

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

Industrial Relations Act 1999, s156

Queensland Fire and Rescue Authority

AND

United Firefighters' Union of Australia, Union of Employees, Queensland

AND

The Queensland Public Sector Union of Employees

AND

The Electrical Trades Union of Employees of Australia, Queensland Branch

AND

Automotive, Metals, Engineering, Printing and Kindred Industries Industrial Union of Employees,
Queensland

AND

Queensland Fire Service Senior Officers' Association, Union of Employees

AND

The Construction, Forestry, Mining and Energy, Industrial Union of Employees, Queensland

AND

Textile Clothing & Footwear Union of Australia, Queensland Branch,
Union of Employees

(No. CA374 of 2000)

**QUEENSLAND FIRE AND RESCUE AUTHORITY -
ENTERPRISE PARTNERSHIP CERTIFIED AGREEMENT, 2000**

VICE PRESIDENT LINNANE

04/08/2000

APPLICATION FOR CERTIFICATION OF AGREEMENT

THIS AGREEMENT, made under the *Industrial Relations Act 1999* on this 13th day of July 2000 between the Queensland Fire and Rescue Authority and United Firefighters' Union of Australia, Union of Employees, the Queensland Public Sector Union of Employees; the Electrical Trades Union of Employees of Australia, Queensland Branch; Automotive, Metals, Engineering, Printing and Kindred Industries Industrial Union of Employees, Queensland; Queensland Fire Service Senior Officers' Association, Union of Employees; the Construction, Forestry, Mining and Energy, Industrial Union of Employees, Queensland and Textile Clothing & Footwear Union of Australia, Queensland Branch, Union of Employees witnesses that the parties mutually agree as follows -

PART 1 - PRELIMINARY

1.1 Title

This Agreement represents the combined efforts of the Queensland Fire and Rescue Authority (QFRA) and the Single Bargaining Unit (SBU) comprised of representatives from QFRA management and various unions and employee representatives, and will be known as the Queensland Fire and Rescue Authority Enterprise Partnership Agreement 2000.

1.2 Arrangement

Subject Matter

Part 1 - Preliminary	Clause No.
Title	1.1
Arrangement	1.2
Application	1.3
Date and Period of Operation.....	1.4
Relationship with Parent Awards and Agreements	1.5
Agreement Aims and Objectives.....	1.6
Statement of Purpose.....	1.7
Behavioural Survey.....	1.8
Our Goals	1.9
Balanced Scorecard.....	1.10

PART 2 – (GOAL 1) FOCUSING ON OUR CORE BUSINESS

Critical Success Factors	2.1
Managing for Outcomes.....	2.2
Benchmarking and Data Collection	2.3

PART 3 – (GOAL 2) VALUING OUR PEOPLE

Critical Success Factors	3.1
Reward and Recognition	3.2
Applicable Rates	3.3
Goods and Services Tax.....	3.4
Employment Security.....	3.5
Training.....	3.6
Salary Packaging.....	3.7
Collective Industrial Relations	3.8
Union Encouragement.....	3.9
Equity Considerations	3.10
Health and Wellness.....	3.11
Linking Employee needs to the next EPA.....	3.12

PART 4 – (GOAL 3) STRENGTHENING PARTNERSHIPS WITHIN THE COMMUNITY

Critical Success Factors	4.1
--------------------------------	-----

PART 5 – (GOAL 4) CONTINUOUS BUSINESS IMPROVEMENT

Critical Success Factors	5.1
Continued Initiatives from Previous Enterprise Agreements	5.2
Key Result Areas and Performance Indicators.....	5.3
Performance Based Culture.....	5.4

PART 6 - DISPUTES AVOIDANCE AND SETTLEMENT PROCEDURES

Disputes Avoidance and Settlement Procedures 6.1

PART 7 - NO FURTHER CLAIMS

No Further Claims..... 7.1

1.3 Application

This agreement applies to those trade unions and employees of the QFRA covered by the industrial instruments mentioned in clause 1.5 of this Agreement.

Provided that this agreement does not apply to those employees of the QFRA employed at the Brisbane Firecom Centre, AFCOM, and those officers of the QFRA whose terms and conditions are governed by a contract of employment.

