

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA02/163

TITLE: Ningana Enterprise Inc (Supported Employees) Workplace Agreement 2001

I.R.C. NO: 2001/8633

DATE APPROVED/COMMENCEMENT: 14 March 2002

TERM: 14 March 2004

**NEW AGREEMENT OR
VARIATION:** New

GAZETTAL REFERENCE: 10 May 2002

DATE TERMINATED:

NUMBER OF PAGES: 78

COVERAGE/DESCRIPTION OF

EMPLOYEES: Applies to employees of Ningana Enterprise Inc

PARTIES: Ningana Enterprise Inc -&- Trent Christian, Graham Conway, Gordon Craig, Janine Evans, Robert Forestal, James Futter, John Graham, Andrew Hoare, Margaret Isles, Margaret Macmillan, Robert McIntosh, Jason Nancarrow, Brian Oakroot, Anthony Pandolfo, Luigi Pandolfo, Maree Pandolfo, Cecilia West, Kelvin Williams, Peter Wren, Kathryn Zanotto

**NINGANA ENTERPRISE INC. (SUPPORTED EMPLOYEES)
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1 PREAMBLE

Ningana Enterprise Inc. is a non-profit organisation partially funded by the Department of Family and Community Services. The aim of the organisation is to give people with a disability, the opportunity to live and work in a community that respects and accepts them as individuals and equals. A purpose of the organisation is to:

- *Provide support to people with a disability in a manner that recognises and promotes their value as individuals;*
- *Provide opportunities for career advancement and skills development;*
- *Provide long term supported employment and support for disabled people with moderate/high support needs; and*
- *Provide quality products and services to our customers;*

In addition to providing employment in accordance with community expectations, Ningana Enterprise Inc. also provides the following support at a higher level than would be usual in an organisation which did not have a similar purpose:

- ◆ vocationally-related training
- ◆ work experience
- ◆ assistance with progression to open employment; and
- ◆ an integrated range of support services.

The primary relationship that exists between "Ningana Enterprise Inc." and its employees with a disability extends beyond that which is generally expected in an employer-employee relationship.

It is further acknowledged this primary relationship will have a direct impact on the operational costs of the service, the terms and conditions of employment and wage rates contained in this agreement and paid to employees.

The Agreement has been developed with a view to achieving the mission of the organisation, which is;

"To provide quality supported employment and training for people who have a disability"

and to increase employment options for people with disabilities.

Through ongoing training and support people with disabilities will be given the opportunity to work and therefore contribute to the community, increase their self-esteem and to exercise choice in their way of life.



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This agreement through its training and support content, promotes community acceptance and recognition of the rights of employees and focuses on the abilities of employees not disabilities.



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2 TITLE

This agreement shall be known as the "Ningana Enterprise Inc. (Supported Employees) Workplace Agreement 2001"

3 APPLICATION OF THE AWARDS

This agreement shall operate and be read so as to operate in conjunction with the Australian Liquor Hospitality & Miscellaneous Workers Union Supported Employment (Business Enterprises Award 1993, or any award made in succession thereof, and to the extent that the provisions of the award as amended from time to time are inconsistent with the provisions of this agreement, the provisions of this agreement shall apply to the extent of any inconsistencies.

The following clauses of the award are excluded from the provisions of this agreement;

- Clause 32 – Trade Union Training Leave
- Clause 42 – Right of Entry
- Clause 43 – Shop Steward, and
- Clause 44 – Preference

The rights of employees and employee organisations are dealt with and contained in the New South Wales Industrial Relations Act 1996, and will be adhered to by Ningana Enterprise Inc.

4 ARRANGEMENT

This agreement is arranged as follows:

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PART 9 MISCELLANEOUS

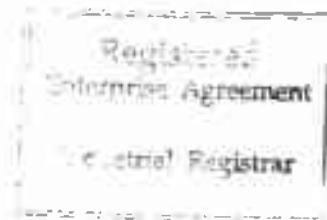
- 9.1 Superannuation

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SCHEDULE "B" - Skills Matrix and Job Models

SCHEDULE "C" - Skills Assessment



PART 1 - PURPOSE

1.1 Intention

This which has been developed through a process of consultation and reflects a commitment to developing a multi-skilled work force and achieving a flexible and more competitive enterprise.

The intention is to create an environment, which will encourage and support a highly skilled and committed work force where participation and development of employee's skills will be a priority for the betterment of the individual and the business.

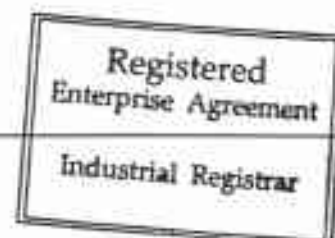
Work will be organised to maximise the flexibility of the work force while enabling employees to work to the limits of their skills and capabilities. There will be no artificial barriers preventing employees from performing tasks in which they have been trained.

The agreement aims to further the objectives of Ningana Enterprise Inc., which are to:

- (a) Provide training and access to employment for persons with a disability with emphasis on encouraging employees with a disability to move into open employment if they so choose.

In doing so "Ningana Enterprises Inc." will endeavour to

- (i) work co-operatively with the community, agencies and government in developing and implementing planning, strategies, management and project based activity.
 - (ii) enhance the quality of employment of all its employees.
- (b) In this agreement these aims will be strengthened by.....
 - (i) developing a team approach to all activity which will enable any employee to perform where required any task for which that employee is suitably trained.
 - (ii) developing a workplace culture, characterised by structures, in which quality management responsibilities are shared by all employees and in which multi-skilling and continuous skills development, together with the sharing of broad common goals among employees and management, are features of the workplace.
 - (iii) developing structures and procedures which reflect the principles of employee consultation and participation by employees in decision making processes.



1.2 Communication

Ningana Enterprise Inc. will endeavor to provide employees with information in accessible formats to support them in making informed decisions in regard to their employment and the consequences of their decisions.

Information will be dispersed through the use of any combination of the following;

- (a) Meetings
- (b) Management reports
- (c) Newsletters, posters, notice boards, display and audio/visual material
- (d) Literature including pictorial format
- (e) Plain English written and verbal material

Employees will be able to access support as required including the choice to have advocate support to make informed decisions and choices.

Training opportunities for employees will be sought to facilitate independence in making decisions and choices.

Ningana Enterprise Inc. will schedule Individual Program Plan (IPP) meetings to address employee(s) needs. The meeting will be convened in accordance with organisation policy and procedure as determined from time to time.

1.3 Duress

The parties agree that this agreement was not entered into under duress and is in the interest of the parties bound. Special arrangements have been made to ensure all people with disabilities have been adequately consulted and informed as to the content of the agreement and the implications the terms and conditions contained in the agreement will have on their employment.

1.4 Incidence

This agreement, shall be binding upon....

Ningana Enterprise Inc. (hereafter referred to as ("**the Organisation**") of 1 Kooyoo Street, GRIFFITH, NSW 2680 in respect of employees covered by this agreement and employed at locations for which the organisation has a facility to operate; and

The employees of Ningana Enterprise Inc. (hereafter referred to as ("**the employees**") engaged in the classifications specified in Clause 3.1 Levels Structure (Classifications) of this agreement.

1.5 Date and Period of Operation

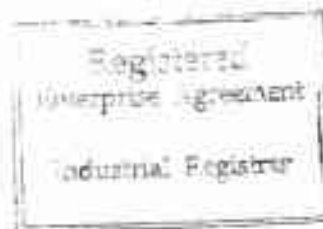


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This agreement shall operate for a period of two years from the date of certification.

1.6 No Extra Claims

No extra claims, including wage or allowance increases, shall be granted or claimed, other than those contained or provided herein for the duration of this agreement.



PART 2 - TERMS AND CONDITIONS OF EMPLOYMENT

2.1 Terms of Engagement

Individual Program Plans will be completed with all employees. The Plans will be reviewed annually in accordance with the organisations Policy.

Upon engagement the organisation shall provide each new employee (and/or their parent, guardian or advocate) with an "Employee Handbook" encompassing a "Job Contract" which shall specify the following information:

- (i) accountabilities, functions and responsibilities
frequency and type of employee appraisal
terms and conditions of service including the provisions of this agreement.
- (ii) summary of the duties of the position, including a signed statement that the employee acknowledges and understands the provisions of the terms of engagement and will carry out other duties as required by the organisation.
- (iii) summary of requirements, if any, for the position which have been specified by the funding authority.
- (iv) commencement date and completion of the employee's contract of employment, if appropriate
 - employee's regular hours of work
 - employee's classification (Level)
 - employee's rate of pay.
- (v) summary of the employee's training obligations.
- (vi) information about the Workplace Agreement.



Time will be made available for the employee with an advocate if requested or required to read the agreement prior to commencement. The employees parent/guardian or advocate will be requested to assist those employees unable to understand its content.

- (vii) any other information including the organisation's Policy and Procedures.

2.2 Engagement

2.2.1 Full-Time Employees

Employee not specifically engaged as part-time, casual or seasonal employees, engagement shall be a full-time employee.

2.2.2 Part -Time Employees

A part-time employee shall mean a person who works a specified number of regular days and hours being less than the number of days or hours worked by permanent employees. A part time employee shall be paid a pro-rata proportion of the full time weekly rate applying to the classification and shall be entitled to all the benefits and conditions enjoyed by full-time employees on a pro-rata basis.

A part-time employees regular days and hours may be altered by the organisation provided the said employee has been given reasonable notice in writing of the organisation's intention to change such hours.

Pro-rata benefits and conditions shall be calculated from week to week based on the number of hours worked in the said week.

2.2.3 Casual Employees

Casual employees shall mean an employee who is paid as such and engaged by the hour.

A casual employee shall be paid a minimum of two (2) hours at the appropriate rate for each engagement.

A casual employee, in addition to the hourly rate calculated in accordance with this agreement applying to the employees classification, shall be paid twenty per cent (20%) inclusive of the annual leave entitlement, pursuant to the New South Wales Annual Holidays Act 1944.

2.2.4 Seasonal Employees

A seasonal employee, shall mean a person engaged specifically to provide additional labour, during periods of identified operational needs.

A seasonal employee, may be engaged on either a permanent or part-time basis, but must be for a specific term. The employee will be advised in writing of the start and completion dates of the engagement.

2.3 Probationary Period

A probationary period of three months will apply to all new employees with the employee(s) being advised of their performance standard during that period.

2.4 Termination of Employment

In order to terminate the employment of an employee the organisation shall give to the employee the following notice:

Period of Continuous Service	Period of Notice
Not more than 1 year	One week
More than 1 year but not more than 3 years	Two weeks
More than 3 years but not more than 5 years	Three weeks
More than 5 years	Four weeks

The period of notice is increased by one week if the employee is over 45 years of age and has completed at least 2 years continuous service with the organisation.

The notice of termination required to be given by an employee shall be the same as that required of the organisation, except that there shall be no additional notice based on the age of the employee concerned.

By mutual arrangement between the parties, employees after having been given or have given notice, may leave their employment before the expiration of the notice period and receive wages up to the last day worked.

The organisation at the discretion of the organisation may pay wages in lieu of the notice period in which case the employee would not be required to work during the notice period.

2.5 Abandonment of Employment

An employee who is absent from work for five (5) consecutive working days or more without the consent of the organisation and who has not made contact with the organisation or their supervisor shall be deemed to have abandoned their employment and shall be terminated and paid entitlements up to and including the last day worked.

2.6 Summary Dismissal

Notwithstanding the provisions of subclauses 2.3 and 2.4, the organisation shall have the right to dismiss any employee without notice for serious misconduct which justifies instant dismissal, (see clause 7.2 Disciplinary Policy and Procedures), in which case the employee shall be paid up to the time of dismissal only.

2.7 Managing Challenging Behaviour

Where a situation warrants dismissal or severe discipline of a supported employee (employee with a disability), an option of the Organisation, subject to investigation is to suspend the supported employee from duty without pay.

Such suspension shall be regarded as appropriate for the protection of the individual, the safety of other persons or the protection of the commercial trading reputation of the Organisation.

Every effort shall be made to ensure the supported employee concerned understands the reason for the suspension. A program of support and training will be offered on the return to work of the employee. Any suspension will be seen as a constructive and positive step towards the resolution of the problem.

The period of suspension shall be determined by the Organisation in consultation with the employee and/or their guardian/parents or advocate.

2.8 Introduction to change

Duty to Notify

- (a) Where the organisation has made a definite decision in accordance with this agreement to introduce major changes in production, programme, organisation, structure or technology that are likely to have significant effects on employees, the organisation shall notify the employees who may be affected by the proposed changes.
- (b) "Significant effects" includes termination of employment, major changes in the composition, operation or size of the Organisation's workforce or in the skills required, the elimination or diminution of job opportunities, promotion opportunities or job tenure, the alteration of the number of hours to be worked, the need for retraining or transfer of employees permanently to other work locations and the restructuring of jobs.

Duty to Discuss Change

- (a) The organisation shall discuss with the employees affected, inter alia, the introduction of the changes referred to above, the effects the changes are likely to have on employees and measure to avert or mitigate the adverse effects of such changes on employees, and shall give prompt consideration to matters raised by the employees in relation to the changes.
- (b) The discussion shall commence as early as practicable after a definite decision has been made by the organisation to make the changes referred to in this clause.
- (c) For the purpose of such discussion, the organisation shall provide to the employees concerned all relevant information about the changes, including the nature of the changes proposed, the expected effects of the changes on employees and any other matters likely to affect employees, provided that the organisation shall not be required to disclose confidential information the disclosure of which would adversely affect the organisation.

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2.9 Performance of Work

Employees will perform all reasonable work within their skill and competence, including work, which may be peripheral and or incidental to their main task or function. Further, it is agreed that there will be no demarcations other than those arising from individual levels of skill, competence and training.



PART 3 - DEFINITIONS, SKILL DEVELOPMENT, EDUCATION AND TRAINING

3.1 Levels Structure (Classifications)

The level structure (classifications) contained in this agreement are those contained in the attachment **SCHEDULE "B" "Skills Matrix/Job Models"**.

