or specified task Employee or is dismissed;
- c) is offered, but declines the offer, of a suitable alternative position within Serco;
- d) is offered a suitable alternative position within Serco or where the Employee accepts an alternative position within Serco. For the purpose of applying this provision, an "alternative position" can be any position and is not limited to a "suitable alternative position" as defined above.

Resignation During Notice Period

19.10 An Employee who has received notice of redundancy may resign during the period of notice and will be entitled to the same severance payments under this clause had they continued working until the expiry of the notice given by Serco. However, the Employee will not be entitled to payment in lieu of notice in such circumstances.

Time Off During Notice Period

19.11 During a period of notice of redundancy given by the Serco, an Employee is entitled to up to one day off without loss of pay during each week of notice for the purpose of seeking other employment. An Employee may be granted more than one paid day off in each week, subject to

providing proof of attendance at an interview (e.g., a statutory declaration). Otherwise, the additional days will be treated as unpaid leave.

20. End of Contract

- 20.1 The following arrangements apply in the event that the commercial contract is terminated, not renewed or the business is otherwise moved from Serco to another employer:
- a) Serco will not be obliged to pay redundancy pay to an Employee upon termination of employment:
 - (i) where an Employee accepts employment with the other employer, on terms and conditions that are no less favourable, including classification, rate of pay, pattern of hours, location, travel, work/life balance and the other employer recognises the Employee's service with Serco as defined in the Act for the purpose of calculating long service leave, annual leave and redundancy pay; or
 - (ii) where an Employee rejects an offer of comparable employment with the other employer and which contains terms and conditions that are no less favourable, considered on an overall basis, than the terms and conditions applicable to the Employee at the time of ceasing employment with Serco; and which recognises the Employee's service with Serco as defined in the Act for the purpose of calculating long service leave, annual leave and redundancy pay.
 - b) Serco will provide Employees with written notice as soon as practicable, when it becomes aware that the Contract will be terminated, not renewed, or the business otherwise moved to another employer. The written notice will include the details of any comparable alternative employment within Serco.
- 20.2 If requested by the other employer, Serco will provide the incoming tenderer for the Contract a list of Employees who have given permission for their details to be provided and who wish to be considered for employment by the other employer.
- 20.3 Serco will provide any Employee whose employment is terminated as a result of the end of the Contract or a change of service provider with notification in writing of that termination, including details of the Employee's entitlements (including accrued annual leave) and a statement of service (including length of service, hours of work, classification and shift configuration).
- 20.4 Serco will use best endeavours to facilitate a meeting between the other employer and outgoing employees who are not offered suitable alternative employment within Serco.

21. Joint Consultative Committee

- 21.1 The Parties will maintain a Joint Consultative Committee (JCC).
- 21.2 The purpose of the JCC is to:
- a) assist in the implementation and monitoring of this Agreement;
 - b) maintain an open exchange of views between the Employees, unions and the company;
 - c) provide a forum where ideas for improvement can be raised; and
 - d) assist in implementation strategies that on the balance will be beneficial to both the business and the Employees.

- 21.3 The JCC is not intended as a forum for the resolution on individual grievances (although it is noted that these may be progressed through other mechanisms, including the Company's grievance policy).
- 21.4 The JCC is not intended to act in place for matters that are managed by other internal forums such as the Workplace Health and Safety Committee.
- 21.5 The JCC will comprise:
- a) One (1) Employee representative from each designated work area (Detection Services, SOC and Verifications) as set out in Schedule 1 of the Agreement by nomination and ballot managed by Serco;
 - b) a representative from each union; and
 - c) management representatives.
- 21.6 The JCC may meet quarterly. Further meetings can be held by agreement.
- 21.7 The Parties should provide agenda items for discussion prior to each meeting.
- 21.8 Employee representatives will be released from normal duty to attend and participate in meetings of the JCC. Subject to operational requirements Employees will not be unreasonably held from attending meetings.
- 21.9 Where an Employee is unable to attend, a proxy from their classification group can be nominated to attend in their place at the meeting.
- 21.10 Principles of genuine consultation from this Agreement, the *Fair Work Act* 2009, and the *Work Health and Safety Act* 2011 will apply.