1.4 Date And Period Of Operation

The terms of this Partnership Agreement apply from 1 July 2000 and remain in force up to and including 30 June 2003. The Partnership Agreement will be monitored and reviewed throughout the duration of the Agreement.

1.5 Relationship With Parent Awards And Agreements

This Agreement shall be read and interpreted in conjunction with the following Awards and Agreements:

- *Queensland Fire Service Interim Award - State*
- *Queensland Fire and Rescue Authority Communications Centres Award - State*
- *Queensland Fire Service Maintenance and Service Employees Industrial Agreement*
- *Queensland Fire Service Professional, Technical and Administrative Employees Industrial Agreement*
- *Queensland Fire Service - Rural Fire Division Industrial Agreement*
- *Queensland Fire and Rescue Authority Rural Fire Service Certified Translation Agreement*
- *Engineering Award - State*
- *Building Trades Public Sector Award - State*
- *Surgical Bootmaking, Bespoke Bootmaking and Boot Repairing Award - State*
- *Wholesale Warehouse and Stores Award - Southern Division (Eastern District)*
- *the Public Service Award – State*
- *Family Leave Award - State*

In the event of any inconsistency with any existing Awards, Industrial Agreements, or other industrial instruments, the terms of this Agreement will take precedence to the extent of the inconsistency.

Notwithstanding this, the productivity requirements currently applying under the following Agreements shall remain current:

- Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1999.
- Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1997.
- Queensland Fire Service Support Services Staff and Rural Fire Division Certified Agreement 1997.
- Queensland Fire Service Support Services Staff and Rural Fire Division Certified Agreement 1995.
- Queensland Fire Service - Workplace Reform Certified Agreement 1996.
- Queensland Fire Service - Certified Agreement 1996.
- QFRA Communications Centres Averaged Penalty Rates Certified Agreement 1997.

1.6 Agreement Aims And Objectives

This Enterprise Partnership Agreement aims to unite the efforts of the workforce, unions and management to enhance the organisation and future direction of the QFRA with a clear focus on the community involvement of firefighters. The agreement is aligned to the QFRA Strategic Planning cycle and continues to engender the notion of continuous improvement. Reflected in the Agreement is a genuine commitment from all employees to work harmoniously together to improve both work practices and business performance.

1.7 Statement of Purpose

In partnership with the community, create a safer Queensland by providing world class professional fire and rescue services.

1.8 Behavioural Survey

Our behaviour standards have been derived from the recent QFRA Employee Opinion Survey. The QFRA asks for personal commitment from employees covered by this agreement to the behaviours we value when dealing with the community, stakeholders and others within the QFRA. As well as governing our conduct and our behaviour to others, these should be used in decision making.

Our integrity and credibility is dependent upon adherence to the behaviours we value, outlined below:

Community

We value:

- Eagerness to help the community;
- Projecting a good image in the public eye;
- Compassion and sincerity in helping the public; and
- Educating kids and helping charities.

We do NOT tolerate:

- Poor dress standards in public;
- Poor driving habits; and
- Poor behaviour in the public eye.

Professionalism

We value:

- Working well under pressure;
- Cool heads at an emergency incidents;
- Courage in the face of adversity; and
- Reliability in stressful situations.

We do NOT tolerate:

- Poor firemanship;
- Double standards;
- Favouritism; and
- Lack of care of equipment.

Teamwork

We value:

- The ability to stick together in adversity;
- Helping each other selflessly;
- Treating people with respect; and
- Sharing knowledge and skills.

We do NOT tolerate:

- Back stabbing;
- Discrimination;
- Harassment; and
- People pursuing their own agendas.

Dedication

We value:

- Pride in the organisation;
- Professional work ethic;
- Getting the job done whatever the situation; and
- Willingness to go that extra yard.

We do NOT tolerate:

- Deadwood;
- People not pulling their weight;
- Complainers who continually run the job down; and
- Abuse of sick leave and people putting the second job first.

Personal Integrity

We value:

- Honesty;
- Diligence;
- Self discipline; and
- Respect for others

We do NOT tolerate:

- Dishonesty;
- Theft; and
- People misusing the system for personal gain.