3.1.1 Skills Matrix/Job Models

The required skills (competencies) of employees covered by this agreement are those contained in the attachment **SCHEDULE "B" "Skills Matrix/Job Models"**

The Job Models have been developed through consultation and an assessment process with employees, and reflect all tasks to be undertaken within the organisation. Each Job Model has been assessed relevant to the skills required and placed within the pay Level Structure contained in **SCHEDULE "A"**.

Each Job Model has specific identified skills (competencies) which an employee must have before they are eligible to be appointed to the Job Model level and paid as such.

It is acknowledged and agreed that the "Job Models" document may be varied from time to time by the organisation to meet changes in operational requirements or the introduction of new or altered processes or tasks.

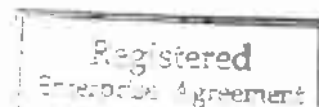
3.1.2 Skills Assessment

All employees will be assessed against the competencies contained in **SCHEDULE "B" Skills Matrix/Job Models** of the agreement. The assessment system and process will be accordance with the procedures contained in **SCHEDULE "C" Skills Assessment**.

3.2 Skills Development

The parties to this agreement are committed to providing for a more flexible working arrangement, -improving the quality of working life, enhancing skills and job satisfaction, and assisting positively in employee development. The commitment is to:

- (a) Developing a more highly skilled and flexible workforce;
- (b) Providing employees with career opportunities through appropriate paid training to acquire additional skills;
- (c) Removing barriers to the utilisation of skills acquired;
- (d) Assist in the training of new employees and the training of existing employees to enable them to gain the skills necessary to carry out their assigned tasks and to progress through the levels structure.



Every employee, will be given the opportunity to undertake training, subject to the requirements to maintain productivity levels, the ability of the employee to be trained, the skills needed within the organisation and the financial constraints of the organisation - and further the requirements of the Disability Service Standards.

The organisation will endeavour, to provide employees with career opportunities linked to their ability to obtain and maintain the required levels of skill (competence) in line with the Job Models. Training and assessment programs, will be structured to meet all current legislative and National Training Framework requirements.

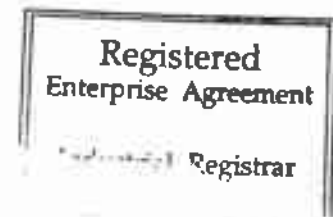
3.2.1 Training

Training is a feature of skills development, and where it is determined by the organisation that training is required it shall be so arranged to be included as part of an employee's normal working hours.

All employees of the organisation shall have a basic knowledge and/or shall undertake training in the following:

General Induction

- ◆ Mission, Policies and Procedures
- ◆ Organisational Structure
- ◆ Conditions of Employment
- ◆ Rights and Responsibilities
- ◆ Site Orientation and Introduction to Supervisors and Fellow Workers



Occupational Health and Safety Induction

- ◆ OH&S Policy and OH&S Plan
- ◆ OH&S Procedures and Safety Rules
- ◆ OH&S Committee
- ◆ Rights and Responsibilities
- ◆ Site and Hazard Orientation

A mechanism for identifying employee development and education needs will be developed. The mechanism will consider such issues as employee appraisals, objectives of the organisation, expectations of the employees and quality assurance.

Employees will be provided with the opportunity to attend on-the-job training, in-service education, and continuing education programs, which are appropriate to their ability and work.

3.2.2 Study Leave

Where the organisation determines that an employee shall undertake additional training the employee shall undertake such training. Provided, the training is undertaken during ordinary working hours the employee shall not suffer any loss of

pay. The organisation shall endeavor to schedule training programs during ordinary working hours, however, if such training is conducted outside normal working hours the employee shall be paid at ordinary time rates while attending such training course.

All other non-organisation approved training undertaken outside ordinary working hours will be without pay.

3.2.3 Training Subsidy

Any cost associated with standard fees for prescribed courses and prescribed textbooks incurred in connection with the undertaking of a organisation approved training course shall be reimbursed by the organisation upon production of evidence of such expenditure. Provided that reimbursement shall be on an annual basis subject to the presentation of reports of satisfactory progress. A limit of one hundred dollars (\$100) per year will apply to textbooks but may be varied by approval of the organisation.

3.2.4 Career Path Planning

A career path structure will be made available to all employees of the organisation. It will be based on SCHEDULE "B" Skills Matrix/Job Models and through the identification of competencies held by an employee and required by the organisation. Structured processes using a range of methods and strategies will be used to record and assess current skills (competence) and to provide training to meet the performance goals of individuals that have been developed in line with the current needs of the organisation.

Through the development of educational strategies career progress will be linked to skill development exercises, in-house on the job training and/or off-site training with training providers.

3.2.5 Progression to Higher Level

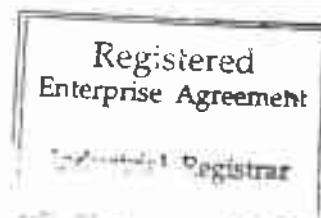
It is agreed that the introduction of a levels structure encourages employees to obtain additional skills to progress to a higher level.

An employee must have obtained the requisite skills nominated within the "Job Models" at their current level and at a higher level before advancing to that higher level.

Progression through the levels structure is dependant upon the capability of the employee and the needs of the organisation to fill a position at a higher level.

3.2.6 Adjustment to Lower Level

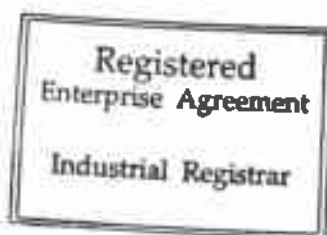
It is understood that some employees may be assessed during a performance review to have lost or not maintained skills required at their current level. In this situation the organisation may adjust the employee to a lower level more comparable to the employee's current skill, ability and productivity. Any decision to adjust an employee



to a lower level shall be determined by the organisation in consultation with the employee and/or their parent guardian or advocate.

3.2.7 Performance Review

A review of an employee's performance shall be undertaken in accordance with the organisation's policy and the requirements of the Department of Family and Community Services. Additional reviews may be conducted on a needs basis.



PART 4 - WAGES AND ALLOWANCES

4.1 Remuneration

The minimum rates of pay for employees covered by this agreement are those contained in the attachment **SCHEDULE "A"** Competency Based Wage System. The rates of pay recognise and compensate the flexible arrangement within the workforce in relation to the way employees utilise the skills they possess.

Assessment of employees from the current classification structure to the agreement levels structure shall be conducted in accordance with the procedures contained in **SCHEDULE "C"** Skills Assessment. Assessment shall be undertaken by the organisation and/or an independent assessor (with the appropriate workplace assessor qualification)

Saving clause shall apply to current rates of pay so that no current employee shall receive less than they would receive prior to the approval of the agreement.

All employees will be subject to skills assessment within the first twelve months of this Agreement.

Employees who are determined to have skills commensurate with a higher level than that at which they are presently being paid, will be progressed to that higher level, subject to an approved position being vacant, on completion of the assessment.

Employees who are determined to have skills at a level below that at which they are being paid, will be offered suitable training to increase their skills. Employees who are unable to improve their level of skill in the first twelve (12) month of this Agreement will be subject to Clause 3.2.6 of this Agreement.

4.2 Performance Based Wages for People with a Disability (Level 7, Wage Structure)

Both the organisation and employees agree the ability to utilise skills possessed to a higher level of performance and productivity are fundamental to increases in remuneration.

The organisation also recognises the work performance of individual employees with a disability and the commitment of individual employees to increase performance, productivity and their level of skill.

To this extent Level 7 contained in **SCHEDULE "A"** Competency Based Wage System provides a mechanism for individual employees to achieve increases in remuneration based on the performance at a higher level of skill.

Employees who have progressed to Level 6, of the Wage Structure and/or are recognised by the organisation to be performing at a higher level of skill will be assessed by the organisation in accordance with **SCHEDULE "C"** Skills Assessment.



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The assessment will assess the level of skill, performance and productivity of the employee against a predetermined criteria. Such criteria shall include but is not limited to;

- Leadership Skills
- Overall Work Performance
- Productivity (Output)
- Formal Qualifications
- Level of Skill Obtained
- Adaptability
- Initiative
- Behavioural Competencies

Following assessment, a wage rate will be determined by the organisation within the wage range contained in Level 7.

4.3 Cost of Living Increases

The organisation recognises the need for employees to benefit from improvements in the economic climate and to catch up with the cost of living.

To this extent the organisation agrees to increase the minimum rates of pay contained in **SCHEDULE "A"** by an amount pro rata to, and in accordance with any State Wage Case decision as determined and granted by the New South Wales Industrial Relations Commission from time to time.

4.4 Meal Allowance

An employee, required to work overtime for more than two (2) hours after his/her ordinary ceasing time and who has not been notified on the immediately preceding working day that he or she would be required to work such overtime, shall be paid an allowance as set out in "**SCHEDULE A**" Meal Allowance of this agreement.

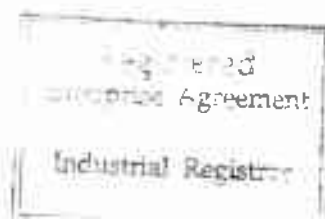
Provided that where the Organisation provides a suitable meal for the employees, no allowance shall be payable.

4.5 Payment of Wages

Wages shall be paid fortnightly into a Financial Institution bank account of the employee's choice subject to the limitations of the organisations payroll and accounting systems.

Upon termination of employment, wages due to an employee shall be paid to the employee no later than the next normal pay cycle.

The organisation may deduct from amounts due to an employee such amounts as are authorised in writing by the said employee.



PART 5 - HOURS OF WORK

The organisation will promote the concept of flexible work arrangement to meet the personal needs and family responsibility of employees. The provisions of this clause are designed to provide employees and the organisation with options to make flexible time a benefit to both parties.

The hours, and days worked by employees shall be determined by the organisation and shall take into consideration the operational needs of the organisation and the special needs and family responsibilities of particular employee(s). The hours and days of work determined by the organisation may be changed by mutual agreement between the organisation and the majority of employee(s) concerned.

5.1 Ordinary Hours of Work

The ordinary hours of work for employees covered by this agreement, excluding meal breaks shall be an average of thirty-eight (38) hours per week, over a four week cycle with no more than eight (8) hours worked on any one day.

The days and hours worked and the starting and finishing times will be set by the organisation taking into consideration the travel and family commitments of the employees and conveyed to each employee on commencement. The employee(s) starting and finishing times may be altered by the organisation at the discretion of the organisation but only following consultation with the employee(s) concerned.

5.2 Spread of Hours

The ordinary hours of work prescribed in this agreement may be worked on any of all of the days Monday to Friday between the hours of 6am and 6pm except for meal breaks which will be taken by mutual agreement between the organisation and the majority of the employees concerned.

If it is deemed necessary for an employee to work ordinary hours outside the spread of hours, the employee shall be paid a fifteen percent (15%) loading on all ordinary hours worked outside the spread of hours.

5.3 Overtime

From time to time the organisation may require an employee to work a reasonable amount of overtime. The amount of overtime worked may vary according to workloads and organisation needs. The working of overtime shall be mutually agreed between the parties.

In the computation of overtime each day shall stand-alone. For the purposes of this clause a day shall mean "from the commencement of one ordinary shift to the commencement of the next ordinary shift".

5.3.1 Monday to Saturday

For all work done outside ordinary hours the rate of pay shall be time and one half for the first two hours and double time thereafter. Such double time shall continue until the completion of the overtime work.

5.3.2 Sundays

For all work done outside ordinary hours the rate of pay shall be double time. Such double time shall continue until the completion of the overtime work.

5.3.3 Holidays

All time worked on public holidays shall be paid as overtime at the rate of double time and one half with a minimum payment of four hours. Such payment shall be in substitution for and not cumulative upon provisions of Clause 6.7 **Public Holidays** of this agreement.

5.3.4 Time off in lieu of Overtime

With the approval of the organisation, all employees may accumulate overtime hours worked (at single time) to be taken off in lieu of ordinary hours worked.

An employee who has accrued overtime and wishes to take time off in lieu must do so at a time convenient to the organisation, the employee concerned and following approval of the Chief Executive Officer or a delegated officer.

The organisation may direct an employee at any time to take time these accumulated hours.

Overtime may be accrued up to a maximum of twenty (20) hours. Time off in lieu must be taken within eight weeks of the overtime being worked.

If an employee has not taken time off in lieu within the eight week period he/she shall be paid, the overtime so worked at the appropriate overtime rates.

5.4 Meal Breaks

An unpaid meal break of not less than sixty (60) minutes will be taken according to the dictates of work requirements, but no greater than five (5) hours after the normal starting time of an employee. The length of time taken for a meal break may be varied by mutual agreement between the majority of employees and the organisation.

5.5 Overtime Meal Breaks

An employee required to work overtime for more than two (2) hours after or before the employees ordinary ceasing or starting time shall be allowed a paid meal break of twenty (20) minutes at single time. A further twenty (20) minutes meal break at single

time shall be taken if the employee works more than six hours overtime. The Organisation may require an employee to work during meal breaks to monitor the process in the employees control in which case the employee shall be paid at the rate of time and one half for the period of the break.

5.6 Rest Pause (Morning Tea)

A thirty minute sustenance break without loss of pay will be provided at a time agreed between the organisation and the employees taking into consideration the work requirements.

5.7 Inclement/Hot Weather

An employee unable to work due to inclement/hot weather may be required by the organisation to take Annual Leave, Special Leave (Without Pay) if the employee cannot be gainfully employed during the period of inclement/hot weather. Inclement/Hot weather is defined as temperatures exceeding 38 degrees Celsius or prohibits safe work occurring.

5.8 Alternate Duties

Where, due to Seasonal or other demand patterns, an employee cannot be gainfully employed within their normal work site/team, an employee may be required to work temporarily within any other Section of the Organisation on duties commensurate with the employees skills and competencies. The employee will not be financially disadvantaged by this redeployment.