22. OSC Working Committee

- 22.1 The parties will implement an OSC Working Committee (OWC)
- 22.2 The purpose of the OWC will be to support the Facilitative Provision (Projects) outlined in Clause 23.3 of the Agreement
- 22.3 The OWC will be formed within one (1) month of the Agreement approval and will be comprised of:
- a) up to two (2) Employee representative of the OSC by peer nomination and ballot as required managed by Serco.
 - b) up to two (2) members of the ASU; and
 - c) management representatives.
- 22.4 The OWC may meet quarterly. Further meetings can be held by agreement.
- 22.5 Employee representatives will be released from normal duty to attend and participate in meetings of the OWC. Subject to operational requirements Employees will not be unreasonably held from attending meetings and meetings will be scheduled at times to ensure Employees representation.
- 22.6 The Parties should take every opportunity to provide agenda items for discussion prior to each meeting and share information relevant to the purpose of the OSC. Matters for OWC may include, but not limited to:

- a) potential alternate roster patterns and shift arrangements, including Employee preferences and Leave coverage
 - b) safe staffing levels based on workload, taking into consideration changing technologies and impacts
 - c) process for reviewing offer of increased minimum hours contracts
 - d) process for fair and reasonable distribution of additional working hours and shift swaps
- 22.7 Where a request is reasonable (e.g. excluding Commercial In Confidence or Confidential Information) and sufficient notice provided, Serco will provide information related to the purpose of the OWC for discussion with representatives. Any information provided to the OWC for this purpose generally will not be distributed beyond the OWC and their representatives without TCS authorisation.
- 22.8 The OWC is not intended as a forum for the resolution on individual grievances (although it is noted that these may be progressed through other mechanisms, including the Company's grievance policy).
- 22.9 The OWC is not intended to act in place for matters that are managed by other internal forums such as the Workplace Health and Safety Committee.

23. Facilitative Provisions (Projects)

23.1 Project Implementation Objectives – Camera Technician on call transfer

Within three (3) months of this Agreement commencing operation Serco will implement and complete a project for the transfer of on-call responsibility from the Camera Technician group to the Operational Management Group.

23.2 Project Implementation Objectives – Review of minimum contracted hours for employees classified as MRSCO

Within six (6) months of the Agreement commencing, Serco will implement and complete a project on the ongoing operational process to review the contracted part time hours for employees classified as MRSCOs.

The project aim is to increase Part Time contracted hours of MRSCOs taking into consideration roster allocation, MRSCO availability prior to any additional recruitment activity.

23.3 Project Implementation Objectives – Review of Operation Support Centre (OSC) Roster and contracted hours

Within six (6) months of the Agreement commencing, Serco will implement and complete a project on operational process to review the day to day operations of the OSC including roster and contracted Part Time hours for employees classified as Operation Support Officers (OSOs)

The project aim will be to increase Part Time contracted hours to OSOs, having taken into consideration impacts of new technology, roster allocation and OSO availability prior to any additional recruitment activity.

23.4 Project Implementation Objectives – Performance Development Review process

Within twelve (12) months of the Agreement commencing, Serco will implement and complete a project to review the process that provides guidelines for the Performance Development Review. Implementation of the revised performance review process will then be operationalised.

The process to be developed will take into consideration the 3 divisions defined in the Agreement as Detection Services, Verifications and SOC and their variances of work.

24. Signature Page

Signed on behalf of the Employer

Serco Traffic Camera Services (Vic) Pty Ltd

(ABN 44 003 677 352)

Level 14, 535 Bourke Street

Melbourne, VICTORIA 3000

Julie Carroll

Chief Human Resource Officer

Serco ASPAC

Dated this day of 2024

Signed on behalf of Employees

Name:

[Union ASU details]

Position:

[Address]

Dated this day of 2024

Name:

[Union CPSU details]

Position:

[Address]

Dated this day of 2024

Schedule 1 – Classifications and Descriptors

Detections Services Employees (MRSCO)

Group 3

- Mobile Road Safety Camera Operator, Senior

An Employee in this group will be appointed and engaged to this group. This group has the knowledge, skills, and capability relevant for the tasks required to be performed in a Senior role and would work with limited supervision when undertaking daily duties and to the level of their training. Employees are required to exercise judgement and initiative within the range of their skills and knowledge.

