



FAIR WORK
AUSTRALIA

DECISION

Fair Work Act 2009

s.185 - Application for approval of a single-enterprise agreement

Royal Flying Doctor Service, Central Operations
(AG2011/11900)

ROYAL FLYING DOCTOR SERVICE, CENTRAL OPERATIONS TASKING COORDINATORS AGREEMENT 2010

Ambulance and patient transport

COMMISSIONER HAMPTON

ADELAIDE, 9 SEPTEMBER 2011

Application for approval of the Royal Flying Doctor Service, Central Operations Tasking Coordinators Agreement 2010.

[1] An application has been made for approval of an enterprise agreement known as the *Royal Flying Doctor Service, Central Operations Tasking Coordinators Agreement 2010* (the Agreement). The application was made pursuant to s.185 of the *Fair Work Act 2009* (the Act). It has been made by Royal Flying Doctor Service, Central Operations. The Agreement is a single-enterprise agreement.

[2] I am satisfied that each of the requirements of ss.186, 187 and 188 of the Act as are relevant to this application for approval have been met. In reaching this conclusion, I note that the reference award for the purposes of s.193 of the Act is the *Royal Flying Doctor Service Radio Staff Award 2000 (AP794746)*, being an Enterprise Award that has been preserved by virtue of the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009*.

[3] The CPSU, the Community and Public Sector Union (PSU Group), being a bargaining representative for the Agreement, has given notice under s.183 of the Act that it wants the Agreement to cover it. In accordance with s.201(2) of the Act I note that the Agreement covers the organisation.

[4] The Agreement is approved and, in accordance with s.54 of the Act, will operate from 16 September 2011. The nominal expiry date of the Agreement is 30 June 2013.



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**ROYAL FLYING DOCTOR SERVICE
CENTRAL OPERATIONS**

Tasking Co-ordinators Agreement 2010

1. TITLE

This Agreement shall be known as the Royal Flying Doctor Service, Central Operations Tasking Coordinators Agreement 2010.

2. ARRANGEMENT

2.1 This Agreement is arranged as follows:

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3. PARTIES BOUND

This Agreement shall be binding on and applied to:

- Royal Flying Doctor Service, Central Operations (**the RFDS**);
- All Tasking Co-ordinators employed by the Royal Flying Doctor Service Central Operations at the Port Augusta Base; and
- The Community and Public Sector Union (PSU Group) (**the CPSU**).

4. COMPREHENSIVE AGREEMENT

This Agreement operates to the exclusion of the Royal Flying Doctor Service Award 2000 and replaces the Royal Flying Doctor Service of Australia Central Operations Incorporated (Port Augusta) Tasking Co-ordinators Agreement 2007 -2010.

5. PERIOD OF OPERATION

- 5.1 This Agreement shall operate from the seventh day after the approval by Fair Work Australia, excepting salaries, which will be applied retrospectively in accordance with Schedule A following approval.
- 5.2 This Agreement shall remain in force until 30 June 2013, being the nominal expiry date.
- 5.3 The parties covered by this Agreement agree that they will commence negotiation for an agreement to replace the Agreement within three months of the expiry date.

6. DEFINITIONS

For the purposes of this Agreement:

- 6.1 **Act** means the *Fair Work Act 2009* (Cth).
- 6.2 **Agreement** means the Royal Flying Doctor Service, Central Operations Tasking Co-ordinators Agreement 2010.
- 6.3 **Base** means the Port Augusta base.
- 6.4 **Continuous Service** means a period of unbroken service served by a Tasking Co-ordinator for the RFDS.
- 6.5 **Employee Representative** means any person whom the Tasking Co-ordinator(s) nominate(s) or elect(s) as a representative, which may include a Tasking Co-ordinator or representative from the Union.
- 6.6 **Employer** means the Royal Flying Doctor Service, Central Operations.
- 6.7 **Rostered working days** means a day rostered on duty.
- 6.8 **Tasking Co-ordinator** means an employee whose primary function is to co-ordinate RFDS flights, in consultation with RFDS medical staff, by using radio

and/or telephone equipment, and whose employment is governed by this Agreement.

6.9 **Union** means the Community and Public Sector Union, PSU Group.

7. AIM OF AGREEMENT

This Agreement aims to:

- continue the flexible work practices and staff development activities initiated in earlier agreements;
- continue improving the quality of services provided by the RFDS;
- enhance the skills and job satisfaction of its Tasking Co-ordinators; and
- contribute to ongoing improvements in the effectiveness of the RFDS.