5.9 Changes to 'Hours of Work'

The hours of work and the way in which work is scheduled may be changed by mutual agreement between an individual employee or a group of employees during the life of this agreement. Such agreement shall be in writing.



PART 6 - LEAVE

6.1 Sick Leave

Employees shall be entitled to eight (8) days sick leave during the first year and ten (10) day in subsequent years on full pay. Such entitlement shall be due on the anniversary of the employee(s) commencement date.

The payment of sick leave shall be subject to the production of a medical certificate or other evidence satisfactory to the organisation (which may include a statutory declaration) following:

- (a) where an apparent pattern of absenteeism has been observed; or
- (b) two (2) days absences on any occasion; or
- (c) one (1) day before or after a public holiday.

Employees shall inform the organisation where practicable before 9.00am on the day of the absence of such inability to attend for duty and as far as practicable state the nature of the illness and or injury and the estimated duration of absence.

Where the employee does not notify the organisation of the employee's inability to attend for duty in accordance with this clause the said employee will not be entitled to payment for the first day of such absence.

Any portion of sick leave entitlement not taken in any one year shall be cumulative from year to year.

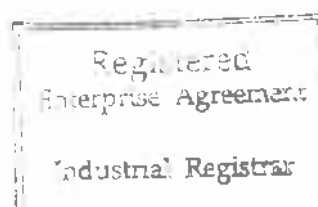
The payment for any absence on sick leave in accordance with this clause during the first three (3) months of employment of an employee may be withheld by the organisation until the employee completes such three (3) months of employment at which time the payment shall be made.

6.2 Carers Leave

Upon application by an employee leave may be granted for the care of ill or injured immediate family members.

An immediate family member is identified as follows.....

- (a) a spouse of the employee
- (b) a de facto spouse who in relation to a person is a person of the opposite sex to the first mentioned person who lives with the first mentioned person as the husband or wife of that person on a bona fide domestic basis though not legally married to that person



**NINGANA ENTERPRISE INC. (SUPPORTED EMPLOYEES)
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- (c) a child or an adult child (including an adopted child, a step child, a foster child or an ex-nuptial child) parent (including a foster parent and legal guardian), grandparent, grandchild or sibling of the employee or spouse or de facto spouse of the employee
- (d) a same sex partner who lives with the employee as the de facto partner of that employee on a bona fide domestic basis
- (e) a relative of the employee who is a member of the same household; where for the purposes of this paragraph
 - (i) 'Relative' means a person related by blood, marriage or affinity
 - (ii) 'Affinity' means a relationship that one spouse because of marriage has to look after relatives of the other
 - (iii) 'Household' means a family group living in the same domestic dwelling.

Leave granted in accordance to this clause shall be paid under the conditions of Sick Leave. (see Clause 6.1 Sick Leave).

6.3 Annual Leave

6.3.1 Entitlement

See Annual Holidays Act, 1944.

Except where altered to grant additional leave privileges the Annual Holidays Act, 1944 as amended, shall apply in all respects.

6.3.2 Annual Holiday Loading

During the period of annual leave, an employee shall be entitled and receive a loading of 17.5 per cent, calculated on the weekly ordinary rate of pay for the employee. Leave loading, will be payable on all annual leave due, but not on pro-rata annual leave.

If an employees service is terminated by the organisation the said employee shall be entitled to payment of Annual Leave Loading on all leave entitlements including pro-rata leave provided the employee has completed at least six (6) months continuous service with the organisation.

No Annual Holiday Loading payment will be payable for pro-rata annual leave if the employee is terminated pursuant to Clause 2.6 Summary Dismissal of this agreement or resigns from the organisation.

6.3.3 Annual or General Shut Down Periods

Where the organisation determines that due to commercial circumstances there is a need to close or stand down employees, employees may use their Annual Leave entitlement or take special leave without pay during the closure or standing down periods. The organisation will normally close over the Christmas and New Year period.

6.4 Long Service Leave

Long Service Leave shall be in accordance with the New South Wales "Long Service Leave Act, ~~1995~~" as amended.

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An application for Long Service Leave shall be for a minimum period of four weeks unless the employee has less than four weeks entitlement whereas the full entitlement must be taken.

6.5 Bereavement Leave

An employee shall on the death of a spouse, parent, child, step-child, brother, sister, grandparent, grandchild or parent-in-law, be entitled to leave up to and including the day of the funeral. Such leave shall be without deduction of pay, for a period not exceeding the number of hours worked by the employee in three (3) ordinary day's work.

Reasonable proof of such death shall be furnished by the employee to the organisation.

6.6 Public Holidays

Public Holidays shall be those gazetted as a public holiday throughout the State of New South Wales. These holidays include: New Year's Day, Australia Day, Labour Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day, Queen's Birthday, Christmas Day, Boxing Day and one additional day in substitution of the Union picnic day.

All permanent employees will be granted such holidays without deduction of pay.

6.6.1 Absent Without Leave

An employee absent without notifying the Organisation on the day before or the day after any public holiday shall forfeit wages for the day of the absence as well as for the public holiday. Provided that an employee absent either before or after a group of holidays, shall forfeit wages for only one (1) public holiday as well as the period of absence.

Where the organisation is satisfied that the employee's absence was caused through illness or other acceptable reason(s), wages shall not be forfeited for the holiday.

Where an employee, is required to work on a public holiday and is absent without a reasonable excuse or without consent of the organisation the employee shall not be entitled to payment for the public holiday.

6.7 Parental Leave

Parental leave will be in accordance with Chapter 2, Part 4, Division 1, Parental Leave, of the New South Wales Industrial Relations Act 1996

6.8 Leave Without Pay

Special leave for a limited period and without pay may be granted by the organisation upon application by an employee. Such leave shall be at the discretion of the organisation.



PART 7 – ORGANISATION POLICY AND PROCEDURES

7.1 Avoidance of Disputes and Grievance Procedure

To ensure the orderly conduct of and speedy resolution of disagreements, disputes, grievances or occupational health and safety concerns the following Resolution Procedure shall apply.

The object of the procedure is to promote the resolution of issues and disagreements through consultation, co-operation and discussion between employees (or employee representative) and their respective supervisors.

This procedure is based upon the recognition and development of the relationship between supervisors and their employees.

7.1.1 Procedure Principles

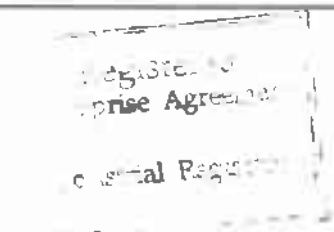
The procedure is designed to resolve any disagreement, dispute or occupational health and safety concerns in a fair manner and is based upon the following principles.

- (a) Commitment by the parties to observe procedure. This should be facilitated by the earliest possible advice by one party to the other of any issue or concern which may give rise to a disagreement or dispute.
- (b) Throughout all stages of this procedure all relevant facts shall be clearly identified and recorded where necessary.
- (c) Realistic time limits shall allow for the completion of the various stages of the discussions.
- (d) Emphasis shall be placed on an in-house settlement of issues brought about through consultation. However, if in-house consultation and negotiation is exhausted without resolution of the disagreement or dispute the parties shall jointly or individually refer the matter to the Australian Industrial Relations Commission for assistance in resolving the dispute.
- (e) To achieve the peaceful resolution of issues the parties shall be committed to avoid stoppages of work, lockouts, or any other bans or limitations on the performance of work whilst the procedure of consultation, negotiation, conciliation and arbitration is being followed.

7.1.2 Dispute or Grievance Resolution Procedure

Stage one

The employee with the issue or concern will discuss the matter with the employee's immediate supervisor & if the employee desires, an advocate may be present.



The supervisor will set aside time to hear the issue of concern in a private discussion with the employee, the employee's representative and/or a third party observer, and after consideration (48 hours maximum) provide a comprehensive answer to the employee. The issue or concern and the answer provided by the supervisor shall be recorded.

Stage two

In the event of the employee not being satisfied with the answer provided, he/she will advise their supervisor who will arrange a meeting with the Chief Executive Officer and/or Workers Committee (same procedure as Stage one paragraph 2). All relevant facts shall be clearly recorded.

Stage three

If no negotiated settlement can be achieved and the process is exhausted without the dispute being resolved the parties shall jointly or individually refer the matter to the Australian Industrial Relations Commission for assistance in resolving the dispute. At any meeting convened by the Commission the parties will use their best endeavours to resolve the matter by conciliation. If the matter cannot be settled by conciliation the parties agree to have the matter arbitrated.

7.2 Disciplinary Policy and Procedures

The objective of the disciplinary policy and procedures is to ensure that all matters relating to employees work performance and conduct are dealt with promptly, investigated thoroughly, considered reasonably and handled fairly and consistently and to encourage and improve employee work performance and conduct.

7.2.1 Definitions

Unsatisfactory work performance is the failure to perform the requirements of a position at an acceptable standard or level of competence. Examples of unsatisfactory work performance may include unsafe work practices, excessive absenteeism or lateness, low productivity or inefficiency, negligence or uncooperative behaviour.

Unsatisfactory conduct is failure to observe the organisation's policies and procedures and code of conduct.

Serious Misconduct is a situation, which justifies instant dismissal. For example, the organisation regards the following actions as constituting serious misconduct: falsifying the organisation records, dishonesty, fighting, drunkenness, being under the influence of or in possession of alcohol or illegal drugs at work, theft of the organisation's property and wilful refusal of duty.

7.2.2 Unsatisfactory Work Performance or Conduct

<p>Registered Enterprise Agreement Industrial Registrar</p>
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In relation to instances of unsatisfactory work performance or conduct the following procedure will be followed:

Step 1: Counselling/Verbal Warning

This is an opportunity to bring the performance or conduct which is unacceptable to the attention of the employee concerned, to establish the reasons for the unacceptable behaviour and to establish whether the organisation can provide any assistance to the employee to avoid it occurring in further instances.

During the initial counselling session the counsellor in the presence of a third party observer should:

- (a) Discuss the unacceptable performance or conduct identified with the employee and outline the standard of work performance or conduct which is required.
- (b) Give the employee an opportunity to respond to the allegations made and provide an explanation. (If the explanation given is justifiable, no further disciplinary action should be taken.)
- (c) Agree on a specific action to be taken to remedy the situation and set a date for review.
- (d) Warn the employee that failure to improve will result in further disciplinary action being taken.

The counselling/disciplinary interview record should be completed and kept on the employee's file.

Step 2: First Written Warning

If by the review date established in the initial counselling session the employee's work performance or conduct has not improved a second interview should be arranged which may lead to a first written warning being issued.

During the second counselling session the counsellor in the presence of a third party observer should:

- (a) Restate the unsatisfactory work performance or conduct identified.
- (b) Restate the agreed corrective actions identified at the previous session including establishing a date for review.
- (c) Give the employee an opportunity to defend him/herself against the allegations made (again, if the explanation is satisfactory, no further disciplinary action should be taken).
- (d) If the employee's explanation is not acceptable indicate to the employee that he/she is to be issued with a first written warning.

- (e) Agree on specific action to be taken to remedy the problem and set a date for review.
- (f) Warn the employee that failure to improve will result in further disciplinary action being taken, which could ultimately lead to dismissal.

The counselling/disciplinary interview record should be completed and kept on the employee's file. Once the written warning is completed and authorised by the Chief Executive Officer it should be signed by all parties (including witnesses). The employee should be issued a copy in the presence of a witness and informed that it will be entered on his/her record.

Step 3: Final Written Warning

If by the review date established in the second interview session the employee's work performance or conduct has still not improved another interview should be arranged which may lead to a final written warning being issued.

During the third counselling session the counsellor in the presence of a third party observer should:

- (a) Again restate the unsatisfactory work performance or conduct identified and refer to previous interview sessions including the agreed corrective actions and review date set.
- (b) Give the employee an opportunity to defend him/herself against the allegations made. (Again, if the explanation is satisfactory, no further disciplinary action should be taken.)
- (c) If the employee's explanation is not acceptable, indicate to the employee that he/she is to be issued a final written warning.
- (d) Agree on specific action to be taken to remedy the problem and set a date for review.
- (e) Warn the employee that failure to improve will result in dismissal.

The counselling/disciplinary interview record should be completed and kept on the employee's file. Once the final written warning is completed and authorised by the Chief Executive Officer it should be signed by all parties (including witnesses). The employee should be issued a copy in the presence of a witness and informed that it will be recorded on his/her record.

Step 4: Termination

If the employee's performance does not improve to an acceptable standard or there is a repeated occurrence of the unacceptable conduct identified a further interview should

be arranged, subject to the approval of the Chief Executive Officer, which will result in the dismissal of the employee.

The interviewer should:

- (a) Advise the employee of the reason for the dismissal.
- (b) Discuss the employee's employment history, including records of prior counselling sessions and or warnings.
- (c) Ensure the employee has had an adequate opportunity to defend him/herself.

The employee must be provided with written advice of the termination of his/her employment with the organisation and the effective time and date. If the employee requests that the reason for termination is given in writing or a certificate of employment identifying the period of employment and duties performed, such documentation should be provided. At all times the employee may have an advocate of their choice present.

7.2.3 Serious Misconduct

As soon as an instance of serious misconduct comes to the attention of the Executive Chief Executive Officer, the following procedure will be followed:

Step 1

Investigate fully all circumstances surrounding the alleged misconduct. This must include interviewing witnesses and reviewing the employee's employment record. Record all information received.

Step 2

If the investigations appear to substantiate the allegations interview the employee(s) concerned with a witness and employee advocate if requested present. Ensure the employee is given clear details of the allegations and given the opportunity to explain or defend him/herself with the assistance of another person, if requested.

Step 3

If the employee's defence or explanation can not be substantiated or is not acceptable and the serious misconduct substantiated by witnesses justifies termination the termination must be communicated to the employee at the time of the termination.