1.9 Our Goals

This Agreement seeks to continue to enhance the relationship between management and employees by continuing the cultural change in attitudes and support the behaviours that reflect the values of the organisation. To achieve this, the *needs of employees*, the *needs of the community* and the *goals of the Authority* have to be combined.

This will require:

- employees contributing to decision making through continuous communication with their supervisors and/or management;
- employees and unions contributing to decision making through communication and consultation in the development and setting of organisational targets as contained in MFO and other strategic documents; and
- support and pursuance of the goals and future direction of the QFRA, as per the QFRA Strategic Plan, Managing For Outcomes requirements and other business plans; and support of critical success factors and key result areas (in this Agreement) through positive work practices and the achievement of designated performance indicators.

1.10 Balanced Scorecard

Our organisation recognised the need for a simple means of measuring our performance which targeted the business objectives considered most relevant by our people and our stakeholders. Four distinct goals were identified:

- Goal 1 focussing on core business (which includes emergency response, fire suppression and pro-active fire prevention activities)
- Goal 2 valuing our people
- Goal 3 strengthening partnership with the community
- Goal 4 continuous business improvement

These goals are our report card and allow a balanced evaluation of our organisational performance. QFRA will maintain forward momentum and meet its business needs by achieving these goals.

PART 2 – (GOAL 1) FOCUSING ON OUR CORE BUSINESS

The QFRA will be seeking commitment from employees to outcomes that support the reduction in preventable deaths, damage to property and the environment caused by fire and other emergencies. The success of this goal is measured against the following Critical Success Factors as outlined in the QFRA Strategic plan 2000-2004. The targets within this goal are set within the MFO process.

2.1 Critical Success Factors

The following Critical Success Factors are measured through use of Station Management System and other data collection mechanisms.

- 2.1.1 Increase the number of hours spent by staff on emergency response training to maintain competency standards.
- 2.1.2 Increase the number of hours spent by staff on educational activities to meet competency standards.

- 2.1.3 Reduce the time to respond for urban crews.
- 2.1.4 Increase the percentage of owner/occupiers of premises involved in urban fire incidents that indicate satisfaction with the service provided by the QFRA as determined by an independent customer survey.
- 2.1.5 Increase the total value (\$) of property saved per 100,000 population.

The QFRA is committed to providing the highest level of professionalism in relation to emergency response operations.

2.2 Managing For Outcomes

Managing For Outcomes (MFO) targets in the QFRA are determined using a consultative process involving staff at all levels of the organisation. MFO targets will be reviewed annually using a similar consultative process during the life of this agreement. The parties to this agreement are committed to those MFO targets set during the life of this agreement operating from 1 July 2000. The parties also agree to carry out data collection, processing and implementation of initiatives (particularly through the use of Station Management System) designed to assist the QFRA to meet its MFO targets during the period of this agreement.

2.3 Benchmarking And Data Collection

Data collection is an essential part of our core business. Data collection will be essential for measuring the achievement of performance indicators and establishing benchmarks to determine our overall performance. The collection of data for the MFO process, in particular, is a significant component of the data necessary to implement the EPA. Skills maintenance is considered to be a benchmark and a performance indicator for professional service delivery by the QFRA.

PART 3 – (GOAL 2) VALUING OUR PEOPLE

The QFRA will be seeking commitment from employees to outcomes that support improving the organisational culture and professional development of individual employees. The success of this goal is measured against the following Critical Success Factors as outlined in the QFRA Strategic plan 2000-2004.

3.1 Critical Success Factors

The following Critical Success Factors are measured through use of Station Management System, Community Awareness Survey and employee surveys.

- 3.1.1 Continually monitor the level of employee satisfaction through surveys.
- 3.1.2 Successfully implement EPA throughout the State during 2000 and beyond.
- 3.1.3 Increase the Number of staff completing formally accredited training courses.
- 3.1.4 Continue to seek to achieve best practice in absenteeism management through the ongoing development and review of absenteeism management programs.

3.2 Reward And Recognition

The QFRA is committed to improving employee remuneration and working environment in exchange for continued commitment and participation by every individual towards improving all aspects of the organisation's operations. This supportive relationship is essential to maintain the QFRA's viability and efficiency within an increasingly open and competitive market.