8. NO FURTHER CLAIMS

The parties bound by this Agreement shall not make extra claims that alter the terms and conditions of employment for the period during which this Agreement operates, whether or not those terms and conditions relate to a matter that is expressly covered by this Agreement.

9. QUALIFYING PERIOD

9.1 A six-month qualifying period applies to all offers of employment for Tasking Co-ordinators. At the completion of the qualifying period, permanent appointment is reviewed and is contingent upon satisfactory performance during the qualifying period.

9.2 During the qualifying period, either the RFDS or the qualifying Tasking Co-ordinator may terminate the employment arrangement by providing one week's notice. It is not necessary for either party to provide a reason for termination during this period.

10. SALARIES

10.1 Save and except where specifically provided for in this Agreement, the Tasking Co-ordinators shall be paid in accordance with Schedule A of this Agreement.

10.2 The annual salary paid to Tasking Co-ordinators under this Agreement shall constitute payment for all hours worked, and is inclusive of penalty rates (excepting overtime), allowances and annual leave loading.

10.3 Salaries shall be paid fortnightly by electronic funds transfer into a bank, building society, credit union or other financial institution account of the Tasking Co-ordinator's choice.

11. STAFF DEVELOPMENT

11.1 The program will be based on the implementation of the training and development activities necessary to implement the competency based system of salary progression as detailed in Schedule A. The competencies detailed in Schedule A may be varied by agreement. The program may include other activities that will assist staff in the performance of their work and the introduction of new work practices and new technology.

- 11.2 Schedule A of this Agreement introduces a four tier system of salary progression for Tasking Co-ordinators based on the completion of relevant competencies for each tier and satisfactory performance.
- 11.3 Salary progression throughout all tiers will be based on attainment of the required competencies for the next tier and an assessment by the Port Augusta Manager that the Tasking Co-ordinator's work performance is of a satisfactory standard.
- 11.4 Advancement from Tier 1 to Tier 2 recognises the Tasking Co-ordinator's formal commencement on the 24/7 roster (eg allocation to a permanent shiftwork/roster line) and their achievement of the required competence and satisfactory performance standards (in accordance with Clause 11.3). It is anticipated that these pre-requisites will be met by full-time and casual Tier 1 staff after three months' employment and the completion of a minimum of 60 shifts.

However, irrespective of when a Tasking Co-ordinator commences on a permanent shift work/roster line, advancement to Tier 2 will not occur prior to a minimum of three months' employment or the completion of 60 shifts. Irrespective of any advancement to Tier 2, Clause 9 of this Agreement remains effective.

- 11.5 Tier 2 full-time and casual staff will advance to Tier 3 after 12 months' employment at Tier 2 and upon having completed a minimum of 150 shifts at Tier 2, and achieving the required competence and satisfactory performance standards.
- 11.6 Tier 3 full-time staff are able to lodge an expression of interest with the Port Augusta Manager to undertake the program required for progression to Tier 4. From the pool of Tasking Co-ordinators who nominate their interest, up to five Tasking Co-ordinators may be selected to undertake the training.

From the pool of Tasking Co-ordinators who undertake the training, three Tasking Co-ordinators may be selected to advance to Tier 4 and the remaining two Tasking co-ordinators may be asked to perform Tier 4 duties in a relief capacity as a Tier 4 Tasking Co-ordinator, as may be required from time to time.

- 11.7 Staff who have been provided with access to the training and development that would allow them to complete the required competencies, but have not yet achieved competency, will not be advanced until such competencies or a suitable and agreed alternative has been satisfactorily completed.

12. BONUS SCHEME

- 12.1 The Tasking Co-ordinators are eligible to receive a \$750 bonus per year if the annual budgeted patient per flight lift rate is exceeded (Budgeted patient per flight lift rate for 2010/2011 is 1.46 patients).
- 12.2 For the purposes of this Clause, 'year' is measured from 1 December in one year to 30 November the following year.
- 12.3 If the bonus is achieved, the Tasking Co-ordinators will be paid prior to Christmas in the following year.

- 12.4 Part-time Tasking Co-ordinators will be paid any bonus achieved on a pro-rata basis.
- 12.5 Casual Tasking Co-ordinators will be paid any bonus achieved on a pro-rata basis, to be calculated on the average hours worked per week by that Tasking Co-ordinator in the year to which the bonus relates.
- 12.6 Tasking Co-ordinators agree to record any event which may impact upon the calculation of patient lift rates at each Base. Events beyond the control of the Tasking Co-ordinator will be taken into account in the consideration of the annual bonus payment at Clause 12.1.
- 12.7 The parties agree that this scheme should not compromise workplace safety.