Termination for serious misconduct does not require notice or compensation in lieu of notice. Termination without notice must not be proceeded with unless authorised by the Chief Executive Officer.

Step 4

If requested, the employee should also receive a certificate of employment detailing their period of service and nature of duties performed and a written reason for termination.

7.3 Organisation Policy and Code of Conduct

Employees covered by this agreement agree to conform and abide by the organisations policies, procedures, directions and Code of Conduct as issued and amended from time to time.

7.4 Workers Committees

Consultation and participation are essential to improved workplace relations. The employees shall be fully informed and have input into decision making and appropriate consultative mechanisms shall be established within the organisation.

It is the express intention of the parties to this agreement to maintain effective consultation on matters of mutual interest and concern. It is intended to provide orderly procedures for the examination and negotiation of matters relating to training, productivity, technological change, Occupational Health and Safety and any other matter as determined appropriate.

To this extent the organisation if requested may establish the following consultative committees;

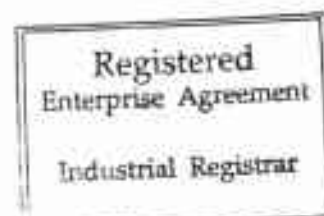
- **Workers Committee**

Made up of supported employees who are elected representatives of supported employees from each section of the organisation.

- **Occupational Health & Safety Committee**

Made up of both supported and supervisory employees who are elected representatives of all employees of the organisation and management representatives and in accordance with the Occupational Health and Safety Act.

The recommendations made by the committees may assist management in the decision making process.



PART 8 - OCCUPATIONAL HEALTH AND SAFETY

8.1 Work Practices

The parties to this agreement agree to recognise the importance of safe working practices. To maintain a safe place of work and to encourage continued improvement in safe systems of work, policy and procedures will be established by the organisation through consultation with employees for the health and safety at work of all employees and visitors.

It is agreed that all employees use and care for any equipment provided for health and safety purposes. This includes personnel protective clothing, hearing protection, and eye protection, where required.

Employees agree to assist the organisation to ensure that increased effort is made to improve the understanding and awareness of safety issues.

8.2 Protective Clothing and Safety Equipment

The organisation shall provide, free of charge to employees, protective clothing and safety equipment in work situations where such provisions may be required under the Occupational Health and Safety Act or associated regulations or organisational policy.

All protective clothing and safety equipment issued shall remain the property of the organisation and shall be returned where required on termination of employment.

Employees engaged in carrying out work for which protective clothing and/or safety equipment is required shall be obliged to wear or use such equipment supplied.

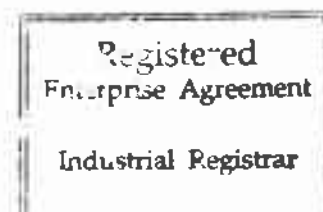
Employees must wear closed footwear when working in all employment environments.

8.3 Worker's Compensation

Workers' compensation shall be in accordance with the New South Wales "Workplace Injury Management and Compensation Act, 2000.

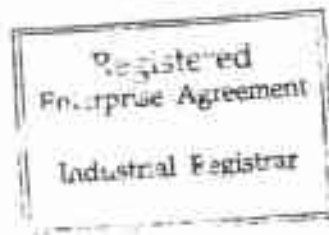
8.4 First Aid

The organisation shall provide and maintain a suitable first aid kit in accordance with the Occupational Health and Safety (First Aid) Regulations 1989, which shall be available to employees and – where practicable – a qualified first aid person for each work location shall be available to employees.



8.5 Use of Tools

Employees required to use hand/power tools or equipment must only use such tools and/or equipment under direct supervision unless the said employee has received direct instruction from his/her supervisor that they may use the tool(s) without supervision. The supervisor when making the direction must ensure that the employee(s) have been appropriately trained and are competent to use the tools and equipment.



PART 9 - MISCELLANEOUS

9.1 Superannuation

The subject of Superannuation is dealt with extensively by legislation including the *Superannuation Guarantee (Administration) Act 1992*, the *Superannuation Guarantee Charge Act 1992*, the *Superannuation Industry Supervision Act 1993*, and the *Superannuation Resolution of Complaints Act 1993*.

The organisation shall provide a superannuation contribution on behalf of each employee as required by the relevant legislation.

Contributions shall be paid into each employee's account of an eligible fund nominated by the organisation.



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PART 10 – SIGNATORIES TO AGREEMENT

SIGNED FOR AND ON BEHALF OF

Ningana Enterprise Inc.:

Signature:

[Handwritten Signature]

Print name and position held :

R Rowley PRESIDENT

Signature:

[Handwritten Signature]

Print name and position held :

Fiona Durham - Chief Executive
Office

Dated this 30th day of November, 2001.

SIGNED FOR AND ON BEHALF OF

The supported employees of Ningana Enterprise Inc.:

Signature:

[Handwritten Signature]

Print name and position held :

James Fetter Employee rep

Signature:

JOHN GRAHAM

Print name and position held :

JOHN GRAHAM
EMPLOYEE REP

Dated this 30th day of November, 2001.



SCHEDULE " A "

COMPETENCY BASED WAGE SYSTEM

Registered
Enterprise Agreement
Industrial Registrar

The Competency Based Wage System in this agreement is designed to remunerate employees in a fair and equitable manner and is based on the acquisition of, and the use of competencies (*skills*) to a standard of performance linked to output (productivity).

The purpose is to provide an equitable method of reward for all employees and particularly those employees with intellectual disabilities who have medium to high levels of disability and who require medium to high levels of support and close to medium levels of supervision.

The system recognises individual achievements and facilitates opportunities for progression to higher wage levels through the development and acquisition of, tasks competencies, work associated competencies and output competencies (productivity).

A competency based wage system does not provide as a general rule a mechanism for determining the output (productivity) of an employee or a group of employees. The concept of competency standard assessment establishes the skill (knowledge) and the ability of an employee to undertake particular tasks. The wage assessment model contained in this agreement provides a mechanism for determining wages based on both competency and productivity.

There are three distinct areas of work performance and assessment (*see Schedule "C" for assessment process*) within the competency based system, and remunerated according to predetermined wage levels and agreed assessment criteria. They are:

1. **Task Competencies** – Specific skills undertaken, to directly complete a job.
2. **Work Associated Competencies** – General vocational skills (referred to as "**CORE SKILLS**") necessary to maintain successful employment. These skills for people with a disability include punctuality, working consistently and team work. The need for work associated competencies is a determining factor of a supported employee's wages. It is also a key factor for employees with a disability to have a mix of social, work behavior and vocational skills to successfully proceed to open and/or self-employment opportunities.
3. **Output Competencies (Productivity)** – For people with a disability these are generally measured against levels of outputs generated by peers undertaking similar tasks, opposed to the more traditional measures of productivity for people without a disability, which are measured against pre-determined outputs established by management. Output Competencies include task related competencies at specific, measurable levels of output.

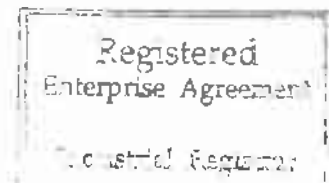
The competencies required by an employee to complete a task at the required level of output are contained in **SCHEDULE "B"** Job Models/Skills Matrix.

For people with a disability the percentage of Award wages contained in the table below represents ~~the average output levels benchmarked by employees with a disability. It is calculated by the~~ measurement of the performance of those employees with the skills at the respective levels, against the productivity set by the Organisation and able to be achieved by an employee without a disability. The Competency Based Wage System is the basis for the provision of minimum rates of pay as determined by a comparison of individual competencies against **SCHEDULE "B"** Skills

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Matrix/Job Models, and the first stage of a three-step wages continuum towards open and/or self-employment. The three stages are:

- Competency Based Wages
- Supported Wages (*Working with host employers*)
- Award Wages (*Open and/or self employment*)



This enables effective goals for all participants to be set in conjunction with the Individual Performance Plan (IPP) process and facilitates clear career paths available and identifies training deficiencies for all employees.

SUPPORTED EMPLOYEE'S WAGE STRUCTURE

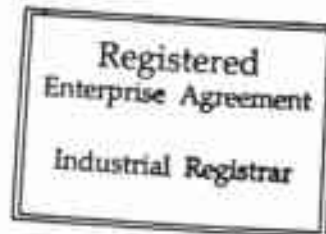
The minimum wage rates contained in the table below refer to the wage rates for a week comprising thirty-eight (38) hours work. Employees who work less than thirty eight hours per week will be paid on a pro-rata basis. The Agreement Award Weekly Rate is calculated as follows: (Award Grade Weekly Rate x productivity percentage = Agreement Award Weekly Rate)

Wage Level	Skill Level Competencies Required	Award Weekly Rate \$	% of Award Rate \$	Agreement Weekly Rate \$
Entry Level. 1	<ul style="list-style-type: none"> • Refer to SCHEDULE "B" Skills Matrix/Job Models. Introductory (<i>New Starter or High Support Needs</i>) • Employee has very limited skill levels. • The employee is unable to obtain any measurable productivity. • Undertaking training to gain general vocational skills • Assessment to measure ability to move to Level 2 • One on one supervision 	413.40	10 %	\$41.34
2	<ul style="list-style-type: none"> • Refer to SCHEDULE "B" Skills Matrix/Job Models. 	413.40	15%	\$ 62.01
3	<ul style="list-style-type: none"> • Refer to SCHEDULE "B" Skills Matrix/Job Models. 	413.40	20%	\$82.68
4	<ul style="list-style-type: none"> • Refer to SCHEDULE "B" Skills Matrix/Job Models. 	413.40	25%	\$103.35
5	<ul style="list-style-type: none"> • Refer to SCHEDULE "B" Skills Matrix/Job Models. 	413.40	35%	\$144.69
6	<ul style="list-style-type: none"> • Refer to SCHEDULE "B" Skills Matrix/Job Models 	413.40	45%	\$186.03

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7	• PERFORMANCE BASED WAGES	413.40	10.5% TO 100%	\$41.34 to \$413.40
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Percentage of Award Wage refers to the Grade One contained in the Australian Liquor, Hospitality & Miscellaneous Workers Union Supported Employment (Business Enterprises) Award 1993.



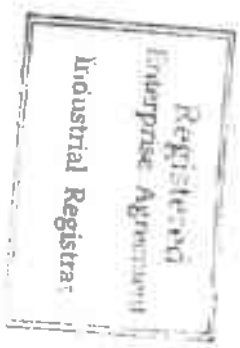
SCHEDULE "B"
SKILLS MATRIX AND JOB MODELS

WORK GROUP	CORE SKILLS	GARDEN MAINTENANCE (NEETA)		
Unit of Competency	Task	KPI	Unit of Competency	TASK
<p>LEVEL 1 Specific Instructions</p> <p>Direct Supervision</p> <p>COR 1.1 BASIC COMMUNICATION COR 1.2 WORKPLACE COMMUNICATION COR 1.3 WORK CO-OPERATIVELY WITH OTHERS COR 1.4 MAINTAIN PERSONAL HEALTH & HYGIENE COR 1.5 STAYING ON THE JOB COR 1.6 MAKING CHOICES AT WORK COR 1.7 PARTICIPATE IN A TEAM COR 1.8 TAKE RESPONSIBILITY FOR OWN WORK COR 1.9 CONTRIBUTE TO OH & S IN THE WORKPLACE COR 1.10 IMPLEMENT EMERGENCY PROCEDURES COR 1.11 HANDLE MATERIALS MANUALLY COR 1.12 MEET INDUSTRY REQUIREMENTS</p>	<p>COR 1.1.1 Speak & listen 2. Communicate needs & feelings. COR 1.2.1 Work under supervision. 2. Ask for help when needed COR 1.3.1 Get on with other workers. COR 1.4.1 Understand personal health & hygiene requirements of the job. 2. Maintain personal health & hygiene. 3. Maintain personal well-being COR 1.5.1 Know what the job is. 2. Stay on task. COR 1.6.1 Make basic choices COR 1.7.1 Work in a team. 2. Participate in team meetings. 3. Participate in training. COR 1.8.1 Know what responsibilities are. 2. Take responsibility for own work. COR 1.9.1 Maintain a clean, safe workplace. 2. Follow personal safety rules. 3. Understand & follow the safety rules of the workplace. 4. Recognize & report dangers. COR 1.10.1 Apply emergency procedures. COR 1.11.1 Prepare for handling materials. 2. Manual handle materials COR 1.12.1 Agree with employment conditions. 2. Meet workplace requirements.</p>	<p>Refer to SCHEDULE "BK" ~ Key Performance Indicators (KPI) for all KPI's at all levels.</p>	<p>N1.1 PROVIDE PLANTED AREA CARE</p>	<p>N1.1.1. Weed planted area. 2. Use hand tools.</p>



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WORK GROUP	IRONING			WINERY WORK /COLLATING		
	Unit of Competency	Task	KPI	Unit of Competency	TASK	KPI
LEVEL 1 High Dependency 1 on 1 support undertaking Work Experience	IMP1.1.1 IRON SIMPLE ITEMS	IMP1.1.1 Carry out ironing. 2. Hang/sort ironing.		W1.1.1 HANDLE DIFFERENT SIZE WINE BOTTLES COLL1.1 COLLATE COLL1.2 FOLDING COLL1.3 ENVELOPING	W1.1.1 Unpack wine bottles 2. Stack wine bottles COLL1.1 Carry out collating COLL1.2 Carry out folding COLL1.3 Carry out envelope stuffing	
WORK GROUP	IRONING			WINERY WORK / COLLATING		