3.3 Applicable Rates

This agreement provides for the following pay increase:

- 3% to be paid from 1 July 2000.
- 3% increase to be applied no earlier than 1 July 2001.
- 3% increase to be applied no earlier than 1 July 2002.
- 5.5% increase to the locality allowance as prescribed by DETIR Directive No. 19/99 to those locations where the QFRA pays a locality allowance, effective from 1 July 2000.
- 3% increase to the isolated housing/rental subsidy allowance within Mount Isa effective from 1 July 2000 with a further 3% increase payable from 1 July 2001 and 1 July 2002.

The above increases are provided for the implementation of the initiatives contained within the current agreement, and commitment to the continued implementation of productivity measures specified in the:

- Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1997;
- QFS Support Services Staff and Rural Fire Division Certified Agreement 1997; and
- Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1999.

Note: These increases are exclusive of any increase which may be payable in accordance with clause 3.4 (G.S.T. clause).

3.4 Goods and Services Tax

The parties agree:

- 3.4.1 From 1 July 2000 the SBU will monitor the impact that the introduction of the Goods and Services Tax (GST) has on employees covered by this agreement. This will include a review to be conducted for the SBU of the effects of the introduction of the GST for the period of 12 months from 1 July 2000. Further, the SBU may review the impact that the GST has on employees covered by the agreement after 1 July 2001.
- 3.4.2 Should there be any significant inflationary or economic developments due to the introduction of the GST, across the life of this agreement which negatively impacts on employees generally (taking into consideration any compensation provided by A New Tax System through tax cuts or transfer payments), leave is reserved for the parties to discuss the impact on the intent of wage increases in this agreement, and if necessary and by agreement of the SBU, vary this agreement in accordance with the provisions of the *Industrial Relations Act 1999*.
- 3.4.3 Provided that where agreement cannot be reached by the SBU, the procedures contained within this agreement for the prevention and settlement of disputes will apply including access to conciliation and/or arbitration in the Queensland Industrial Relations Commission.

3.5 Employment Security

- 3.5.1 The QFRA is committed to providing stability by limiting organisational restructuring and contracting-out of services.
- 3.5.2 These commitments are effected through the Government's Employment Security Policy and the "Policy on the Contracting-Out of Government Services".
- 3.5.3 Further, the QFRA undertakes that permanent employees will not be forced into unemployment as a result of organisational change or changes in departmental priorities. Where changes to employment arrangements are necessary, there will be active pursuit of retraining and deployment opportunities. Where training and redeployment is not successful VER or retrenchment provisions will apply.

- 3.5.4 The QFRA will advise the parties to this agreement of their intention to implement changes that may affect the employment security of their employees, prior to the commencement of any planned changes.
- 3.5.5 The SBU will oversee the implementation of the agreement's employment security provision.
- 3.5.6 The SBU may make recommendations and provide advice to the QFRA on any matters affecting the employment security of QFRA employees.

3.6 Training

The QFRA is committed to a highly trained and effective workforce. Commitment will be made during the life of this Agreement to continue training and professional development for all employees.

3.7 Salary Packaging

Salary packaging is available for employees covered by this agreement.

The following principles apply for employees that avail themselves of salary packaging:

- 3.7.1 As part of the salary package arrangements, the costs for administering the package, including fringe benefits tax, are met by the participating employee;
- 3.7.2 There will be no additional increase in superannuation costs or to fringe benefits payments made by the employer;
- 3.7.3 Increases or variations in taxation are to be passed to employees as part of their salary package;
- 3.7.4 Employees must provide to the employer evidence of independent financial advice prior to taking up a salary package;
- 3.7.5 There will be no significant additional administrative workload or other ongoing costs to the employer;
- 3.7.6 Any additional administrative and fringe benefit tax costs are to be met by the employee;
- 3.7.7 Any increases or variations to taxation, excluding payroll tax that result in additional costs are to be passed on to the employee as part of the salary package; and
- 3.7.8 The employee's salary for superannuation purposes and severance and termination payments will be the gross salary which the employee would receive if not taking part in flexible remuneration packaging.

