

Salary and Allowances

Annual Increases

A 3% annual wage increase will apply from the first pay period of April 2024, 2025, 2026, and 2027.

Lump Sum Payments

At the commencement of the agreement, staff will receive a one-off payment of **\$5,553** and pro-rated for part-time employees.

Mentor Allowance

Will increase to \$7.00 per hour

Shift Penalties

Weekday night shift 35%

Friday Night Shift 60%

Overtime

Weekend overtime payments between Friday 1800 and Monday 0700 will be paid at double time for all hours.

Timeline

The one-off payment of **\$5,553** (pro-rated for part-time employees) and a 2.3% increase will be processed in the first full pay period from the commencement date of the agreement. As will new allowances, penalties and leave entitlements.

Classification Structure translations will be implemented as soon as practicable following commencement of the agreement. Triple Zero is to provide staff updates on the progress of this work.

A 3% increase will be backdated to the first full pay period from the 3 April 2024

Classification pay rates will be backdated from the first full pay period from the 30 April 2024.

*Triple Zero says that their priority will be setting up the one-off payments and new allowances, and that backdating payments for the 3% classification structure will occur when reasonably practicable.

*New allowances, penalties and leave entitlements will not be back dated.

Roles and Classification

Classification Structure

Triple Zero's new structure introduces a unified role for Emergency Communications Officers. All staff will transition to the new agreement based on their current skills, ensuring no employee experiences any financial disadvantage.

New Learner Wage Uplift

Previously, new recruits at Triple Zero Victoria entered the workforce on \$54,097. The entry level salary will now be \$62,315.

Career Advancement

Improvements and incentives for employee career progression through new skill acquisition.

New roles

Senior Call Taker & Senior Multi Skill Call Taker – 5 years' service

Senior Dispatcher & Senior Multi Skill Dispatcher – 7 years dispatch service

Senior Team Leader – Qualification or in certain circumstances in 3 years under new classification structure

Experience at Triple Zero

Conversion Hours

Conversion hours will no longer be required when:

- rostered hours have been adjusted to attend training, conduct mentor duties or when moving into another role.
- roster/hours change occurs at the request of TZV
- employees take authorised extended leave (parental or LWOP).

Leave Access

There will be a review of Triple Zero systems to improve staff ability to access leave.

The Leave Management Coordinator (LMC) role has been made permanent to assist employees with accessing their leave entitlements.

Approvals for Long Service Leave and Annual Leave – Call Takers and Dispatchers

Annual Leave application requested 12-18 months in advance for 1 full rotation or greater (the minimum period of leave will be one week for employees working nonstandard rosters (E&F)).

Approval of this leave will be available for up to an additional two employees above the current group allowance for that team.

Deployment and Rostering

Staffing levels

Developed in consultation with the unions and delegates, the comprehensive Scheduling, Deployment and Staffing Levels Policy sets out the approach to operational staffing levels, staffing scheduling and staffing deployment, including:

Minimum staffing levels.

Utilisation of the standard roster as the foundation for operational staffing ensuring reasonable steps are taken to resource operations.

Arrangements for the management of the Fire Season and Fire Danger Ratings.

A commitment to cease multi-selecting (radio channels) over the life of the Agreement.

Data and reporting to the Union Consultative Committee (UCC) meetings.

Standard Rosters

Standard rosters will continue to be TZV's primary workforce roster as they provide efficient and effective workforce deployment to meet the majority of community demand.

A minimum of 65% of Call Taker FTE per service on standard rosters and progressively increase the minimum number of Call Taker FTE on Standard Rosters to 75% of its total Call Taker FTE v. Current per service Call Taker FTE ratio's will not be reduced.

Non-standard roster change arrangements for employees on Roster F will be consistent with the roster change arrangements in the Scheduling, Deployment and Staffing Levels Policy. This includes the ability to utilise the disputes settlement procedure to resolve concerns about roster changes.

Increased access to Multiskill Training

An EOI inviting employees to register their interest to Multiskill will occur within 3 months of the EA coming into operation.

Expanding the flexibility of the standard roster

Increased variations in standard roster shift start and finish times of up to 2 hours, including afternoon shifts and part-time variations.