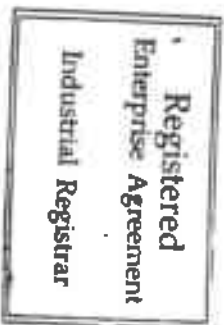
WORK GROUP	CORE SKILLS			GARDEN MAINTENANCE (NEETA)		
	Unit of Competency	Task	KPI	Unit of Competency	TASK	KPI
LEVEL 2	<p><u>COR 21 PROVIDE CUSTOMER SERVICE</u> <u>COR 22 BASIC FIRST AID</u> <u>COR 23 PLAN DAILY WORK ROUTINES</u> <u>COR 24 HANDLE MATERIALS USING EQUIPMENT</u> <u>COR 25 BASIC WORKPLACE NUMERACY</u> <u>COR 26 BASIC WORKPLACE LITERACY</u> <u>COR 27 CONTRIBUTE TO QUALITY CONTROL</u> <u>COR 28 MAINTAIN THE WORK ENVIRONMENT</u></p>	<p>COR2.1.1 Greet customers. 2. Assist customers. COR2.1.1 Carry out basic first aid. COR2.1.1 Understand work routines. 2. Organise work materials & equipment. 3. Respond to problems as they arise. COR2.4.1 Use handling equipment to move materials. COR2.5.1 Basic counting. COR2.6.1 Literacy related to workplace practice. 2. Recognise words. COR2.7.1 Contribute to quality control. COR2.8.1 Maintain clean & efficient workplace. 2. Adopt safe working practice. 1. Use hand tools, machinery & equipment. 4. Maintain structures & surroundings.</p>		<p><u>N21 PROVIDE TURF CARE</u></p>	<p>N2.1 1. Perform pre-start checks. 2. Mow grassed areas. 3. Edge grassed areas. 4. Clean up work site.</p>	
WORK GROUP	CORE SKILLS			GARDEN MAINTENANCE (NEETA)		



SCHEDULE "B"

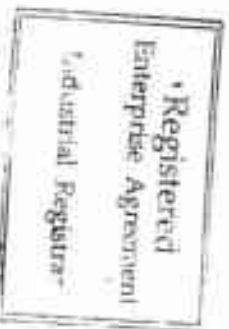
SKILLS MATRIX AND JOB MODELS

WORK GROUP	IRONING		WINERY WORK /COLLATING		
Unit of Competency	Task	KPI	Unit of Competency	TASK	KPI
<p>LEVEL 2 Direct Supervision</p> <p>IMP 2.1 IRON ALL ITEMS REQUIRED</p> <p>IMP 2.2 CUSTOMER SERVICE</p>	<p>IMP2.1.1 Carry out ironing: 1.Hang/sort ironing 2.Calculate cost of ironed items. 4. Write customer invoice.</p> <p>IMP2.2 1. Handle invoices/receipts. 2.Handle money.</p>		<p>W 2.1 HANDLE WINE CARTONS</p> <p>W 2.2 HANDLE WINE BOTTLES</p> <p>COL 2.1 COLLATING</p> <p>COL 2.2 FOLDING</p> <p>COL 2.3 ENVELOPING</p> <p>COL 2.4 ADDRESS ENVELOPPES</p>	<p>W2.1.1 Handle cartons. 2. Stack pallet.</p> <p>W2.2.1 Prepare wine bottles for job.</p> <p>COL 2.1.1 Carry out collating. 2.Carry out winery job.</p> <p>COL 2.2.1 Carry out folding.</p> <p>COL 2.3.1 Carry out enveloping.</p> <p>COL 2.4.1 Carry out address envelopes.</p>	



SCHEDULE "B"
SKILLS MATRIX AND JOB MODELS

WORK GROUP	CORE SKILLS	GARDEN MAINTENANCE		
Unit of Competency	Task	KPI		
<p>LEVEL 3</p> <p>COH 11 BASIC PROBLEM SOLVING COH 12 FOLLOW AN ESTABLISHED SCHEDULE COH 13 USE OWN WORKSPACE COH 14 WORKPLACE COMMUNICATION COH 15 QUALITY CONTROL COH 16 CLEANING TASKS COH 17 TEAM SKILLS</p>	<p>COH3.1.1 Work out what the problem is. 2. Work out the best way of fixing the problem. 3. Fix the problem.</p> <p>COH3.1.1 Find out schedule. 2. Follow schedule.</p> <p>COH3.1.1 Prepare workspace. 2. Maintain workspace.</p> <p>COH3.4.1 Write customer order/invoice. 2. Receive & pass on verbal message.</p> <p>COH3.5.1 Know standard of quality required. 2. Carry out checks.</p> <p>COH3.6.1 Prepare for cleaning. 2. Carry out cleaning.</p> <p>COH3.7.1 Help other employees.</p>	<p>N3.1 UDBERTAKE PROPAGATION ACTIVITIES N3.2 USE AIR TOOLS N3.3 USE POWER TOOLS N3.4 PLANT TREES & SHRUBS N3.5 SOW PLANT MATERIAL N3.6 POT-ON PLANTS</p>	<p>N3.1.1 Collect propagation material. 2. Propagate plants.</p> <p>N3.2.1 Prepare to use air tools. 2. Use air tools.</p> <p>N3.3.1 Prepare to use power tools. 2. Use power tools. 3. Maintain power tools.</p> <p>N3.4.1 Prepare a planting site. 2. Excavate a planting hole. 3. Prepare trees & shrubs for planting. 4. Plant trees & shrubs, providing after care.</p> <p>N3.5.1 Prepare growing media. 2. Select & prepare plant material. 3. Insert plants into growing area.</p> <p>N3.6.1 Prepare growing media. 2. Pot-on plants.</p>	<p>KPI</p>



SCHEDULE "B"

SKILLS MATRIX AND JOB MODELS

WORK GROUP	IRONING		WINERY WORK / COLLATING	
	Unit of Competency	Task	Unit of Competency	Task
LEVEL 3 Direct Supervision	<u>IMP 3.1 WASH CLOTHES</u>	IMP3.1.1 Receive and sort washing. 2. Know capacity of washing machine. 3.1 Load items into machine. 4 Operate washing machine. 5. Check wash cycle. 6. Unload machine.	<u>W 3.1 PACKAGE & DESPATCH</u>	W3.1.1 Stack pallets. 2. Wrap sacked pallet with plastic.
	<u>IMP 3.2 DRY CLOTHES</u>	IMP3.2.1 Prepares to use the dryer. 2. Know capacity of dryer. 3.1 Load items into dryer. 4. Operate dryer. 5. Unload dryer. 6. Prepare items for finishing.		INT3.1.1 Carry out assembly. 2. Carry out disassembly. 3. Check assembly. 4. Check disassembly.
WORK GROUP	IRONING IM-PRESS-IONS		WINERY WORK / COLLATING INTERSERVE	



SCHEDULE "B"

SKILLS MATRIX AND JOB MODELS

WORK GROUP	CORE SKILLS			GARDEN MAINTENANCE		
	Unit of Competency	Task	KPI	Unit of Competency	Task	KPI
LEVEL 4	<p><u>COR 4.1</u> PLAN & ORGANISE OWN WORK</p> <p><u>COR 4.1</u> WORKPLACE LITERACY</p> <p><u>COR 4.1</u> USE TELEPHONE</p>	<p>COR4.1.1 Plan & prepare for work.</p> <p>2 Finish jobs as planned.</p> <p>COR4.2.1 Receive & pass on written messages.</p> <p>COR4.3.1 Respond to incoming phone calls</p> <p>2 Make phone calls.</p>		<p><u>N4.1</u> OPERATE RIDE-ON MOWER</p> <p><u>N4.2</u> CARRY OUT BASIC MAINTENANCE</p> <p><u>N4.3</u> PRUNE SHRUBS & SMALL TREES</p>	<p>N4.1.1 Perform pre-operational checks.</p> <p>2 Operate a vehicle.</p> <p>3 Carry out routine maintenance.</p> <p>N4.2.1 Carry out checks.</p> <p>2 Address problems.</p> <p>N4.3.1 Identify pruning requirements.</p> <p>2 Prepare for pruning.</p> <p>3 Undertake pruning.</p>	
WORK GROUP	CORE SKILLS			GARDEN MAINTENANCE NEETA		

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SKILLS MATRIX AND JOB MODELS

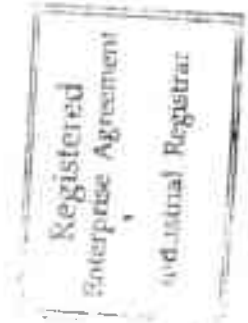
WORK GROUP	IRONING		WINERY WORK /COLLATING			
	Unit of Competency	Task	KPI	Unit of Competency	Task	KPI
LEVEL 4 Intermittent Supervision	IMP 4.1 IRON SPECIALTY ITEMS	IMP4.1.1 Iron pleated garments 2.Iron chair covers.		W 4.1 OPERATE FORKLIFT	W4.1.1 Prepare to use forklift. 2. Operate forklift.	
	IMP 4.2 HANDLE MAIL	IMP4.2.1 Prepare mail for despatch. 2.Despatch mail. 3.Handle incoming mail.		COL 4.1 COPYING	COL4.1.1 Prepare for task. 2.Copy documents. 3.Finish documents.	

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SCHEDULE "B"

SKILLS MATRIX AND JOB MODELS

WORK GROUP	CORE SKILLS			GARDEN MAINTENANCE		
	Unit of Competency	Task	KPI	Unit of Competency	TASK	KPI
LEVEL 5	<p><u>COR.5.1 COMMUNICATE EFFECTIVELY</u></p> <p><u>COR.5.2 PROCESS JOB ORDERS</u></p> <p><u>COR.5.3 PROVIDE CUSTOMER ASSISTANCE</u></p>	<p>COR5.1.1 Use effective communication skills.</p> <p>2. Communicate in a range of contexts</p> <p>COR5.2.1 Prepare job order.</p> <p>2. Check order.</p> <p>3. Process order.</p> <p>COR5.3.1 Receive & process telephone requests.</p> <p>2. Maintain optimum customer service.</p> <p>3. Problem solve.</p>		<p><u>N.5.1 TEND NURSERY PLANTS</u></p>	<p>NS.1.1 Monitor irrigation system.</p> <p>2. Apply daily water requirements</p> <p>3. Promote plant growth by intervention.</p>	
WORK GROUP	CORE SKILLS			GARDEN MAINTENANCE NEETA		



SCHEDULE "B"

SKILLS MATRIX AND JOB MODELS

WORK GROUP	IRONING		WINERY WORK /COLLATING	
	Unit of Competency	Task	Unit of Competency	TASK
LEVEL 5 Minimal Supervision Basic Supervisory Skills	IMP.S1. LOCK UP DEPARTMENT	IMP.S1.1.1.Follow procedure to lock department.	INT.S1 SET UP FOR PACKAGING & ASSEMBLY JOBS	INTS.1.1. Prepare for assembly. 2. Prepare for disassembly. 3. Prepare for collation. 4. Prepare for packing job. 5. Prepare for winery work.
WORK GROUP	IRONING IM-PRESS-IONS		WINERY WORK / COLLATING INTERSERVE	

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SCHEDULE "B"
SKILLS MATRIX AND JOB MODELS

WORK GROUP	CORE SKILLS		GARDEN MAINTENANCE		
	Unit of Competency	Task	KPI	Unit of Competency	
LEVEL 6	<p>COR 6.1 COMMUNICATE IN THE WORKPLACE</p> <p>COR 6.2 BASIC SUPERVISORY SKILL</p> <p>COR 6.3 MAINTAIN AN OFFICE</p> <p>COR 6.4 IMPLEMENT OH & S</p> <p>COR 6.5 OPERATE A VEHICLE</p>	<p>COR 6.1.1 Gather, record & provide information in response to workplace requirements.</p> <p>2. Participate in work groups & teams.</p> <p>3. Participate in workplace meetings.</p> <p>4. Interact with others in the workplace.</p> <p>COR 6.2.1 Plan others work.</p> <p>2. Allocate & explain jobs to workers.</p> <p>3. Monitor performance of tasks.</p> <p>COR 6.3.1 Maintain records.</p> <p>2. Monitor stocks.</p> <p>3. Arrange purchase of materials.</p> <p>4. Carry out invoice entries.</p> <p>COR 6.4.1 Provide information to the workgroup.</p> <p>2. Implement & monitor the workgroup participation in OH & S.</p> <p>3. Implement & monitor the organisations OH & S policies & procedures.</p> <p>COR 6.5.1 Perform pre-operation inspections.</p> <p>2. Drive a vehicle.</p>	<p>N6.1</p> <p>N 6.2</p> <p>CHEMICAL LEAK/SPILLAGE</p> <p>N6.3 OPERATIONAL MAINTENANCE OF MACHINERY</p> <p>N6.4 RECOGNISE COMMON PLANTS & TREATMENTS</p>	<p>N6.1.1 Follow known mowing requirements.</p> <p>2. Implement mowing operations.</p> <p>3. Monitor mowing program.</p> <p>N6.2.1 Implement correct procedure following a chemical leak/spillage.</p> <p>2. Use personal safety gear.</p> <p>N6.3.1 Determine maintenance requirements.</p> <p>2. Perform scheduled service maintenance.</p> <p>3. Monitor maintenance procedures.</p> <p>N6.4.1 Recognise a range of common plants.</p> <p>2. Recognise a range of common horticultural treatments.</p> <p>3. Perform basic treatment.</p>	KPI
LEVEL 7	<p>PERFORMANCE BASED</p>	<p>WAGE LEVEL AS PER</p>	<p>AGREEMENT</p>	<p>AGREEMENT</p>	<p>REGISTERED ENTERPRISE AGREEMENT INDUSTRIAL REGISTRAR</p>

SCHEDULE "B"

SKILLS MATRIX AND JOB MODELS

WORK GROUP	IRONING		WINERY WORK /COLLATING			
	Unit of Competency	Task	KPI	Unit of Competency	TASK	KPI
LEVEL 6	<u>IMP 6.1 OPEN DEPARTMENT</u>	1.Follow procedure to open department. 2.Follow procedure to balance ink in/cash float.				
LEVEL 7	PERFORMANCE BASED	WAGE LEVEL ~ AS PER	CLAUSE 4.2 OF THE	AGREEMENT		

During the life of the agreement the competencies contained in the above matrix will be expanded and further defined by the organisation to enable all parties to have a clearer understanding of the skill requirements and output (productivity) levels of each job model. The aim of the organisation is to create a wage assessment model which rewards an employee according to the acquisition and utilisation of competencies with components directly related to output (productivity).