13. SALARY PACKAGING

Tasking Co-ordinators shall be entitled to salary packaging in accordance with the RFDS Salary Packaging Policy upon commencement of employment with the RFDS.

14. PART-TIME TASKING CO-ORDINATORS

- 14.1 The ordinary hours of a part-time Tasking Co-ordinator shall be negotiated between the RFDS and the Tasking Co-ordinator, and shall not be equal to or exceed those ordinary hours of a full-time Tasking Co-ordinator.
- 14.2 Part-time Tasking Co-ordinators shall be entitled to salary and paid leave at a rate proportional to a full-time Tasking Co-ordinator, according to hours worked, and based on the appropriate salary in Schedule A of this Agreement.
- 14.3 Full-time Tasking Co-ordinators, who request part-time work and are given such work, may revert to full-time employment on a specified future date by agreement with the RFDS.
- 14.4 No existing full-time Tasking Co-ordinator shall be transferred by the RFDS to part-time employment without the written consent of that Tasking Co-ordinator.

15. CASUAL TASKING CO-ORDINATORS

- 15.1 A casual Tasking Co-ordinator is one engaged in relieving work or work of a casual nature, and whose employment may be terminated by the RFDS with one day's notice by either party.
- 15.2 A casual Tasking Co-ordinator shall be paid at the hourly rate, as prescribed in Schedule A of this Agreement, which includes the required casual loading.
- 15.3 A casual Tasking Co-ordinator will be able to progress to Tier 3 through completion of both the necessary competencies and the minimum prescribed number of shifts. Progression to Tier 4 will not be available to casual Tasking Co-ordinators.

16. HOURS OF WORK

- 16.1 Ordinary hours shall not exceed an average of 38 hours per week over a cycle of shifts in accordance with a roster developed by the RFDS, in consultation

with the Tasking Co-ordinators. The current roster, which may be altered in accordance with Clause 16.3 below, is attached at Schedule B.

- 16.2 Every Tasking Co-ordinator shall be entitled to a minimum 12 hour break between rostered periods of work.
- 16.3 Variations to the roster will be developed in consultation with the Tasking Co-ordinators, and will occur at least seven days prior to any permanent roster changes.
- 16.4 Any difference between rostered hours and 38 hours may be used for staff development meetings, usually run every third week.
- 16.5 With the exception of the professional development/training sessions referred to in Clause 17, Tasking Co-ordinators will be granted time off in lieu for attendance at RFDS provided training scheduled outside of their ordinary rostered hours.

17. DEVELOPMENT PROGRAM

Professional development/training sessions are conducted regularly at three week intervals, usually between 6.30pm and 8.30pm. Attendance at these sessions is mandatory and compensated by way of the development program premium incorporated into the Tasking Co-ordinator's salary/hourly rate.

18. ANNUAL LEAVE

- 18.1 All Tasking Co-ordinators are entitled to 30 rostered working days annual leave per year. Leave shall accrue and be taken in accordance with the RFDS Leave Policy.
- 18.2 Annual leave is cumulative and unused leave is payable in lieu upon termination of employment.

19. LONG SERVICE LEAVE

- 19.1 Tasking Co-ordinators shall accrue long service leave entitlements in accordance with the RFDS Leave Policy and/or the *Long Service Leave Act 1987* (SA).
- 19.2 Leave shall be taken in accordance with the RFDS Leave Policy.

20. PERSONAL LEAVE

- 20.1 Paid personal leave of 10 working days per year is available to a Tasking Co-ordinator who is absent from work due to:
 - 20.1.1 Personal illness or injury (sick leave); or
 - 20.1.2 Having to provide care and support to an immediate family or household member who is ill or injured (carer's leave).
- in accordance with the RFDS Leave Policy
- 20.2 Personal leave is cumulative, but unused leave is not payable upon termination of employment

21. COMPASSIONATE LEAVE

A Tasking Co-ordinator is entitled to paid compassionate leave for up to three days per occasion in accordance with the RFDS Leave Policy.

22. PARENTAL LEAVE

Tasking Co-ordinators are entitled to parental leave in accordance with the Act and/or the RFDS Leave Policy.

23. JURY LEAVE

Tasking Co-ordinators will be entitled to jury leave in accordance with the Act and the RFDS' Jury Duty Leave Policy.

24. UNIFORMS/CORPORATE WARDROBE

Tasking Co-ordinators will be entitled to uniforms and protective clothing in accordance with the RFDS' Uniform and Corporate Wardrobe Policies.