Employees in this group support their Regional Managers in tasks as follows, but not limited to:

- Working across various TCS departments, functions, teams as required to support Contract goals
- Support the managing of projects for the Contract, either through participation or leading projects specific for your function/role as directed
- Provide support to the leadership goals of the wider team with the ability to resolve local operational service delivery problems within approved process and policy standards
- Explains and/or coaches on rules, procedures and operational policies to individual clients or colleagues
- Presents routine information to small groups and provides feedback to organisation such as routine internal reports, correspondence, or team presentations

Employees at this level are expected to demonstrate knowledge and experience with the following, but not limited to:

- Support change processes or initiatives and model a positive display of Serco Values, from development, implementation, and navigation of contract and/or team through the change timeframe.
- Role model leadership and development behaviours based on the Care to Coach specific modules that are compulsory training for the Senior MRSCOs role or other types of training or leadership development.
- Support the onboarding process for successful MRSCO candidates through the induction and mentoring period, sharing knowledge and expertise of the MRSCO role and business and any other induction functions required at that level.
- Ability to address performance and knowledge matters in either informal or formal processes via the provision of advice, support, coaching and guidance.

Group 2

- Mobile Road Safety Camera Operator

An Employee in this group will be appointed and engaged to this level. This group has the knowledge, skills, and capability relevant for the tasks required to be performed and would work with limited supervision when undertaking daily duties and to the level of their training. Employees are required to exercise judgement and initiative within the range of their skills and knowledge.

Employees at this level are expected to demonstrate knowledge and experience with the following areas, but not limited to:

- Understanding of the Contract strategy and the Serco values and demonstrate in all day-to-day activities
- Understanding of client/customer group and impact of role to the Victorian Road Safety Campaign

- Understanding the Contract services provided to the public and how this applies to your role
- Understanding the processes that drive the TCS Contract, such as operations across functions and teams, policy/process/procedure, and structure
- Competent technical and functional expertise relevant to the role and its duties.
- Supporting a diverse workforce through following organisational policies and processes

Group 1

- Mobile Road Safety Camera Operator, in training

An Employee in this group is undertaking training and development for the role and is required to successfully complete relevant assessments including completing a set number of compliant camera sessions prior to moving from the training classification to Group 2 Mobile Road Safety Camera Operator.

Serco Operation Centre Employees (SOC)

Group 4

- Technician – Camera
- Technician – Vehicle

An Employee in this group is engaged and appointed to their role. The role of Technician – Vehicle will have a trade qualification and relevant skills and experience to carry out the duties of their role. A Technician – Camera Employee will have skills and experience relevant to the role.

Employees may work under general supervision either individually or within a team environment and be responsible for the quality of their own work. Employees will have scope to exercise discretion within their level of skills and training.

Group 3

- Senior Operations Support Officer

An Employee in this group is engaged and appointed to their role. Employees may be required to exercise limited judgement and initiative within the range of their skills and knowledge. An Employee may be able to provide an allocation of duties, co-ordinate workflow and quality of work of others.

In addition, indicative tasks for administration roles listed may be, but not limited to, telephony duties, operation of business equipment including computer and system-based radio/telephone. Administration roles will undertake word processing actions and maintain accurate records in multiple systems. Employees at this level may also undertake reporting review and collation. Oversight and leading of operational matters relating to supporting Employees in session when required.

Group 2

- Operations Support Officer
- Operations Administrator
- Assistant Vehicle Technician

An Employee in this group is engaged and appointed to their role. An Assistant Vehicle Technician Employee in this group may have a Certificate relating to relevant skills for the tasks required to be performed. Employees in this Group 2 will work with general or limited supervision for daily duties and to the level of their training. Employees may be required to exercise limited judgement and initiative within the range of their skills and knowledge.

In addition, indicative tasks for administration roles listed may be, but not limited to, telephony duties, operation of business equipment including computer and system-based radio/telephone. Administration roles will undertake word processing actions and maintain accurate records in multiple systems.

Group 1

- Technical Support Officer – Mobile/Camera

An Employee in this group has knowledge and experience to carry out duties required for the role. Employees generally work under supervision, either individually or within a team environment.

Verification Employees

Group 5

- Team Leader

An Employee in this group is appointed and engaged to this group. The Employee in this group has a Certificate, Qualification or advanced skills, knowledge and experience required for carrying out the duties for the role. Employees at this level require limited guidance or direction. Employees at this level undertake supervisory (Leadership) tasks of others and manage the allocation of work tasks, co-ordination of workflow, oversee progress and resolution of tasks. Employees at this level exercise initiative, discretion and judgement at all times when performing their duties. Employees at this level may also train Employees in Groups listed below.