NOTE:

1. Employees must obtain all "Core Skills" at each grade, up to the grade of their particular job model.
2. Employees must obtain all the skills of the lower grades in each job STREAM plus any other streams as required before progressing to a higher grade.
3. Employees must remain on their transitional grade for a minimum of 12 twelve weeks to allow for an assessment for re-grading to be conducted.
4. National Competency Standards have been used where applicable.
5. It is agreed that this is a working document (clause 3.1.1 paragraph four) and will be altered as needed to meet operational & industry requirements. Employees will be duly notified as per clause 2.8 of this agreement.

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SCHEDULE " C "

SKILLS ASSESSMENT

All employees will be assessed against the competencies (*skills*) contained in SCHEDULE "B" Skills Matrix / Job Models of the agreement. The assessment will be conducted during the first three months of the term of the agreement. Prior to the assessment be conducted each employee will be placed onto the most appropriate transitional level pending the outcome of the assessment. The employee(s) transitional level will be established taking into consideration the employees current skills and wage, against the skills and wage levels contained in the agreement.

Assessment in a Competency-Based System

Assessment in a competency-based system is the assessment of a person's competency (*skill*) against prescribed standards of performance. The key concepts are *competency* and *assessment*. Both *competency* and *assessment* have the standard meanings as those described by the National Training Board.

Definition of Competency

Competency comprises the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance required in employment. The concept of competency includes all aspects of work performance. This includes:

- Performance at an acceptable level of technical skill;
- Performance to an acceptable level of output (*productivity*);
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong;
- Fulfilling a role in the scheme of things at work; and
- Transfer of skills and knowledge to new situations.

Definition of Assessment

Assessment is the process of collecting evidence and making judgement on the extent and nature of progress towards the performance requirements set out in a standard or learning outcome. Assessment in a competency-based system is the process determining whether a employee meets the prescribed standard of performance, i.e. whether they demonstrate the competency level required at each level within the competency structure, (*Skills Matrix/Job Models*) Schedule "B".

Evidence

Evidence comprises a wide range of measurable aspects of performance. These include:

- Measurements of products made or services delivered;
- Observations of processes carried out;



- Measurement of knowledge and understanding; and
- Observation of attitudes demonstrated.

Evidence can be collected in many ways. Some evidence may be obtained through physical measurement of product, (*productivity*).

Evidence can be:

- Direct;
- Indirect or alternative; or
- Supplementary.



Direct evidence is observation of the actual performance of an employee carrying out normal work tasks.

Indirect or alternative evidence of performance is used in situations where the assessment of the performance of an employee carrying out actual workplace tasks either is not possible or is undesirable. E.g. Special projects simulation, and proficiency tests.

Supplementary evidence of performance may be necessary to check that an employee can perform competently in various environments, unusual circumstances or in situations that only occur rarely and are difficult to simulate.

A combination of direct, indirect and supplementary forms of evidence will be used when making an assessment.

Judgement

Judgement is the process of comparing sufficient evidence of an employees achievements with the required performance criteria and making a decision as to whether the necessary competence has been demonstrated or not.

Judgements should be kept as objective as possible by detailing the type and form of the evidence to be used, the criteria to be applied and the rules by which decisions will be made. However, all assessment is inevitably dependent upon a degree of informed subjective judgement.

The Purpose of Assessment and of Assessment Systems

Assessment is "the process of collecting evidence and making judgements on the nature and extent of progress towards the performance requirements set out in a standard, or a learning outcome, and, at the appropriate point, making the judgement as to whether competency has been achieved".

The assessment will be conducted to:

- Assist and support an employee's gaining of competency in the workplace by monitoring the quality of his/her work performance and his/her rate of progress towards the achievement of the competency standard.

- Enable supervisors and training personnel to identify what skills or individual or a number of employees working in a related area holds competencies. This process will assist to identifying the education and training needs of an employee or group of employees with the objective of avoiding unnecessary training,
- Determine whether an employee has achieved a particular unit of competency, or set of competencies, for the purpose of:
 - Confirmation of quality and level of performance.
 - Formal recognition of the employee's skills.
 - Placement within the Agreement Levels Structure (*Skills Matrix/Job Model*), Schedule "B".
 - Readiness for progression to a higher level.

The Assessment System

The Organisation assessment system will be consistent with the following distinctive stages within the assessment process:

1. Determine the benchmarks against which assessment decisions will be made (refer *Skills Matrix/Job Models*),
2. Gather evidence in relation to the established benchmarks,
3. Make the assessment decision,
4. Record the results,
5. If relevant, issue the appropriate certification when the benchmark requirements have been met.

A qualified internal or external "Workplace Assessor" will conduct all assessments.

The Role and Responsibility of Assessors

The primary role of the assessor is to judge the available evidence against the pre-determined standards. Assessors must, therefore, have knowledge of the areas in which they are assessing and the judgmental role may be combined with the collection of evidence. The assessor is required to:

- Interpret the criteria;
- Use expertise to make judgements;
- Ensure that standards have been met; and



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- Ensure that evidence of competency is sufficient.

Assessors should be aware of the importance for assessments being unbiased, fair and flexible.

Assessor Competency Standards

Competency Unit	Competency Element
Plan assessment	<ul style="list-style-type: none">• Identify assessment context.• Establish evidence required.• Select and explain the assessment procedure.
Carry out Assessment	<ul style="list-style-type: none">• Gather evidence.• Make the Assessment decision.• Provide feedback during assessment.
Record assessment results and review the procedure.	<ul style="list-style-type: none">• Record assessment results.• Provide feedback to employee being assessed.• Review the procedure.

Employee(s) may, appeal a decision of the Workplace Assessor regarding the assessment or the assessment process. Such appeal shall be in accordance with Clause 7.1 Avoidance of Disputes Procedure of the agreement.



SCHEDULE BK
COMPETENCY UNITS ~ KEY PERFORMANCE INDICATORS (KPI)

LEVEL ONE

COR 1.1 BASIC COMMUNICATION

1. **Speak & listen ~** Look at person talking to you.
Listen to person talking to you.
Speak with a clear voice.
Stand at a comfortable distance from the other person when talking.
Interrupt appropriately.
Answer when spoken to.

2. **Communicate needs & feelings~** Work out what to communicate
Get your message across

COR 1.2 WORKPLACE COMMUNICATION

1. **Work under supervision ~** Follow simple (1 & 2 step) directions
Show that the instruction has been heard.
Make sure instruction is understood before starting work.
Carry out instruction straight away.
Accept being supervised/instructed as part of the job.
Continue to work whether the supervisor is there or not.
Accept changes to work routine.
Work under pressure.

2. **Ask for help when needed ~** Ask questions.
Make suggestions.
Accept correction without argument or over-reaction.
Know & follow workplace complaint procedure when needed.

COR 1.3 WORK CO-OPERATIVELY WITH OTHERS

1. **Get on with other workers ~** Remember the names of the people at work
Stand at a comfortable distance from other people.
Communicate needs & feelings when needed.
Greet & part from co-workers properly.
Communicate in a way that does not interrupt work.
Work with others to finish jobs without distractions.
Share tools & equipment with others as needed.
Help co-workers when you can or get help.
Relate to co-workers in a pleasant, friendly manner.
Accept work tasks willingly.
Cope with minor frustrations & ask for help if over-stressed.
Keep personal life private and separate from work.

COR 1.4 MAINTAIN PERSONAL HEALTH & HYGIENE

1. **Understand the personal health & hygiene requirements of the job ~**
Understand personal health & hygiene rules of the workplace.
Remember personal health & hygiene rules from day to day.

2. **Maintain personal health & hygiene ~**
Make sure that your appearance is clean & tidy every day.
Wear clothes & footwear that suit the job.
Handle tools, equipment & materials safely, following workplace rules.
Behave safely at all times.
Follow safety rules of the workplace.

3. **Maintain personal well-being ~**
Be aware of any personal health problems that may interfere with doing the job safely.
Stay fit enough to do the job.
Notice & report any dangerous situations in the workplace that may effect own health.
Speak to a supervisor if you have a problem.

COR 1.5 STAYING ON THE JOB

1. **Know what the job is ~**
Remember instructions from day to day.
Understand what the job is.

2. **Stay on task ~**
Start the next task promptly, after completing the first.
Have the energy to work all day without getting over-tired.
Maintain interest in job from day to day.
Improve or maintain speed of work as needed.
Finish your duties as directed by your supervisor

COR 1.6 MAKING CHOICES AT WORK

1. **Make basic choices ~** Make routine choices as needed for the job.
Ask someone if you need help to make a choice.
Understand that choices can be changed.
Know how to change a choice.

COR 1.7 PARTICIPATE IN A TEAM

1. **Work in a team ~** Understand what it means to be part of a team.
Be able to communicate with fellow workers.
Be able to co-operate with others to get jobs done.

2. **Participate in team meetings ~** Attend meetings.
Arrive on time & pay attention during meeting.
Speak/sign in turn with others.
Speak in a pleasant manner.

3. **Participate in training ~** Attend weekly training sessions.
Arrive on time & pay attention during training.
Speak & listen in turn as needed.
Be involved in training.

COR 1.8 TAKE RESPONSIBILITY FOR OWN WORK

1. **Know what responsibilities are ~** Understand what responsibilities are.
Ask for help if unsure.

2. **Take responsibility for own work ~** Accept responsibility for own work.
Know what standard is required.
Check own work.
Improve / maintain quality of work as needed.

COR 1.9 CONTRIBUTE TO OH & S IN THE WORKPLACE

1. **Maintain a clean, safe workplace** ~ Know the standards of cleanliness expected in the workplace.
Keep workbenches clean & clear of rubbish.
Keep work areas clean & free from hazards.
Keep fire exits clear.
Know where to dispose of rubbish.
2. **Follow personal safety rules** ~ Stay in safe working areas of the workplace.
Wear personal safety gear as directed.
Be aware of people & obstacles around you when working.
3. **Understand & follow safety rules of the workplace** ~ Understand the meaning of safety signs, alarms & emergency exit signs.
Know how to report an accident or injury to a supervisor.
Know what machinery or equipment areas to stay away from.
Know correct lifting techniques.
4. **Recognise & report incidents** ~ Understand the difference between an incident and an emergency.
Follow the steps needed to report an incident in the workplace.

COR 1.10 IMPLEMENT EMERGENCY PROCEDURES

1. **Apply emergency procedures** ~ Recognise & respond to alarms.
Understand & participate in fire drills.
Know the steps to take in case of emergency.
Know & practice any individual responsibilities in case of emergency.

COR 1.11 HANDLE MATERIALS MANUALLY

1. **Prepare for handling of materials** ~ Work out the best way of handling or moving materials.
Handle all materials following workplace safety rules.
2. **Manually handle materials** ~ Carry out all manual handling safely, following workplace & industry rules.
Position materials safely in the area needed.
Recognise possible safety hazards & take action needed.

COR 1.12 MEET INDUSTRY REQUIREMENTS

1. **Agree with employment conditions** ~ Work to the agreed terms of employment contract.
Carry out the duties listed on your job description.
2. **Meet workplace requirements** ~ Show that you can listen & learn about new tools & /or workplace changes.
Show that you understand the workplace rules & regulations.



N 1.1 PROVIDE PLANTED AREA CARE

1. **Weed planted area** ~ Pull weeds as directed by your supervisor.
Pull weeds without causing damage to surrounding plants.
Clean up work site following supervisors' instructions.
2. **Use hand tools** ~ Recognise and find tools needed for the job, as directed by your supervisor.
Check tools before using them.
Use hand tools following workplace safety rules.
Check job & make adjustments to tools as needed.
Clean & store hand tools after use.
Notice if tools are unsafe or faulty and take action needed.

IMP 1.1 IRON SIMPLE ITEMS

1. **Carry out ironing** ~ Check iron plugged in correctly & power cord in good condition.
Turn iron on/off as required.
Check iron temperature correct for garment being ironed.
Iron simple items as instructed by supervisor, to the required standard.
Re-iron items as necessary.
2. **Hang / sort ironing** ~ Place completed ironing in correct place according to customer card.

W 1.1 HANDLE DIFFERENT SIZED WINE BOTTLES

1. **Unpack wine bottles** ~ Unpack wine bottles from carton or crate as directed.
Stack empty cartons as directed.
2. **Stack wine bottles** ~ Stack wine bottles in required position, as directed by supervisor.
Can stack wine bottles safely.
Can handle wine bottles wet & dry.

COL 1.1 COLLATING

1. **Carry out collating** ~ Put two items together in the right order.
Make sure items are the right way up & straight.
Stack finished items in the correct place

COL 1.2 FOLDING

1. **Carry out folding** ~ Know what the finished job is meant to look like.
Follow instructions for folding.
Use materials & equipment correctly to do the job.
Compare the finished item with sample.
Notice & report any problems.

COL 1.3 ENVELOPING

1. **Carry out enveloping** ~ Place single item neatly into envelope.
Seal envelope neatly.
Stack envelope in correct place.



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LEVEL TWO

COR 2.1 PROVIDE CUSTOMER SERVICE

1. **Greet customers** ~ Show that you can greet customers politely.
2. **Assist customers** ~ Show that you can understand customers requests.
If you cannot help customer, get your supervisor.
Show that you treat all customers with the same respect.
Pass messages on promptly.

COR 2.2 BASIC FIRST AID

1. **Carry out basic first aid** ~ Notify your supervisor of the injury.
Stay with the person that is injured.

COR 2.3 PLAN DAILY WORK ROUTINES

1. **Understand work routines** ~ Show that you understand your supervisors' requests.
Show that you know what to do first.
2. **Organize work materials & equipment** ~ When asked to do a duty, show that you can get the equipment needed for that job.
3. **Respond to problems as they arise** ~ Understand you can't fix everything.
Fix problem promptly if you can.
If you can't fix problem, get your supervisor.