25. OVERTIME

25.1 Where a Tasking Co-ordinator works in excess of his or her rostered working hours in accordance with Schedule B of this Agreement, overtime is payable at the rate of time and one half for the first three hours and double time thereafter.

25.2 Where overtime is not continuous with ordinary hours, the minimum payment shall be two hours in any instance.

26. SUPERANNUATION

Superannuation is provided in accordance with RFDS Superannuation Policy and the *Superannuation Guarantee (Administration) Act, 1992 (Cth)*.

27. TRAVEL ON RFDS BUSINESS

If a Tasking Co-ordinator is required to travel on RFDS business, reasonable travel, accommodation and meal costs will be provided in accordance with the RFDS Travel and Accommodation Policy.

28. TERMINATION OF EMPLOYMENT

28.1 After the qualifying period, a Tasking Co-ordinator may terminate their employment by giving the RFDS a minimum of four weeks' notice in writing.

28.2 The RFDS and a Tasking Co-ordinator may agree upon the Tasking Co-ordinator giving less than four weeks' notice.

28.3 Where the RFDS terminates the employment of a full-time or part-time Tasking Co-ordinator, the RFDS' Leaving the RFDS Policy will apply. In such an event, except for reasons other than serious or wilful misconduct, the RFDS shall give the Tasking Co-ordinator four weeks' notice

28.4 In addition to this notice, Tasking Co-ordinators over 45 years of age at the time of the giving of the notice, with not less than two years continuous service, are entitled to an additional week's notice.

- 28.5 Payment in lieu of notice may be made if the appropriate notice period is not required to be worked.
- 28.6 In calculating any payment in lieu of notice, the Tasking Co-ordinator will be paid an amount equal to the wages that they would have received in respect of the ordinary time they would have worked during the period of notice had their employment not been terminated.
- 28.7 The period of notice in this Clause, shall not apply in the case of dismissal for conduct that justifies instant dismissal, including inefficiency within the first 14 days of service with the RFDS, neglect of duty or misconduct and, in the case of casual Tasking Co-ordinators, apprentices or Tasking Co-ordinators engaged for a specific period of time or for a specific task or tasks.
- 28.8 Notwithstanding the foregoing provisions, trainees, who are engaged for a specific period of time, shall, once the traineeship is completed and provided that the trainees' services are retained, have all service, including the training period, counted in determining entitlements.
- 28.8.1 In the event that a trainee is terminated at the end of their traineeship and is re-engaged by the RFDS within six months of such termination, the period of traineeship shall be counted as service in determining any future entitlements and termination.
- 28.9 If a Tasking Co-ordinator fails to give the required notice to the RFDS, as prescribed in this Agreement, the RFDS has the right to withhold monies due to the Tasking Co-ordinator to an amount equal to the ordinary time rate of pay for the period of notice.

29. REDUNDANCY

- 29.1 Redundancy occurs when an employer decides that it no longer wishes the job the employee has been doing to be done by anyone and this is not due to the ordinary and customary turnover of labour.
- 29.2 Where the employment of a Tasking Co-ordinator is terminated for genuine operational reasons or for reasons which include a genuine operational reason, the Tasking Co-ordinator will be entitled to the redundancy provisions contained in this Clause.
- 29.3 In addition to the period of notice prescribed for ordinary termination in Clause 28, a Tasking Co-ordinator whose employment is terminated by reason of redundancy must be paid two weeks' pay for each completed year of service, to a maximum of 30 weeks, in respect of a continuous period of service.

30. RFDS POLICIES

- 30.1 Tasking Co-ordinators will comply with all RFDS policies and procedures, as from time to time may be in force.
- 30.2 Where such policies effect conditions of employment, the RFDS will consult with Tasking Co-ordinators and if required, their representative.

31. ANTI-DISCRIMINATION PROVISION

- 31.1 It is the intention of the parties to this Agreement to respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the organisation 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
- 31.2 Any dispute concerning these provisions and their operation may be progressed under the dispute resolution procedure in this Agreement.
- 31.3 Nothing in these provisions allows any treatment that would otherwise be prohibited by anti-discrimination provisions in applicable Commonwealth or State legislation.
- 31.4 Nothing in these provisions prohibits:
- 31.4.1 any discriminatory conduct (or conduct having a discriminatory effect) that is based on the inherent requirements of a particular position; or
 - 31.4.2 any discriminatory conduct (or conduct having a discriminatory effect) if:
 - 31.4.2.1 the employee is a member of staff of an institution that is conducted in accordance with the doctrines, tenets, beliefs or teachings of a particular religion or creed; and
 - 31.4.2.2 the conduct was in good faith to avoid injury to the religious susceptibilities of that religion or creed.