Indicative tasks for the role include but are not limited to, providing leadership in the Team Leader role and to provide guidance and instruction to others. Work with a high level of autonomy and exercise authority to make decisions in relation to function performed. Ability to perform a broad range of skilled applications in relation to people leadership and own work tasks.

Group 4

- Pre-Verification Investigation Specialist

An Employee in this group is appointed and engaged to this group. The Employee has a Certificate or has advanced skills, knowledge and experience required for carrying out the duties for the role and is able to perform complex tasks. Employees may work under limited guidance or direction and are responsible for the quality of their own work. Employees are expected to exercise initiative, discretion and judgment when performing their role. Employees may also be required to provide assistance or guidance and share knowledge with their colleagues and peers.

Indicative tasks for the roles listed may be, but not limited to, performing complex tasks, providing high level specialist advice and/or information relating to services performed. Utilising multiple computer systems or technologies to create and maintain records. Ability to identify, manage and resolve complex issues.

Group 3

- Pre-Verification Quality Specialist
- Performance & Adjudication Officer
- Compliance Officer

An Employee in this group is appointed and engaged to this group. The Employee has a Certificate or has achieved a level of work knowledge and experience to be able to perform specialised tasks. Employees may work under general guidance or direction and are responsible for the quality of their own work. Employees have an ability to exercise initiative, discretion and judgment when performing their role. Employees may also be required to provide assistance or guidance and share knowledge with their colleagues and peers.

Indicative tasks for the roles listed may be, but not limited to, performing specialist tasks, providing specialist advice and/or information relating to services performed. Utilising multiple computer systems or technologies to create and maintain records, ability to identify and extract data as required for services provided.

Group 2

- Verification Assessment Officer
- Administration Officer
- Fixed Digital Safety Camera Support Officer
- Film Registry Officer

An Employee in this group is appointed and engaged to this group. The Employee may have a Certificate relating to relevant skills for the tasks required to be performed and would work with general supervision for daily duties and to the level of their training. Employees may be required to exercise limited judgement and initiative within the range of their skills and knowledge. Employees may also be required to provide assistance and share knowledge with their peers.

Indicative tasks for the roles listed may be, but not limited to, telephony duties, operation of business equipment including computer and system-based radio/telephone and other technologies. The Employee will undertake word processing actions and maintain accurate records and documents across multiple systems or technologies. Maintaining records including processing and recording of information. Operation of computer applications with various internal and external software packages.

Group 1

- Verification Processing Officer

An Employee in this group is appointed and engaged to this group. The Employee in this group has knowledge and experience to carry out duties required for the role. Employees generally work under general supervision. Employees are responsible and accountable for their own work performed under guidelines and training. Employees may be required to exercise limited judgment and initiative. Employees may also be required to provide assistance and share knowledge to peers.

Indicative tasks for the role include but are not limited to, operation of business equipment including computer and system-based telephone and other technologies. Undertaking word processing actions and maintaining accurate records across multiple systems. Maintaining records including processing and recording of information.

Schedule 2 – Base Rates of Pay

Detection Services - Mobile Road Safety Camera Operator Employees

Classification Detection Services	Group	Level	November 2023 - 4.5%		November 2024 - 3.5%		November 2025 - 3%	
Senior Mobile Road Safety Camera Operator	3	C	\$ 74,500.00	\$ 37.70	\$ 77,107.50	\$ 39.02	\$ 79,420.73	\$ 40.19
		B	\$ 71,533.03	\$ 36.20	\$ 74,036.69	\$ 37.47	\$ 76,257.79	\$ 38.59
		A	\$ 68,745.84	\$ 34.79	\$ 71,151.94	\$ 36.01	\$ 73,286.50	\$ 37.09
Mobile Road Safety Camera Operator	2	F	\$ 66,234.54	\$ 33.52	\$ 68,552.75	\$ 34.69	\$ 70,609.33	\$ 35.73
		E	\$ 63,752.64	\$ 32.26	\$ 65,983.98	\$ 33.39	\$ 67,963.50	\$ 34.39
		D	\$ 61,268.47	\$ 31.01	\$ 63,412.87	\$ 32.09	\$ 65,315.26	\$ 33.05
		C	\$ 59,915.02	\$ 30.32	\$ 62,012.04	\$ 31.38	\$ 63,872.41	\$ 32.32
		B	\$ 57,667.17	\$ 29.18	\$ 59,685.52	\$ 30.21	\$ 61,476.09	\$ 31.11
		A	\$ 55,419.33	\$ 28.05	\$ 57,359.00	\$ 29.03	\$ 59,079.78	\$ 29.90
Mobile Road Safety Camera Operator (in Training)	1	A	\$ 55,060.89	\$ 27.86	\$ 56,988.03	\$ 28.84	\$ 58,697.67	\$ 29.71