COR 2.4 HANDLE MATERIALS USING EQUIPMENT

1. **Use handling equipment to move materials** ~ Carry out safety checks on handling equipment.
Report any damaged or worn parts that may be dangerous.
Make sure all pathways are clear of people or materials, to avoid injury.
Keep handling equipment clean & well maintained.

COR 2.5 BASIC WORKPLACE NUMERACY

1. **Basic counting** ~ Measure one item against a clear mark or measure.
Count to twenty.

COR 2.6 BASIC WORKPLACE LITERACY

1. **Literacy related to basic workplace practice** ~ Sign for pay.
Understand & fill out 'release of information' form.
Fill out leave application forms.
2. **Recognise words** ~ Recognise familiar customers names.
Write/copy customer or job name following workplace rules.

COR 2.7 CONTRIBUTE TO QUALITY CONTROL

1. **Contribute to quality control** ~ Understand what quality control means & why it is important.
Compare how an object looks with what it is supposed to look like & decide whether the quality is good enough.
Know how often to check the quality of the job.
Find & report mistakes.



COR 2.8 MAINTAIN THE WORK ENVIRONMENT

- 1. Maintain a clean & efficient workplace** ~ Select the correct tools & use them safely.
Any waste is removed & placed in containers as instructed.
Floors, benches & tables are kept clean as instructed.
Work areas are kept tidy & materials stored neatly &/or to instruction.
- 2. Adopt safe working practice** ~ Work habits (including hygiene) show a knowledge of OH & S.
Safety gear is worn at work & a knowledge of its use is shown.
Keep work sites tidy & free of hazards.
Dangers & hazards are recognised & reported to the appropriate persons.
Consistent use of correct manual handling techniques.
- 3. Use hand tools, machinery & equipment** ~ Tools, machinery & equipment are used to instruction.
Report & separate any unsafe or broken tools & equipment.
Tools, machinery & equipment are cleaned & stored to instruction.
- 4. Maintain structures & surroundings** ~ Surroundings are maintained according to instruction.
Structures are repaired to instruction.
Report any damage or wear of structures/surroundings to your supervisor.

N 2.1 USE HAZARDOUS SUBSTANCES SAFELY

- 1. Handle hazardous substance** ~ Identify a hazardous substance from the signs on the container.
Show that you have a basic understanding of safe handling of dangerous goods.
- 2. Store hazardous substances** ~ Storage is in line with instructions & industry requirements.
- 3. Transport hazardous substances** ~ Dangerous substances are not transported in the cabin of vehicles.
Dangerous substances are stored in the correct containers.
Containers are secured in the rear of the vehicle.
Know what containers you have taken out on a job & recognise what has/has not come back.
- 4. Use hazardous substances** ~ Use the correct safety gear.
Follow your supervisors' instructions when using dangerous substances.
All used/unused containers are put in their correct place.
- 5. Act in an emergency with hazardous substances** ~ Tell your supervisor immediately in the case of an emergency.
Show clearly what the emergency is.
Ask what should be done & then act on directions.



N2.2 PROVIDE TURF CARE

- 1. Perform pre-start job checks** ~ Show that you can follow pre-start checks including loading equipment, oil & petrol to supervisors' instructions.
Make sure the load is secured to supervisors' instructions.
Hitch & towing points are connected to safety & supervisors instructions.
- 2. Mow grassed areas** ~ Check the mowers for oil, petrol & spark.
Follow supervisors' instructions about the height & pattern the grass is to be mown.
Keep far enough away from tree trunks & shrubs so that you don't cause damage to the tree or the mower.
Show that you can use the mower safely & at the right speed.
- 3. Edge grassed areas** ~ Check the edger for fuel, spark & cord.
Satisfy your supervisors' requests for edging.
Show that you can use the edger safely, causing no damage to people, plants or equipment.
- 4. Clean up work site** ~ Use blower vac safely & to supervisors instructions.
Clean the work site of any rubbish or mess you made.
Pack up all equipment when leaving work site.
Clean tools & equipment after use.

IMP 2.1 IRON ITEMS REQUIRED

- 1. Carry out ironing** ~ Iron all items according to sample sheet (eg: shirt-yoke/sleeves/cuff/front/back/collar).
Read/recognise & iron according to customer card (eg: hanging/folded/flat/creased).
Iron items to standard required by supervisor.
Able to check quality & re-do with instruction
Iron t-shirts with stickers, inside out to not cause damage to the garment.
- 2. Hang/sort ironing** ~ Stack folded items neatly & grouped for easy counting.
Hang required items neatly on hangers.
Ensure that shirt collars are folded correctly.
Arrange garments on hanging rack so that they will not be crushed.
- 3. Calculate cost of ironed items** ~ Count number of items in each category (eg: hankies/shorts/shirts/dresses.... etc.).
Record number correctly on customer sheet.
Using a calculator, work out the cost of the whole job, with assistance from your supervisor.
- 4. Write customer invoice** ~ Able to write customers invoice with assistance/direction from your supervisor, using visual prompt if needed.
Put completed invoice in the correct place.

IMP 2.2 CUSTOMER SERVICE

- 1. Handle invoices & receipts** ~ Get invoice from hanger/basket.
Recognise the number that says the price.
Tell the customer the price of the job.
- 2. Handle money** ~ Accept money politely from customer.
Use cash register according to supervisors' instructions.
Give customer the correct change.
Put paid invoice in the correct place.



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W 2.1 HANDLE WINE CARTONS

- 1.Handle cartons** ~ Can open wine cartons cleanly, without ripping the carton.
Can move full cartons safely & correctly, using the appropriate lifting techniques.
Can place cartons safely in the correct position as directed by your supervisor.
- 2.Stack pallet** ~ Choose type of trolley or pallet depending on the job.
Follow supervisors' directions for method of stacking depending on the job.
Stack finished products.
Check count against supervisors' directions.
Adjust product if needed.

W 2.2 HANDLE WINE BOTTLES

- 1.Prepare bottles for a particular job** ~ Can wash/dry wine bottles to supervisors instruction & known standard.
Can remove labels from wine bottles following supervisors instructions.
Handles all wine bottles with care.
Can fill & empty bottle washing tub safely following supervisors instructions & known procedure.
- 2.Carry out winery job** ~ Able to perform a variety of skills as required with each individual job (eg. placing self adhesive & glue-on labels on bottles/casks of wine, packaging of 'presentation/promotion lines', re-packaging bottles/casks), as per supervisors instructions.

COL 2.1 COLLATING

- 1.Carry out collating** ~ Able to put more than two items together correctly & consistently as instructed by supervisor & with given example of finished item.
Able to place finished items neatly in the correct position.
Able to recognise any problems & correct if possible or report to supervisor.

COL 2.2 FOLDING

- 1.Carry out folding** ~ Fold two or more items correctly & consistently following supervisors instructions & known example.
Fold items larger/smaller than a standard (A4) size correctly & consistently to supervisors directions.
Place folded items neatly in the correct position.
Able to recognise any problems & correct if possible or report to supervisor.

COL 2.3 ENVELOPING

- 1.Carry out envelope stuffing** ~ Place (more than one) item in an envelope as instructed by the supervisor & given an example.
Can place item in envelope neatly, consistently.
Can correct folding so item will fit into envelope neatly, or ask for help.
Can place item in 'window' envelope neatly & correctly, consistently.
Can recognise any problems & correct or report to supervisor.



COL 2.3 ADDRESS ENVELOPE

- 1. Carry out addressing envelopes** ~ Remove stick-on label from sheet without tearing
Place label on envelope to a known standard following supervisors' instructions & a given example
Can correctly separate local postcode from others, with written prompt if needed.
Can recognise a problem & correct if possible or report to a supervisor.
Can place addressed envelopes in the correct position as instructed by the supervisor.

LEVEL THREE

COR 3.1 BASIC PROBLEM SOLVING

- 1. Work out what the problem is** ~ Notice that there is a problem & what effect it is having.
Decide whether the problem is serious or not.
Work out what might be causing the problem.
Work out how serious the problem is.
Report to your supervisor if necessary.
- 2. Work out the best way of fixing the problem** ~ Work out possible ways of fixing the problem.
Decide which way would be best
Decide who should fix the problem.
- 3. Fix the problem** ~ Report the problem.
Work out what is needed to fix the problem.
Fix the problem, with assistance if needed.
Check the problem is fixed.

COR 3.2 FOLLOW AN ESTABLISHED SCHEDULE

- 1. Follow schedule** ~ Carry out tasks in order as instructed by supervisor
Change order of task if instructed.
Move from one task to the next without prompting.
Finish tasks in the time required.
- 2. Find out schedule** ~ Listen to supervisors' instructions.
Work out what needs to be done & in what order.
Ask for help if needed.

COR 3.3 USE OWN WORKSPACE

- 1. Prepare workspace** ~ Set up work area neatly with all necessary tools & equipment as instructed by your supervisor.
- 2. Maintain workspace** ~ Keep own work area tidy.
Collect & return tools & materials as needed.
Finish one job before starting another.
Organise finished work safely, neatly & as instructed.



COR 3.4 WORKPLACE COMMUNICATION

1. **Write customer docket/invoice** ~ Able to write known customer docket/invoice with minimal assistance.
2. **Receive & pass on verbal message** ~ Understand the message.
Pass the information on to the correct person within the required time.
Decide how urgent the message is & take the action needed.
3. **Read simple written instruction** ~ Read & understand simple written instructions.

COR 3.5 QUALITY CONTROL

1. **Know standard of quality required** ~ Know what standard of quality is required for each job & customer wants/needs, as instructed by supervisor & given sample item.
Know what parts of the job need to be checked & how often, as instructed by the supervisor.
2. **Carry out checks** ~ Work out rules for accepting/rejecting finished products.
Check finished product & remove those considered not good enough.
Ask for help if needed.

COR 3.6 CLEANING TASKS

1. **Prepare for cleaning** ~ Work out what needs cleaning.
Know what equipment is needed for the job.
Check that the equipment is available & ready for use.
Arrange the equipment needed for the job.
2. **Carry out cleaning** ~ Clean area/item following supervisors instructions.
Clean area/item to required standard.
Check area/item is clean.
Put equipment away.

COR 3.7 TEAM SKILLS

1. **Help other employees** ~ Can recognise when someone may need help.
Asks politely if help is needed.
Gives the assistance wanted.
Seeks additional help if needed.
Does not force help where it is not wanted.

N 3.1 UNDERTAKE PROPAGATION ACTIVITIES

1. **Collect propagation material** ~ The appropriate tools are chosen for the job.
Cuttings are taken as instructed by the supervisor.
Cuttings are stored as instructed by the supervisor.
2. **Propagate plants** ~ Pre-planting treatment is applied / carried out as instructed by the supervisor.
Cutting planted as instructed by the supervisor.
Water & nutrient is applied to suit plant requirements & following supervisors' instructions.
Cuttings are stored & labelled following supervisors instructions.
Tools & equipment are cleaned & stored following workplace guidelines.
Working area is cleaned to known standard.

N 3.2 USE AIR TOOLS

1. **Prepare to use air tools** ~ Make sure air compressor is on.
Work out what tools are needed for the job.
Find the correct tools.
Notice & report &/or fix any problems following workplace & safety rules.
2. **Use air tools** ~ Connect tools to air line.
Use hand tools following workplace & safety rules.
Check job & make adjustments if necessary.
Notice & report if tools are unsafe.
3. **Maintain air tools** ~ Check air tools regularly following manufacturers instructions & workplace rules.
Notice any problems & take the action needed.

N 3.3 USE POWER TOOLS

1. **Prepare to use power tools** ~ Work out what tools are needed for the job.
Find the correct tools.
Check tools before use.
Notice & report &/or fix any problems.
2. **Use power tools** ~ Connect tools to power safely.
Use power tools following supervisors' instructions & safety rules.
Check job and make any adjustments needed.
Notice if tools are unsafe & report to the supervisor.
3. **Maintain power tools** ~ Check power tools regularly following manufacturers instructions & workplace rules.
Notice any problems & take the action needed.

N 3.4 PLANT TREES & SHRUBS

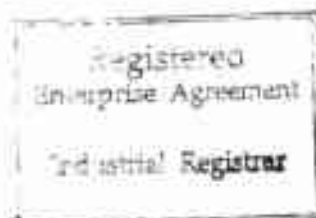
1. **Prepare a planting site** ~ Site is marked out according to job & supervisors instructions.
Competing plants are removed according to supervisors' instructions.
Soil is altered according to plant needs & supervisors instructions.
2. **Excavate planting hole** ~ Planting hole is dug to sufficient size to allow roots to grow outwards & downwards, depending on plant size & requirements & supervisors' instructions.
Sides of planting hole are gouged so that the roots will spread easily.
Depth of the hole is correct for the size of the plant & its root ball.
Tools & equipment are used well & safely, to supervisors instructions & workplace rules.
3. **Prepare trees & shrubs for planting** ~ Trees & shrubs are watered before planting to make sure the root ball is moist.
Trees & shrubs are removed from containers without being damaged.
Bound roots are treated.
Broken or damaged roots are trimmed according to the needs of the plant &/or supervisors instructions.

(N3.4 cont)

- 4.Plant trees & shrubs, providing after care** ~ Tree/shrub is placed in hole with roots treated as needed.
Plant hole is back filled with soil, free from large lumps.
Soil is topped-up if needed, leaving a shallow basin around the trunk for water retention, or as supervisors' instructions.
Tree/shrub is watered in well enough so that there would be no air pockets in the soil around the roots.
Mulching material is applied evenly, leaving space around the trunk/base, or as instructed by your supervisor.
Trees/shrubs are secured as directed.
Trees/shrubs are pruned if required & as directed by your supervisor.
Fertiliser is applied as instructed by your supervisor.
Tools & equipment are cleaned, maintained & stored in line with known workplace practice & supervisors directions.