32. CONSULTATION

- 32.1 This term applies if:
- 32.1.1 The RFDS has made a definite decision to introduce a major change to production, program, organisation, structure, or technology in relation to its enterprise; and
 - 32.1.2 The change is likely to have a significant effect on Tasking Co-ordinators.
- 32.2 The RFDS must notify the relevant Tasking Co-ordinators of the decision to induce major change.
- 32.3 The relevant Tasking Co-ordinators may appoint a representative for the purpose of the procedure in this Clause.
- 32.4 If:
- 32.4.1 A Tasking Co-ordinator appoints, or relevant Tasking Co-ordinators appoint, a representative for the purpose of consultation; and
 - 32.4.2 The Tasking Co-ordinator or Tasking Co-ordinators advise the RFDS of the identity of the representative;
- the RFDS must recognise the representative.

- 32.5 As soon as practicable after making its decision, the RFDS must:
- 32.5.1 Discuss with the relevant Tasking Co-ordinators:
 - 32.5.1.1 The introduction of the change; and
 - 32.5.1.2 The effect the change is likely to have on the Tasking Co-ordinators; and
 - 32.5.1.3 Measures the RFDS is taking to avert or mitigate the adverse effect of the change on the Tasking Co-ordinators; and
 - 32.5.2 For the purpose of the discussion – provide, in writing, to the relevant Tasking Co-ordinators:
 - 32.5.2.1 All relevant information about the change including the nature of the change proposed; and
 - 32.5.2.2 Any other matters likely to affect the Tasking Co-ordinators.
- 32.6 The RFDS must give prompt and genuine consideration to matters raised about the major change to the relevant Tasking Co-ordinators.
- 32.7 In this Clause, a major change is likely to have a significant effect on Tasking Co-ordinators if it results in:
- 32.7.1 The termination of employment of Tasking Co-ordinators; or
 - 32.7.2 Major change to the composition, operation or size of the RFDS' workforce or to the skills required of Tasking Co-ordinators; or
 - 32.7.3 The eliminate or diminution of job opportunities (including opportunities for promotion or tenure); or
 - 32.7.4 The alteration of hours of work; or
 - 32.7.5 The need to retrain Tasking Co-ordinators; or
 - 32.7.6 The need to relocate Tasking Co-ordinators to another workplace (other than the bases identified in this Agreement); or
 - 32.7.7 The restructuring of jobs.
 - 32.7.8 A relevant Tasking Co-ordinator is a Tasking Co-ordinator who may be affected by a major change.

33. FLEXIBILITY

- 33.1 The RFDS and a Tasking Co-ordinator covered by this Agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the Agreement if:
- 33.1.1 The Agreement deals with one or more of the following matters:
 - 33.1.1.1 Arrangements about when work is performed;

- 33.1.1.2 Overtime rates;
- 33.1.1.3 Penalty rates;
- 33.1.1.4 Allowances;
- 33.1.1.5 Leave loading; and
- 33.1.2 The arrangement meets the genuine needs of the RFDS and the individual Tasking Co-ordinator in relation to at least one of the matters in Clause 33.1.1; and
- 33.1.3 The arrangement is genuinely agreed to by the parties.
- 33.2 The RFDS must ensure that the terms of the individual flexibility arrangement:
 - 33.2.1 Are about permitted matters under section 172 of the Act; and
 - 33.2.2 Are not unlawful terms under section 194 of the Act; and
 - 33.2.3 Result in the Tasking Co-ordinator being better off overall than they would be if no arrangement had been made.
- 33.3 The RFDS must ensure that the individual flexibility arrangement:
 - 33.3.1 Is in writing;
 - 33.3.2 Includes the name of the RFDS and the individual Tasking Co-ordinator to which it relates;
 - 33.3.3 Is signed by the RFDS and the individual Tasking Co-ordinator;
 - 33.3.4 Includes details of:
 - 33.3.4.1 The terms of the Agreement that will be varied by the arrangement;
 - 33.3.4.2 How the arrangement will vary the effect of the terms; and
 - 33.3.4.3 How the Tasking Co-ordinator will be better off overall in relation to the terms and conditions of their employment as a result of the arrangement; and
 - 33.3.4.4 States the day on which the arrangement commences.
- 33.4 The RFDS must give the Tasking Co-ordinator a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- 33.5 The RFDS or the Tasking Co-ordinator may terminate the individual flexibility arrangement:
 - 33.5.1 By giving no more than 28 days written notice to the other party; or
 - 33.5.2 If the RFDS and the Tasking Co-ordinator agree in writing – at any time.