Demand based rostering

Roster F – a new non-standard roster focussed on supporting resourcing requirements for known peak periods.

Rest Breaks for Surge

The policy covers the deployment of multiskilled employees into another service for unplanned surge or higher than anticipated unplanned absence. Multiskill employees will be supported with a rest break prior to returning to their rostered service.

Training and Recruitment

Mentoring Access and Capability

All Mentors must have 12 months' experience and FQA in the relevant skill area they are mentoring in. Mentors are expected to complete training and become qualified as a mentor within six months of commencing as a mentor.

The mentor qualification required will be determined through consultation between the parties within six months of the commencement of the Agreement. The qualification required will be meaningful but not onerous and be tailored to the specific requirements of TZV.

Training

A new Workplace Training model will be developed through consultation within six months of the commencement of the Agreement.

The model will be made up primarily of on shift training delivery and will include the definition of the role, duties/roles, duration of off shift periods, time allocation to perform duties outside of course delivery, professional development time, supervision, and transition arrangements.

Increase Standards for New Recruits

Committed to increase scenario training.

Support for the extension of training time for new recruits by one classroom week with the capacity for advanced learners to be assessed as not requiring the additional week.

There will be at least two trainers for each course.

Class sizes will be limited to ten or less. Where class size exceeds 10 a third trainer will be scheduled

Flexibility & Inclusion

Flexible Work

Triple Zero's Flexible Work Policy has been updated in consultation with union delegates. The definition of standard rosters will be amended to include flexible start and finish times of up to 2 hours and incorporate afternoon shifts.

Career Break

Employees can request up to 12 months' leave without pay for study, travel, attending to family responsibilities or other personal circumstances.

A Career Break will not break continuity of service.

Purchased Leave

Full-time and part-time employees who previously were ineligible to apply for purchased leave will be able to apply. This initiative is to be captured in the Triple Zero Leave Policy. Always consult with your union if you have issues securing your leave entitlements.

80/20 leave

Triple Zero will commence a trial in the second year of the agreement for mature aged workers.

Mature aged employees can opt in for a 80/20 career break as part of a road to retirement plan. Employees will work four years at 80% salary and can take a career break in the fifth year with pay at 80%.

Parental leave

In addition to two weeks of existing secondary caregiver parental leave, eight weeks of paid leave is available if the secondary caregiver takes over primary care responsibilities within the first 13 weeks following the child's birth or adoption.

Secondary caregivers will also be entitled to up to 12 months of unpaid leave to spend time with their new child.

Assisted reproductive leave

40 hours of leave will be available to assist in the process of assisted reproductive treatment (such as IVF or gamete intrafallopian transfer) without decreasing other leave entitlements.

An employee whose partner is undergoing assisted reproductive treatment is entitled to 20 hours of paid leave per year (pro rata for part time employees).

Culture and ceremony leave

Indigenous staff will be entitled to one day of paid leave per calendar year to participate in National Aboriginal and Islander Day Observance Committee (NAIDOC) week activities and events.

Ceremonial leave will be granted for ceremonial purposes. Up to three shifts in each year of employment will be with pay.

Worker Wellbeing

Compassionate Leave

Compassionate leave has been expanded to include leave for loss of pregnancy under 20 weeks, and 1 day of compassionate leave for aunts and uncles.

Leave Donation

Employees who are unfit for work due to a serious long term or chronic illness will have unlimited access to personal leave hours that are donated by other employees.

Introduction of a new option for employees to receive leave donations to a maximum value of 78-hours which can be utilised when they are otherwise unfit for work.

Defence Leave

Full-time employees who have completed their probation would be entitled to 20 days' paid leave to attend Defence Force Reserve training. Part-time employees would obtain an equivalent amount of leave on a pro rata basis.

While on Defence leave, TZV would make 'top up' payments equal to the difference between the Defence Force pay and TZV pay, if there is a deficit.

Blood Donation Leave

Up to four hours leave without loss of pay to visit the Red Cross Blood Bank as a donor once every twelve weeks. Release will be supported in consideration of operational demands and will not be unreasonably refused.