

RACQ ACC EBA 2021 - REGISTER OF CLAIMS							
Item No	By	Group	Sub-Group	Clause	Claim	Status	Outcome
1	RACQ	General			Continue process of simplifying; ensure clarity		
2	Employees (Caroline)	General			Clarification of whether Dispatch still fall under ACC EBA		
Effect and Intent of the Agreement							
3	Union (Angela)			5	This agreement will be a full and comprehensive agreement. All relevant employment conditions including the National Employment Standards, union rights provisions, Award, over Award and enterprise agreement conditions that can be legally contained in an agreement be incorporated into this document.		
4	Union (Angela)			5	That the current agreement forms the basis of the new agreement.		
Work and Entitlements							
5	RACQ	Classifications and Salaries	Classification Structure	9.1	Look to simplify and provide consistency		
6	RACQ	Hours of work, rosters and breaks			Day Shift - operationally extend end time to 7pm in line with Award		
7	RACQ	Penalties and Allowances	Shift work	10.1 (c)	Operationally commence shifts at 5am. Review definition to ensure it covers all shifts		
8	RACQ	Penalties and Allowances	Tow desk		Explore arrangements for dispatch officers while working on the tow desk		
9	RACQ	Hours of work, rosters and breaks			Time in lieu / banking clause - Review to facilitate banking of hours / RDO arrangements		
10	Employees (Caroline)	Penalties and Allowances	Skills Module Allowance	10.4	Proposal - to be reviewed and revised around NAP trained vs NAP/ Fleet trained. These need to be over hauled as haven't changed in many years. Have EC consultants doing many tasks like JOR, Auto Sales, Nap, Fleet yet only receive 1 skill module allowance or in the case of a Snr Consultant no skill modules.		
11	Employees (Caroline)	Penalties and Allowances	Shift Leader Allowance	10.9	EB to be updated for the skill allowance to be paid for all segments entered into WFM. Currently says it is only paid when the segment is more than 1/2 the shift		
12	Employees (Wendy)	Hours of work, rosters and breaks		8	The ACC Business Rules outline the working hours for staff. People are being asked to work outside these times with no financial benefit. Proposal - Discuss definition of working hours and approach when asked to work outside contracted hours (Business rules under heading Rosters)		
13	Employees (Wendy)	Hours of work, rosters and breaks			Technology – start of shift. As our roles have become more complex and technological driven and many systems are required to perform our role I propose we look at the following scenario to better help consultants perform their role. Proposal - Similar to Dept Housing, allow admin time of approx 10 mins to log on, open all programs, read all emails, changes and admin as required allowing the individual to be ready to take a call 10 mins later. This allows consultants time to become familiar with correspondence, updates, system changes etc		
14	Union (Angela)	Penalties and Allowances		10	All relevant allowances to increase in line with wages.		
Terminations							
15	Employees (Caroline)		Redundancy Payment	13.1	Issue: clause 13.1 provides 2 weeks wages for each year of service to maximum of 50 weeks. Proposal: Revise to 3 weeks wages for each year of service similar to RACQ Group EBA		
16	Union (Angela)		Redundancy Payment	13.1	That a redundancy package be included that provides for 6 weeks notice, 3 weeks pay per year of service or part year of service, pay out of pro rata long service leave for all employees and provision of outplacement services by an employee nominated provider.		