34. FREEDOM OF ASSOCIATION

The parties agree that a Tasking Co-ordinators are free to join, or not join, an industrial association of their choice, and that a Tasking Co-ordinator will not be discriminated against or victimised because they are, or are not, members of an industrial association.

35. DISPUTE RESOLUTION

35.1 A party to this Agreement may be assisted at any stage of the dispute resolution process by a representative, who may be a Union representative. The parties agree to deal with any such representative in good faith. To avoid doubt, this assistance includes notifying or advising any person or body of the existence of a dispute, or acting as an advocate.

35.2 Where a matter concerning the terms of this Agreement or the National Employment Standards, which may become a dispute, arises concerning one or more Tasking Co-ordinators, it shall be dealt with in the following manner:

- (a) The Tasking Co-ordinator shall raise the matter with their immediate supervisor/the Port Augusta Manager.
- (b) If the matter is not resolved, either party may raise the issue with the next level of management.
- (c) If, after 14 days, the parties have not been able to resolve the dispute, the dispute may be referred by either party to Fair Work Australia for conciliation and, if conciliation fails, arbitration.
- (d) Any dispute about the application or interpretation of any matter contained in this Agreement may be referred by either party or their representative to Fair Work Australia for conciliation and, if conciliation fails, arbitration.

35.3 The parties agree that Fair Work Australia may give all such directions and do all such things as are necessary for the just resolution or determination of the dispute. This may include, but is not limited to, the following:

- (a) Taking evidence on oath or affirmation;
- (b) Conducting a hearing;
- (c) Holding a ballot of affected employees where, in the opinion of Fair Work Australia, such ballot may assist in the resolution of the dispute;
- (d) Conducting any part of the proceedings or deliberations in private;
- (e) Meeting with any party separately during a conciliation but with the knowledge of the other party;
- (f) Summoning to appear before Fair Work Australia any party to the dispute, witnesses or persons whose presence Fair Work Australia believes would help in the resolution or determination of the dispute;
- (g) Compelling the production of documents that relate to the dispute;

- (h) Determining the dispute in the absence of any party or person who has been notified of the dispute or who has been summoned to appear;
 - (i) Convening a compulsory conference; and
 - (j) Giving directions in the course of or for the purpose of procedural matters relating to the dispute.
- 35.4 Without limiting Clause 35.3, in carrying out conciliation or arbitration Fair Work Australia will:
- (a) act according to equity, good conscience and the merits of the case without regard to technicalities and legal form;
 - (b) apply the rules of natural justice, and ensure that the parties have a reasonable opportunity to be heard; and
 - (c) have regard to its established principles and precedent decisions for dealing with disputes, including any precedent decisions in relation to the interpretation and application of this Agreement.
- 35.5 All Tasking Co-ordinators have the right to invoke this procedure without any adverse affect on their employment.
- 35.6 In all circumstances, work shall continue as normal unless the dispute relates to a reasonable concern about an imminent risk to the health and safety in the workplace.
- 35.7 This procedure shall not operate in any circumstance where the *Occupational Health, Safety and Welfare Act 1986 (SA)* applies.
- 35.8 Any decision or direction Fair Work Australia makes in relation to the dispute shall be in writing and shall be accepted by all affected persons. The parties agree to comply with any decision or direction, be it final or procedural. Where relevant, a decision shall be accepted as settlement of the dispute and will be complied with, subject to any right of appeal or review which might exist.

36. TERMINATING THIS AGREEMENT

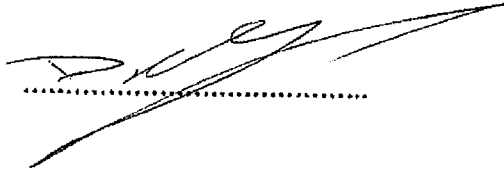
The parties acknowledge that the Agreement can only be terminated in accordance with the Act, however it is the intention of the parties to this Agreement that neither party will seek to terminate the Agreement.

37. SIGNATORIES

Signed for and on behalf of)
all TASKING)
CO-ORDINATORS)
By Damien Myles)

In the presence of:)

.....*Z. Myles*.....