Schedule 2 – Base Rates of Pay

Serco Operations Centre Employees

Classification SOC	Group	Level	November 23 - 4.5%		November 24 - 3.5%		November 25 - 3%	
Technician – Camera [SOC]	4	C	\$83,918.35	\$42.47	\$86,855.49	\$43.96	\$89,461.16	\$45.27
Technician - Vehicle [SOC]		B	\$80,759.02	\$40.87	\$83,585.59	\$42.30	\$86,093.15	\$43.57
		A	\$77,620.34	\$39.28	\$80,337.05	\$40.66	\$82,747.17	\$41.88
Senior Operation Support Officer [SOC]	3	A	\$75,088.00	\$38.00	\$77,716.08	\$39.33	\$80,047.56	\$40.51
Operations Support Officer [SOC]	2	C	\$74,502.31	\$37.70	\$77,109.89	\$39.02	\$79,423.19	\$40.19
Operations Administrator [SOC]		B	\$71,528.83	\$36.20	\$74,032.34	\$37.47	\$76,253.31	\$38.59
Assistant Vehicle Technician [SOC]		A	\$68,741.19	\$34.79	\$71,147.13	\$36.01	\$73,281.54	\$37.09
Technical Support Officer - Mobile [SOC]	1	C	\$66,242.63	\$33.52	\$68,561.13	\$34.70	\$70,617.96	\$35.74
		B	\$63,744.08	\$32.26	\$65,975.12	\$33.39	\$67,954.38	\$34.39
		A	\$61,266.18	\$31.01	\$63,410.49	\$32.09	\$65,312.81	\$33.05

Schedule 2 – Base Rates of Pay

Verification Services Employees

Classification	Group	Level	November 2023 – 4.5%		November 2024 – 3.5%		November 2025 – 3%	
Team Leader [Verification Services]	5	B	\$ 83,909.75	\$ 42.46	\$ 86,846.59	\$ 43.95	\$ 89,451.98	\$ 45.27
		A	\$ 80,762.99	\$ 40.87	\$ 83,589.69	\$ 42.30	\$ 86,097.38	\$ 43.57
Pre-Verification Investigation Specialist	4	B	\$ 77,616.23	\$ 39.28	\$ 80,332.80	\$ 40.65	\$ 82,742.78	\$ 41.87
		A	\$ 75,990.00	\$ 38.46	\$ 78,649.65	\$ 39.80	\$ 81,009.14	\$ 41.00
Pre-Verification Quality Specialist	3	C	\$ 74,500.00	\$ 37.70	\$ 77,107.50	\$ 39.02	\$ 79,420.73	\$ 40.19
Performance & Adjudication Officer		B	\$ 71,533.03	\$ 36.20	\$ 74,036.69	\$ 37.47	\$ 76,257.79	\$ 38.59
Compliance Officer [Support Services]		A	\$ 68,745.84	\$ 34.79	\$ 71,151.94	\$ 36.01	\$ 73,286.50	\$ 37.09
Verification Assessment Officer	2	C	\$ 66,234.54	\$ 33.52	\$ 68,552.75	\$ 34.69	\$ 70,609.33	\$ 35.73
Administration Officer [Support Services]		B	\$ 63,752.64	\$ 32.26	\$ 65,983.98	\$ 33.39	\$ 67,963.50	\$ 34.39
Fixed Digital Safety Camera Support Officer		A	\$ 61,268.47	\$ 31.01	\$ 63,412.87	\$ 32.09	\$ 65,315.26	\$ 33.05
Film Registry Officer	1	C	\$ 59,915.02	\$ 30.32	\$ 62,012.04	\$ 31.38	\$ 63,872.41	\$ 32.32
Verification Processing Officer		B	\$ 57,667.17	\$ 29.18	\$ 59,685.52	\$ 30.21	\$ 61,476.09	\$ 31.11
		A	\$ 55,419.33	\$ 28.05	\$ 57,359.00	\$ 29.03	\$ 59,079.78	\$ 29.90