

Fair Work Australia “ Smalls Recruiting Enterprise Agreement 2009”

Rates commencing pay week ending 8th July 2018		
Grade	Summary Description Clerical/ Administrative/ Call Centre/ Engineering & Technical Skill Hire Employees (for a full description see EBA) - Ensure pay is above minimum	Minimum Rate
Grade 1 - Entry (incorporating Year 1, 2, 3)	Under close supervision, limited range of tasks, established routines, limited discretion, opens computer files, retrieves and copy data, examples: - mail room, record petty cash. Reception/switch, Call Centre inbound/outbound entry level, Recently Graduated Engineer, Technical officer etc.	Lvl 1 \$25.15 Lv 2 \$26.40 Lvl 3 \$27.22
Grade 2 - Entry (incorporating Year 1, 2)	Under general supervision, performs a range of tasks, choice of actions clear, established routines, some discretion, enters, changes, deletes data into computers, examples:- receives and makes calls, reconciles invoices, enters payments, posts journals. Call Centre manage own work under guidance, Engineering or Technical staff under routine supervision	Lvl 1 \$27.55 Lvl 2 \$28.06
Grade 3	Limited supervision, may be responsible for work of others, applies knowledge with depth, a broad range of skills, some discretion required, examples: - creates files, drafts correspondence or engineering plans, clarifies clients/ employees needs, provides follow up, identifies options, range of financial, engineering or technical tasks. Call Centre provide multiple specialised services to customers incl complex sales, service advice for a range of products and services, handling complaints	\$29.10
Call Centre Principal customer contact specialist	High degree of autonomy with the authority to make decisions in relation to specific customer contact matters; perform a broad range of skilled applications, provide leadership as a coach mentor or senior staff member and provide guidance in the applicaton and planning of skills; take responsibility for the outcomes of customer contact and resolve complex situations	\$29.30
Grade 4	Require limited guidance or direction and would report to senior staff. Exercise initiative, discretion and judgement at times in the performance of their duties. Able to prepare financial schedules, calculate costings; completing personnel/payroll data for authorisation; reconciliation of accounts to balance. Secretarial/executive support services which may include: attending executive/organisational meetings and taking minutes; establishing and/or maintaining current working and personal filing systems for executive.	\$30.56
Grade 5	Works without supervision, can be responsible for work of others, complex range of tasks, and choice of actions to choose from, examples:- devises filing system, design formats, record minutes, plan work for team, high level PA work, Call Centre Team Leader, prepare work schedules for project teams, prepare financial or engineering, technical reports. Able to train employees in Levels 1 – 3 by personal instruction	\$31.79
Junior Rates - % of above grades	Under 16 – 45%, 16 and under 17 – 50%, 17 and under 18 – 60%, 18 and under 19 – 70%, 19 and under 20 – 80%, 20 and under 21 – 90%. Adult rate from 21	
The above rates include a casual loading of 25% and are in lieu of annual leave, paid personal/cares leave, notice periods, redundancy and public holidays. Exemption rate \$37.66 (18.5% above Grade 4)		

The main points under the EBA that are the most frequently asked questions are:

- **Employee classification:** Our temporary or contractor employees are classed as On Hire Employees who are casual employees
- **The working week:** The ordinary time is 38 hours a week not 40.
- **The working day.** The working day is 7.6 hours a day, however, overtime is calculated after 8 hours and each day stands alone. Minimum engagement is four hours a day.
- **Overtime:** Any employee working more than 38 hours **is entitled** to overtime unless their hourly rate is above the exemption rate (\$37.66) as at 1st July 2018). **A client not wanting to pay overtime does not mean that the candidate is not entitled. A day rate of itself does not escape overtime obligations unless it is above the exemption rate.**

Overtime for high rate candidates?: A Skill Hire employee who earns above the exemption rate is exempted from a number of provisions including overtime. If they work over a 38 hour week they are paid their hourly rate only. They are however entitled to penalty rates for work on a Sunday or Holiday.

If a **client** wishes to pay our temp employees overtime who earn over the exemption rate of pay, we need an authority in writing by the client that we are to do this.

Overtime is calculated (Charge and Pay rates) at:

- 1.5 of the hourly rate for the first two hours and double thereafter - Monday to Friday
- 1.5 of the hourly rate for the first three hours and double thereafter for overtime on Saturday
- 2.0 of the hourly rate for Sundays
- 2.5 of the hourly rate for Public Holidays

- **Normal Shift on a Saturday or Sunday**

If an employee's 38 hour week (5 days) includes either a **Saturday and/or Sunday** they are entitled to a **Sat/Sun rates and super**, calculated as:

- Saturdays R1.25 for the whole shift for charge rate purposes (Candidate receives 1.25 on pay rate + Super)
- Sundays R2.0 for the whole shift for charge rate purposes (Candidate receives 2.0 on pay rate+ Super)

- **Shift Allowances: The EBA does not contain shift allowances so we are continuing to apply the allowances in the old Award and NAPSA.**

A normal working day is where an employee starts work between 6.00am and finishes work before 6.00pm.

If an employee starts or finishes work before and after these times they are entitled to a shift allowance for the whole shift. The shift allowances are listed underneath:

- *Morning shift of 1.10 of the hourly rate for any employee who starts work between the hours of 5.00 am and 6.00am*
- *Afternoon shift of 1.17 of the hourly rate for any employee who starts work from 11.00am and finishes after 6.00pm or before 11.00pm*
- *Night shift of 1.2 of the hourly rate for any employee who starts work after 11.00pm and finishes before 6.00am*
- **Meal Allowances:** Where an employee works past 6pm without being notified the previous day that overtime is required shall be paid a meal allowance. The allowance is \$15.45