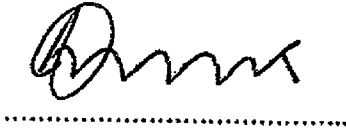


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Signed for and on behalf of)
THE ROYAL FLYING)
DOCTOR SERVICE,)
CENTRAL OPERATIONS)
by John Lynch)

In the presence of:)

.....*[Signature]*.....

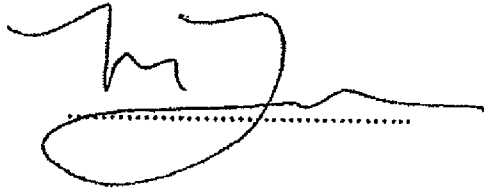


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Signed for and on behalf of)
THE COMMUNITY AND)
PUBLIC SECTOR UNION)
(PSU) GROUP)
by Michael Tull)

In the presence of:)

.....*[Signature]*.....



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SCHEDULE A

SCHEDULE A – PART ONE – RATES OF PAY

	Prior to 1 July 2010	From 1 July 2010 (5%)	From 1 July 2011 (4.5%)	From 1 July 2012 (4.5%)
Tier 1	\$40,206	\$42,216	\$44,116	\$46,101
Tier 2	\$51,374	\$53,943	\$56,370	\$58,907
Tier 3	\$58,634	\$61,566	\$64,336	\$67,231
Tier 4	\$62,543	\$65,670	\$68,625	\$71,713

	Prior to 1 July 2010	From 1 July 2010 (5%)	From 1 July 2011 (4.5%)	From 1 July 2012 (4.5%)
Tier 1 – Casual Rate	\$24.42/hour	\$25.85/hour	\$27.24/hour	\$28.70/hour
Tier 2 – Casual Rate	\$31.20/hour	\$33.03/hour	\$34.80/hour	\$36.67/hour
Tier 3 – Casual Rate	\$35.61/hour	\$37.70/hour	\$39.72/hour	\$41.85/hour

Effective Date	Casual Loading (incl. in Casual Rates above)
1 July 2010	21%
1 July 2011	22%
1 July 2012	23%

SCHEDULE A

SCHEDULE A – PART TWO – TIER DESCRIPTION

The Tasking Co-ordination centre is identified as a critical component of RFDS as it provides 24/7 call receipt, dispatch and co-ordination of emergency transfer of patients throughout South Australia and Northern Territory, and also other interstate transfers.

The department is unique in terms of its operational requirements, equipment and outputs and can best be compared with other essential emergency communication centres.

Work practices within the Tasking Co-ordination centre is generally structured around technical system capability and is influenced by service requirements, base operational structure, emergency resources and organizational culture and practice. Service delivery is a key job component given its intrinsic link to core business objectives.

While Tasking Co-ordinators may exercise a degree of discretion in the manner in which resources are organized to meet service requirements, the ability to foster cooperation from others is essential.

Decision-making is rapid and undertaken where choices are limited, self evident or subject to operational parameters.

Additionally, this position is responsible for the effective co-ordination of non-emergency repatriation transfers.

This position reports to the Port Augusta Manager.

All internal training is conducted by authorized training personnel.

Competencies

In addition to satisfying the RFDS Behavioural & Technical Competencies and the RFDS Core Capabilities, the details of which are provided on the RFDS intranet, Tasking Co-ordinators are required to demonstrate the following competencies:

LEVEL	COMPETENCIES	DESCRIPTION	OUTCOME	TIME FRAME & OTHER REQUIREMENTS
L1	<ul style="list-style-type: none"> • On the job training. • Familiarise with OPS 61 	One-day on-the-job training through TAFE SA and/or Fire	Knowledge of manuals and company structure and contractual	60 shifts

SCHEDULE A

LEVEL	COMPETENCIES	DESCRIPTION	OUTCOME	TIME FRAME & OTHER REQUIREMENTS
Induction	<p>operational manual.</p> <ul style="list-style-type: none"> • Receive Transport Requests and assign task numbers. • Assign ambulance service resources. • Coordinate refuellers. • Follow organisation occupational health and safety policies. • Basic fire & Warden emergency evacuation. • Drug and Alcohol Management Plan/Policy training. (DAMP) • Complete Radio Telephony Procedures Training. 	<p>Equipment Maintenance Group.</p> <p>30681QLD is an accredited course and is by Medvet Laboratories which is nationally recognized under the Australian Quality Training Framework.</p> <p>Conducted internally</p>	<p>requirements</p> <p>Knowledge of evacuation procedures and fire warden duties.</p> <p>Understanding of company drug and alcohol policies.</p> <p>Knowledge of basic radio operations and phraseology.</p>	
L2 Consolidation	<ul style="list-style-type: none"> • Coordinate resources. • Complete advanced medical terminology. • Establish effective workplace relationships. 	<p>TAFE SA BSB MED 301B</p> <p>TAFE SA BSBWOR401A</p> <p>TEMs course is conducted by Thought Process and is IATA and CASA approved.</p>	<p>Understanding of the resources available.</p> <p>Understands the limitations of crews.</p> <p>Understands the</p>	<p>150 shifts (not including training shifts).</p> <p>To be completed for movement to Tier 3</p>