17	Employees (Caroline)		Redeployment and Notice	13.3	Issue: clause 13.3 states: "RACQ may redeploy an employee whose position is redundant to an alternative position" Proposal: Revise to directly comparable position vs voluntary alternative position similar to RACQ Group EBA		
Leave Entitlements							
18	Employees (Caroline)	Public Holidays or Other Leave	Public Holidays	19 or 20	Proposal - allow non-national public holidays to be swapped for other Religious Holidays not otherwise called out in the EA		
19	Employees (Caroline)	Public Holidays	Loadings	19.2	Clarification around gazetted public holiday and observed public holiday and when loadings should apply. Proposal - There is nothing in the EB to cover substitute days. Would like it added so there is no confusion. Would ask that PH rates be paid for both the PH & the substitute day. The Anzac PH will only occur every 7 years so paying both days is not a big monetary burden		
20	Employees (Caroline)	Annual Leave	Entitlement	14.2	Proposal - reference hours only not weeks		
21	Employees (Caroline)	Annual Leave	Entitlement		Look at ballot process. Annual leave is based on ballot requests. Due to predicted service levels leave is being declined Proposal - Requesting that set dates for the release of the ballot & completion of the ballot be entered into the EB and it be noted that after the ballot is finalised all empty spots will be made available		
22	RACQ	Annual Leave	Entitlement	14.2	Reference to being unable to direct employee to take leave if balance less than 6 weeks - amend to 4 weeks to align with policy, other EAs		
23	Employees (Megan)	Public Holidays or Other Leave	Public Holidays	19.2	Proposal - In regards to an employee rostered on when the day is a public holiday and the loading for that day is either paid at 150% or 200% if Christmas Day, on request of the employee, is to have time off in lieu instead of the loading		
24	Union (Angela)	WorkCover	Entitlement		in relation to employees receiving WorkCover payments, the employer will provide make up pay to 100% of the employee's pre-injury earnings for a period up to 52 weeks.		
25	Union (Angela)	Family & Domestic Violence Leave	Entitlement	20.4	Twenty days of paid family and domestic violence leave.		
Union Rights							
26	Union (Angela)		Workplace Representation	24.2	That in relation to nominated union delegates, the employer will recognise delegates as the on-site representatives of the union. Delegates will be provided with access to resources to perform their role. The employer will provide delegates up to 5 days paid trade union training leave each year regardless of their length of service and allow delegates paid time to conduct on-site and off-site union business not limited to break times if necessary due to an emergent nature such as a workplace health and safety risk.		
27	Union (Angela)		Industrial Leave	24.4	Employees be granted up to 4 hours paid time annually to attend union meetings on-site.		
28	Union (Angela)		Union Right of Entry	24.5	That the agreement provide for an authorised union representative to enter the worksite to induct new employees, distribute union information to union delegates and employees, and to participate under the disputes procedure of the agreement		
Consultation							
29	Union (Angela)	Consultation	Pandemic/ Epidemic Clause	22	New pandemic/epidemic clause. A comprehensive policy to be developed outlining operating procedures under pandemic conditions. If employees cannot work due to health risks including but not limited to caring for family members, they should not lose pay. Employees must be consulted about the employer response to the pandemic/epidemic. Employees must be entitled to avoid unsafe workplace situations and be provided with appropriate personal protective equipment. Any employees required to work during the pandemic/epidemic to be paid either an allowance or an increase in their hourly rate of pay.		
Dispute Resolution							
30	Union (Angela)	Dispute Resolution		23	Inclusion of the following clause in the dispute term: A matter formally commenced under the RACQ Assistance Contact Centre Enterprise Agreement 2018 - 2021 but not concluded at the time at which this agreement commences, shall continue to be dealt with in accordance with the relevant provisions that applied under that agreement. Any dispute which arose under the RACQ Assistance Contact Centre Enterprise Agreement 2018 - 2021 whether formally notified before or after the commencement of this agreement, shall be resolved under the dispute settlement procedure of the 2018 agreement. For the purposes of this sub-clause the relevant provisions of the RACQ Assistance Contact Centre Enterprise Agreement 2018 - 2021 are deemed to be provisions of this agreement.		
Wages							
31	Employees (Caroline)	Salary and Related Matters	Wage Rates	9.2			
32	Union (Angela)	Salary and Related Matters	Wage Rates	9.2	Wage increase of 7% or the annual wage decision of the Fair Work Commission, whichever is greater.		