3.8 Collective Industrial Relations

- 3.8.1 The QFRA acknowledges that structured, collective industrial relations will continue as a fundamental principle of the management of the QFRA. The principle recognises the important role of unions and the traditionally high levels of union membership in the QFRA. It supports constructive relations between management and unions and recognises the need to work collaboratively with relevant unions and employees in an open and accountable way.
- 3.8.2 The QFRA as an employer recognises that union membership and coverage issues are determined by the provisions of the *Industrial Relations Act 1999* and any determinations of the Queensland Industrial Relations Commission.

- 3.8.3 The QFRA is committed to collective agreements and will not support non-union agreements, Queensland Workplace Agreements or Australian Workplace Agreements.

3.9 Union Encouragement

- 3.9.1 The parties acknowledge that structured, collective industrial relations will continue as a fundamental principle.
- 3.9.2 The parties to this Agreement recognise the right of individuals to join a union, party to the Queensland Fire and Rescue Authority Enterprise Agreement 2000. However, while all parties to this Agreement agree to encourage membership of the appropriate union, it is recognised that such membership is at the discretion of individuals.
- 3.9.3 The Queensland Fire and Rescue Authority will, in its induction process, identify the relevant unions party to this Agreement and outline the process by which membership to those unions may be gained. The Queensland Fire and Rescue Authority will identify the workplace representative(s) of the appropriate union and ensure that adequate time is allowed for the new employee to discuss union membership with the representative.
- 3.9.4 The employer shall allow full access to its employees during normal working hours to accredited officials of the union that are party to this Agreement to discuss any employment matter, provided that such activities do not unduly impact on service delivery and workloads.
- 3.9.5 The employer will provide payroll deduction facilities for union dues payable to the Industrial Organisations party to this agreement. An employee may authorise the employer in writing to deduct from any remuneration payable, subscriptions to an Industrial Organisation party to this Agreement. The employer will remit such subscriptions to the Industrial Organisation.

3.10 Equity Considerations

- 3.10.1 The parties are committed to a workplace free of harassment and victimisation and to the implementation of practices and policies that respect and value the diversity of our employees through helping to prevent and eliminate discrimination
- 3.10.2 In addition, the effect of this agreement is not to allow any conduct or treatment, either direct or indirect that would contravene:
- *The Anti-Discrimination Act 1991*; or
 - *Equal Opportunity in Public Employment Act 1992*.
- 3.10.3 All employees under this Agreement shall individually uphold the principles outlined in this clause in relation to fellow employees and shall co-operate with the QFRA in relation to obligations imposed on the QFRA by this clause.

3.11 Health and Wellness

Staff and Management are committed to the development and introduction of a Health and Wellness program which when agreed to will provide:

- 3.11.1 A heightened awareness and active participation in activities designed to enhance personal Wellness;
- 3.11.2 The creation and maintenance of a high level of Health and Wellness (commensurate with the level of duties) to enable the effective and safe management of Emergency incidents, and to maximise personal Health, Wellness and Safety; and

- 3.11.3 Programmed assessments of Health and Wellness (as per agreed age profiles) and continuous improvement of the various indicators of personal assessment.

3.12 Linking Employees' Needs To The Next EPA

A staff attitude survey will be conducted at least **six** months prior to the cessation of this EPA to acquire knowledge of the employees' needs for possible inclusion in the next certified agreement.

Subject to government approval, the parties agree to re-open negotiations at least four months prior to the expiry of this Agreement with a view to negotiating and settling a replacement Agreement.

PART 4 - (GOAL 3) STRENGTHENING PARTNERSHIPS WITHIN THE COMMUNITY

The QFRA is undertaking an accelerated shift towards effective fire prevention and community safety through a structured and targeted approach to providing safer and more supportive communities for Queenslanders. The QFRA will be seeking commitment from employees to outcomes that have a positive impact upon the community. The success of this goal is measured against the following Critical Success Factors as outlined in the QFRA Strategic plan 2000-2004. The targets within this goal are set within the MFO process.

4.1 Critical Success Factors

The following Critical Success Factors are measured through use of Station Management System.