SCHEDULE A

LEVEL	COMPETENCIES	DESCRIPTION	OUTCOME	TIME FRAME & OTHER REQUIREMENTS
	<ul style="list-style-type: none"> • Complete Threat & Error Management Course. • Complete Manual Handling Course 	<p>Conducted internally or via TAFE SA. CHCOHS302A</p>	<p>planning limitations of aircraft in terms of loading, endurance and range.</p> <p>Has a satisfactory knowledge of the geography of the areas covered by Central Operations.</p> <p>Understand the Medical coding system.</p> <p>Basic understanding of medical terminology.</p> <p>Communicate effectively in the workplace.</p> <p>Basic knowledge of fatigue management.</p>	
<p>L3 Fully Operational</p>	<ul style="list-style-type: none"> • Communicate in complex or difficult situations. • Manage personal stressors in the work environment. • Contribute to effective workplace relationships. 	<p>TAFE SA FHM TAFE SA FHM TAFE SA FHM TAFE SA BSBRSK401A</p>		<p>Works unsupervised.</p> <p>Can provide on the job training and support to Tier 1 and Tier 2 staff.</p> <p>To be completed for</p>

SCHEDULE A

LEVEL	COMPETENCIES	DESCRIPTION	OUTCOME	TIME FRAME & OTHER REQUIREMENTS
	<ul style="list-style-type: none"> Identify and apply risk management processes. 			progression to Tier4
L4 Technical Expert / Mentor. (permanent staff only)	<ul style="list-style-type: none"> Develop teams and individuals. Plan and organize group based delivery. Facilitate group based and individual learning. Facilitate work based learning. Introduction to Train the Trainer. 	<p>TAFE SA TAADEL402B</p> <p>TAFE SA TAADEL403B</p> <p>TAFE SA TAADEL404B</p> <p>TAFE SA TAADEL301C</p>	<p>Effectively coordinate employees.</p> <p>Conduct training and development.</p> <p>Instruct and train others.</p>	To be completed within 12 months of position.

LEVEL	COMPETENCIES	DESCRIPTION	OUTCOME	TIME FRAME & OTHER REQUIREMENTS
Key Area (All Levels)	<ul style="list-style-type: none"> Collect and record all case data and payment details in accordance with system requirements. Attend workplace training and development. 	Nationally accredited training provided by SAAS.		

SCHEDULE A

LEVEL	COMPETENCIES	DESCRIPTION	OUTCOME	TIME FRAME & OTHER REQUIREMENTS
	<ul style="list-style-type: none"> • Complete relevant shift log and other administration duties associated with each individual transport request. • Maintain a current First Aid Certificate. • Provide expertise and support during the dispatch of non standard requests (e.g. search and rescue). • Participate in Quality compliance reviews, case audits, competency testing, service benchmarking exercises and implementation of auditing systems / methods. • Follow organisation occupational health and safety policies. 			

**In accordance with Clause 11.1 these competency requirements may be varied by agreement.

Tasking Coordinators

7 Day, 24 Hour Coverage with 12 hour shifts only
2 to 3 Shifts On and 2 to 10 Days Off per Work Cycle

Team Member	Week	M	T	W	Th	F	S	S	Roster Hours
A	1	D1	D2	N1	-	-	-	D1	48.67
B	2	N1	N2	-	-	-	D1	D2	48.67
C	3	N2	-	-	-	D1	D2	N1	48.67
D	4	-	-	-	D1	N1	N2	-	36.50
E	5	-	-	D1	D2	N2	-	-	36.50
F	6	-	D1	N1	N2	-	-	-	36.50
G	7	D2	N1	-	-	D2	N1	N2	60.83
H	8	-	-	D2	N1	-	-	-	24.33
I	9	-	-	-	-	-	-	-	0

LEGEND:

D1 : 6.50am to 7:00pm)
D2 : 7.20am to 7.30pm)
N1 : 6.50pm to 7.00am)
N2 : 7.20pm to 7.30am
- : Day off

Average Rostered Hours = 37.85 per week