- 4.1.1 Increase the number of hours spent on safety promotion and public education activities (eg. Road Awareness and Accident Prevention, Fight Fire Fascination, Agricultural Trade fairs and Public safety Displays).
- 4.1.2 Increase the number of hours spent conducting premises and fire safety inspections.
- 4.1.3 Increase the number of children participating in Fire Education activities.
- 4.1.4 Increase the percentage of *Operation Safehome* requests for inspections completed by QFRA personnel within levied areas.
- 4.1.5 Increase the percentage of homes with operational smoke alarms installed
- 4.1.6 Reduce the number of unwarranted alarm activations.

PART 5 – (GOAL 4) CONTINUOUS BUSINESS IMPROVEMENT

The QFRA will be seeking commitment from employees to outcomes that deliver:

- effective and efficient customer-focused services to meet community needs and expectations; and
- improve operational effectiveness through better resource utilisation, equipment, vehicles and the use of modern technology.

The success of this goal is measured against the following Critical Success Factors as outlined in the QFRA Strategic Plan 2000-2004.

5.1 Critical Success Factors

The following Critical Success Factors are measured through use of the Community Awareness Survey and other data collection mechanisms:

- 5.1.1 Conduct annual organisational self-assessment using the Australian Business Excellence Framework.
- 5.1.2 Continuous strategic improvement as evidenced by the results of community and staff surveys.
- 5.1.3 Continuous improvement in current initiatives targeting high risk community groups as evidenced by the results of community surveys.
- 5.1.4 Increase in the number of companies, institutions and community groups partnering QFRA in projects enhancing community safety.
- 5.1.5 Prioritise and implement key process improvement projects.

5.2 Continued Initiatives from Previous Enterprise Agreements

The following initiatives arising out of the:

- Queensland Fire Service Support Services Staff and Rural Fire Division - Certified Agreement 1997;
- Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1997; and
- Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1999.

will continue to be implemented for the life of this Agreement:

- 5.2.1 Completion of the initiative in clause 3.3.2 under the Queensland Fire Service Support Services Staff and Rural Fire Division - Certified Agreement 1997 implementing Personal Achievement Plans for each employee;
- 5.2.2 Continuation of the Training Initiative outlined in clause 3.4 of Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1997;
- 5.2.3 Finalisation of the alcohol and drug policy as per clause 3.11 of the Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1997;
- 5.2.4 Continuation of clause 5.2 of the Queensland Fire Service Support Services Staff and Rural Fire Division - Certified Agreement 1997, 'Workplace Flexibility';
- 5.2.5 Continuation of the Workplace Health and Safety initiative in clause 3.5 under the Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1999;
- 5.2.6 Continuation of the absenteeism management initiative in clause 3.8 under the Queensland Fire and Rescue Authority Enterprise Partnership Agreement 1999; and
- 5.2.7 The finalisation of the classification and remuneration review within the Technical Services Division which will be operative from 1 July 2000.

5.3 Key Result Areas and Performance Indicators

Performance of this agreement will be gauged by the outcomes identified through the **critical success factors** identified in clause 2.1, 3.1, 4.1 and 5.1 and the **key result areas** and performance indicators that are outlined in this clause. There is a requirement in this agreement that the total of the combined initiatives provide for 10% of the total increase in wages (from 1 July 2000) in cashable productivity initiatives.

Included in this clause are the initiatives in which defined savings will be achieved over the life of the Agreement. The parties have agreed to the implementation of these initiatives. The parties also agree that if the performance indicators are not on track or achieved within the agreed timeframe, they will be referred to the SBU for its consideration, this may involve refinement or modification of the performance indicators and or range of initiatives. The SBU will receive data from Consultative Committees and/or line management on the progress of the achievement of performance indicators.

Initiatives include but are not limited to:

- 5.3.1 Introduction of the new Station Ensemble. This will reduce the current uniform allocation from four sets of dungarees and dress uniforms to a single set of four station wear ensembles. Savings are generated through the reduction of orders by one half, and the replacement of a single set of garments rather than two. There will also be savings from reduced dry cleaning of over trousers as firefighters can now strip down to the station wear to perform activities such as road accident rescue without soiling the over trousers. The savings target of this initiative is 7.89% of the savings required.
- 5.3.2 Replacement of Warrington Pro boots with a NFPA Standard equivalent. The savings target of this initiative is 7.89% of the savings required.
- 5.3.3 Investigation of the provision of a standard station design for new stations. This initiative will create savings through the encouragement of a station design to match regional activities nearest to the standard design. The savings target of this initiative is 2.63% of the savings required.
- 5.3.4 Conducting a Telecommunications Audit. The audit will implement a series of changes including the introduction of consolidated billing, enhanced audit regime and other arrangements to be applied consistently throughout the QFRA. The savings target of this initiative is 48.25% of the savings required.
- 5.3.5 Introductions of a standard offer arrangement for the provision of equipment. This initiative will not only produce savings through arrangements with suppliers, it will also guard against the purchase of inferior products, or purchases from suppliers who do not provide adequate after sale support. The savings target of this initiative is 5.3% of the savings required.
- 5.3.6 Reduction in inventory levels. The savings target of this initiative is 26.3% of the savings required.
- 5.3.7 Introduce a system that encourages the reduction of the QFRA's Accumulated Leave Liability. All supervisors will be provided with procedures to follow when excess leave liabilities are identified. The savings target of this initiative is 1.75% of the savings required.
- 5.3.8 The QFRA will undertake a review of its grievance investigation/disciplinary processes. The QFRA will consult with the relevant trade unions with a view to ensuring processes which reflect natural justice, and provide fair and equitable processes.
- 5.3.9. The QFRA is prepared to consider the amendment of all QFRA Industrial Instruments to reflect base rates of pay that include relevant enterprise bargaining increases.
- 5.3.10. The QFRA is committed to and endorses the new State Purchasing Policy which shall be introduced in accordance with its terms and conditions.

5.4 Absenteeism Management

The parties to the agreement recognise that absenteeism through sick leave is continuing to have a significant impact on the operations of the QFRA. Continued commitment to the significant achievements in previous Enterprise Partnership Agreements in the reduction in sick leave is required. This initiative seeks commitment for the ongoing improved management and recording of sick leave.

PART 6 - DISPUTES AVOIDANCE AND SETTLEMENT PROCEDURES

DISPUTES AVOIDANCE AND SETTLEMENT PROCEDURES

Grievances and/or disputes as a result of the implementation of this Agreement shall be dealt with in accordance with the grievance clauses contained in the various parent awards or industrial agreements.

PART 7 - NO FURTHER CLAIMS

7.1 Without limiting general managerial prerogative or fostering practices that would limit the efficient functioning of the QFRA, the parties to this agreement acknowledge that this agreement constitutes a closed agreement in settlement of all claims for its duration, except:

7.1.1 State Wage Case decisions, and those matters provided for in Clause 1.5 (Relationship with Parent Award and Agreements):

7.1.2 The application to generally increase casual loadings.

7.1.3 The review into the FPO3 and FPO4 classification/remuneration issues.

7.1.4 The review into Building Approval Officer positions.

7.1.5 Staffing and Crewing levels on fire appliances.

7.1.6 The review of conditions of employment for persons employed under the *QFS Rural Fire Division - Industrial Agreement*.

7.2 The parties agree that where the State Wage Case increase is greater than the increase granted under the certified agreement, the employees will receive the dollar amount in excess of the increase provided by this agreement from the operative date of the State Wage Case.

SIGNATORIES

Signed for and on behalf of the }
Queensland Fire and Rescue Authority }.....

In the presence of –

Signed for and on behalf of the }
United Firefighters' Union of }
Australia, Union of Employees, }
Queensland }.....

In the presence of –

Signed for and on behalf of the }
Automotive, Metals, Engineering, }
Printing and Kindred Industries }
Industrial Union of Employees, }
Queensland }.....

In the presence of –

Signed for and on behalf of the }
Construction, Forestry, Mining }
and Energy, Industrial Union of }
Employees, Queensland }.....

In the presence of –

Signed for and on behalf of the }
Queensland Fire Service Senior }
Officers' Association, Union }
of Employees }.....

In the presence of-

Signed for and on behalf of the }
Queensland Public Sector Union }
of Employees }.....

In the presence of-

Signed for and on behalf of the }
Textile Clothing & Footwear Union of }
Australia, Queensland Branch, }
Union of Employees }.....

In the presence of –

Signed for and on behalf of the }
Electrical Trades Union of }
Employees of Australia }
Queensland Branch }.....

In the presence of –