N 3.5 SOW PLANT MATERIAL

- 1.Prepare growing media** ~ Soil/potting mix is prepared as directed by your supervisor.
The appropriate tools are chosen for the job.
Tools & equipment are used safely & to known workplace safety standards &/or supervisors instructions.
The work site is cleaned after use to known workplace standard.
Personal hygiene needs are performed.
- 2.Select & prepare plant material** ~ Select plant material that is healthy & of a suitable/required size.
Plants are handled carefully so they are not damaged.
Plant cuttings/seed is prepared as instructed by your supervisor.
- 3.Insert plants into growing area** ~ The appropriate tools are chosen & used correctly & - safely.
Plants are handled so that no/minimal damage occurs.
Plants are placed according to species needs &/or supervisors' instructions.
Soil is topped-up depending on plant requirements & supervisors' instructions.
Water & any additional nutrients are applied as instructed by your supervisor.
Tools & equipment are cleaned & stored to known workplace standard &/or as instructed by your supervisor.



N 3.6 POT-ON PLANTS

- 1.Prepare growing media** ~ Safety precautions are used when handling potting mixture/ingredients (eg: gloves, dust mask).
Potting mix/ingredients are blended to plant needs &/or supervisors instructions.
The work site is cleaned after use to known workplace standard.
Personal hygiene needs are performed.
- 2.Pot-on plants** ~ The work area is set up as instructed by your supervisor.
Plants are labelled, & stored for ease of handling or as instructed by your supervisor.
Root systems are treated to promote growth, as per individual plant.
Soil in pots is adjusted to ensure a healthy plant &/or to supervisors instructions.
Placement & depth of plant is correct for plant needs & supervisors instructions.
Plants are thoroughly watered to get rid of any air pockets &/or to supervisors instructions.
Tools & equipment are cleaned & stored to known workplace standard &/or as instructed by your supervisor.
The work site is cleaned after use to known workplace standard.
Personal hygiene needs are performed.

IMP 3.1 WASH CLOTHES

- 1.Receive & sort washing** ~ Open bags & empty soiled washing onto work area.
Handle all washing following workplace & industry safety rules.
Place each item in a pile depending on size, colour, stain or workplace rules.
Notice & remove any foreign objects from washing, following workplace rules.
Apply any stain remover/soaker as required by garment &/or customers/supervisors instructions.
- 2.Know the capacity of washing machine** ~ Know how much washing a machine can hold & still wash the clothes properly.
Check & notice if the machine is overloaded & fix the problem.
- 3.Load items into machine** ~ Know how to place items into machine.
Check machine is loaded correctly & adjust if needed.
- 4.Operate washing machine** ~ Choose the washing program needed for the type of wash.
Choose & use the correct detergent for the wash.
Operate the machine following manufacturers &/or supervisors instructions.
- 5.Check wash cycle** ~ Know when to check the machine cycle.
Check the machine following workplace rules & /or supervisors instructions.
- 6.Unload machine** ~ Notice when wash has finished
Unload items from machine safely following workplace rules.



IMP 3.2 DRY CLOTHES

1. Prepare to use the dryer ~ Check the filter is clear of lint
2. Know capacity of dryer ~ Know how much a dryer can hold & still dry properly.
Check & notice if dryer is overloaded & fix the problem.
3. Load items into the dryer ~ Know how to place items into the dryer.
Know which items cannot go in the dryer.
4. Operate dryer ~ Choose the correct cycle, temperature & timing for the load.
Start up dryer following workplace rules &/or supervisors instructions.
Check the dryer is working correctly.
Notice & report any problems.
5. Unload dryer ~ Unload dryer using safe working practices.
6. Prepare items for finishing ~ Work out what method of finishing is needed (folding, ironing) as per customers or supervisors instructions.

INT 3.1 BASIC ASSEMBLY / DISASSEMBLY

1. Carry out assembly ~ Assemble the item following instructions given & copying sample.
Make sure all parts of the item are included.
Make sure all parts of the item are positioned the right way.
Check that the finished item is the same as the sample.
2. Carry out disassembly ~ Disassemble the item following instructions given & copying sample.
Make sure all parts of the item are taken off
Make sure all parts of the item are put in the right place.
Check that the finished item is the same as the sample.
3. Check assembly ~ Know how often to check assembled items.
Notice if parts are missing or in the wrong place.
Fix or report the problem.
4. Check disassembly ~ Know how often to check disassembly.
Notice if parts are missing or in the wrong place.
Fix or report the problem.

W 3.1 PACKAGE & DISPATCH

1. Stack pallet ~ Choose type of trolley or pallet depending on the job.
Follow known method of stacking depending on the job, with minimal instruction from supervisor.
Stack finished products.
Adjust product if needed.
Report any problems.
2. Wrap stacked pallet with plastic ~ Find roll of plastic & apply to load.
Ask for help if needed.
Check that the load has been properly wrapped & is secure.
Adjust or apply extra plastic wrap if needed.

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Industrial Registrar

LEVEL FOUR

COR 4.1 PLAN & ORGANISE OWN WORK

1. **Plan & prepare for work** ~ Listen to instructions from supervisors.
Prepare work area & equipment needed.
Work out which jobs are more important & need to be done before others.
Ask for more information or help from supervisor if needed.
Know when to take own initiative & when to check with supervisor.
2. **Finish jobs as planned** ~ Do the job according to the plan.
Change the plan if the situation changes &/or another job becomes more important.
Take responsibility for finishing the jobs given.

COR 4.2 WORKPLACE LITERACY

1. **Receive & pass on written messages** ~ Write short messages or notes in a clear way.
Make sure you have all important information.
Pass the message on to the right person in the time required.
Work out how urgent the message is & take the action needed.

COR 4.3 USE TELEPHONE

1. **Respond to incoming phone calls** ~ Answer calls quickly & clearly following workplace rules.
Ask who the caller is & what they need, politely & correctly.
Only give the caller information that is allowed to be given out, following workplace rules.
2. **Make telephone calls** ~ Find the telephone number needed.
Dial the phone number correctly.
Make contact using suitable language & expression.
Make sure the person receiving the call understands its purpose.
Get help if needed.

N 4.1 OPERATE RIDE-ON MOWER

1. **Perform pre-operational checks** ~ Show that you can perform known pre-start checks or to supervisors' instructions.
2. **Operate a vehicle** ~ Show that you can use the controls correctly & safely.
Show that you can drive the mower safely & in a controlled way, so that you do not cause damage to machinery or surrounds.
3. **Carry out routine maintenance** ~ Report or fix any faults.
Show that you can re-fuel, clean & store the mower as instructed.
Keep a record of the number of hours the mower has been used, for servicing.



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N 4.2 CARRY OUT BASIC MAINTENANCE

- 1. Carry out checks** ~ Know how often a machine or piece of equipment needs to be checked/cleaned.
Check & clean machinery & equipment regularly following manufacturers instructions & workplace safety rules.
Notice, report & repair machinery & equipment following workplace rules.
- 2. Address problems** ~ Work out what type of problem it is & what action is needed.
Notify nominated person &/or document the problem following workplace rules.

N 4.3 PRUNE SHRUBS & SMALL TREES

- 1. Identify pruning requirements** ~ Plants requiring pruning are identified.
Type of pruning needed is determined by the supervisors instructions.
- 2. Prepare for pruning** ~ Appropriate tools & equipment are chosen for the job.
Safety equipment & personal safety gear are used as needed.
- 3. Undertake pruning** ~ Plants are to be pruned as instructed.
Branches are to be cut in line with sound horticultural practice.
Tools & equipment are used safely & correctly, as instructed.
Waste material is disposed of following workplace practice.
Work area is cleaned & restored at the end of the job.

IMP 4.1 IRON SPECIALTY ITEMS

- 1. Iron pleated garments** ~ Iron garment as instructed by your supervisor.
Check quality against given sample & re-do if needed.
Know that pleated garments are charged at a different rate.
- 2. Iron chair covers** ~ Iron covers as instructed by your supervisor
Check quality against given sample & re-do if needed.
- 3. Iron specialty items** ~ Able to iron other specialty items following supervisors instructions.
Check quality against given sample & re-do if needed.

IMP 4.2 HANDLE MAIL

- 1. Prepare mail for despatch** ~ Collect mail & check it is labelled, stamped & sealed correctly.
Sort mail as needed and place in carry bag.
Collect post office box key.
- 2. Despatch mail** ~ Despatch mail according to known workplace rules &/or supervisors instructions.
- 3. Handle incoming mail** ~ Check post office box & collect any mail.
Return mail following known workplace procedure.
Notice & report any problems.

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W 4.1 USE FORKLIFT

- 1. Prepare to use forklift** ~ Be able to understand & follow instructions.
Decide whether the forklift is the best way of moving the load.
Check the work area is clear of obstacles & that the load is balanced following workplace & safety rules.
Fit & check any attachments needed following workplace & safety rules.
Complete a basic safety check on forklift.
- 2. Operate forklift** ~ Start up, park & shut down forklift following workplace & safety rules.
Use forklift in a safe & controlled way which does not cause damage or injury to other workers, the forklift or materials, or surrounds.
Ensure that warning alarms are working.
Notice & report any problems.

COL 4.1 COPYING

- 1. Prepare for task** ~ Decide what methods & materials are needed for the job.
Check that materials & equipment needed are available.
- 2. Copy documents** ~ Copy documents following supervisors instructions.
Check that the copies are of the quality required & re-do if needed.
Collate & separate the originals & the copies as required by the job.
- 3. Finish documents** ~ Decide what type of finish is needed as per customer &/or supervisors instructions.
Finish job as needed.



LEVEL FIVE

COR 5.1 COMMUNICATE EFFECTIVELY

1. Use effective communication skills ~ Choose the best method of communication depending on the situation.
Check that the message has been understood.
Observe & act on non-verbal communication.
Recognise own limitations & seek help when needed.
2. Communicate in a range of contexts ~ Able to use effective communication skills in a variety of settings & situations.

COR 5.2 PROCESS JOB ORDERS

1. Prepare order ~ Recognise & document materials needed.
Calculate the amount of materials needed.
Complete order form correctly following workplace rules.
2. Check order ~ Check that the order is correct & has been written down correctly.
3. Process order ~ Process order as required by materials needed (ie: local or out of area supplier).
Complete any documentation that may be required.

COR 5.3 PROVIDE CUSTOMER ASSISTANCE

1. Receive & process telephone requests ~ Respond to calls promptly & give information in a clear, concise way.
Check with the caller that you/they have the correct information.
Follow up any commitments made to the caller.
Get assistance if needed.
2. Maintain optimum customer service ~ Recognise that the customer needs assistance.
Communicate with customer in a way that promotes goodwill, trust & satisfaction.
Notice & report any customer dissatisfaction promptly.
Recognise potential problems & take the right action to avoid them.
Maintain regular contact with customers to ensure quick response to problems.
3. Problem solve ~ Know/work out what the problem is.
Decide whether you can fix it or you need help.
Talk with others if needed to decide the best way of fixing the problem.
Use appropriate problem solving methods for the type & size of problem.
Present & work through possible solutions with the customer.
Document problem & solution following workplace rules.



N 5.1 TEND NURSERY PLANTS

1. **Monitor irrigation system** ~ Spray patterns are checked for dry spots & blockages.
Faulty spray heads are repaired /replaced as needed.
2. **Apply daily water requirements** ~ Irrigation system is operated according to plant requirements & manufacturers guidelines.
Water is applied in the quantity & method required by plants.
Water is applied by hand to dry or under-watered plants according to plant needs &/or supervisors instructions.
Water is applied to maximise plant usage & minimise waste.
3. **Promote plant growth by intervention** ~ Plants are staked & tied to optimise plant shape as instructed by supervisor.
Plants are fertilised as needed or as instructed by supervisor.
Any tip pruning is completed correctly following supervisors' instructions.
Plants are placed in a pattern specified by the supervisor.
The right tools are chosen for the job & are used safely & correctly.

IMP 5.1 LOCK UP DEPARTMENT

1. **Follow procedure to lock department** ~ Lock department following known workplace procedure.
Check department before leaving to ensure lock-up complete.

INT 5.1 SET UP FOR PACKAGING & ASSEMBLY JOB

1. **Prepare for assembly** ~ Work out what materials are needed for the job.
Work out what order materials need to be assembled in.
Arrange materials in work area ready for assembly.
Prepare a sample to be copied.
2. **Prepare for disassembly** ~ Work out what the disassembled item is meant to look like. -
Work out what order the parts need to be removed in.
Work out where to put the disassembled parts.
Prepare / demonstrate a sample.
3. **Prepare for collation** ~ Work out what materials are needed for the job.
Work out what order materials need to be collated in.
Arrange materials in work area ready for collating.
Prepare a sample to be copied.
4. **Prepare for packaging job** ~ Work out what materials are needed for the job.
Work out what order materials need to be packed in.
Arrange materials in work area ready for packing.
Prepare a sample to be copied.
Make sure there is enough space to complete job safely.
5. **Prepare for winery work** ~ Find the materials needed for the job.
Work out how to complete the job following customer &/or supervisors' instructions.
Arrange materials ready for use.
Prepare/ show a sample.
Recognise & follow any safety requirements of the job.

LEVEL SIX

COR 6.1 COMMUNICATE IN THE WORKPLACE

- 1. Gather, record & provide information in response to workplace requirements ~**
Know what information is needed & who to contact for help.
Record information correctly & clearly.
Correct procedures are used for the location & storage of information.
Personal interaction is polite & questions are asked clearly.
- 2. Participate in work groups & teams ~** Interaction with work groups is friendly, polite & positive.
Group decisions are understood & acted on as decided.
- 3. Participate in workplace meetings ~** Interaction in the meeting is relevant & polite.
Information, instructions & decisions are understood & followed.
- 4. Interact with others in the workplace ~** Interaction with others is always polite, responsive & effective
Correct forms of greeting & address are used.
Contact is initiated when needed.
Information is passed on in a clear, appropriate way.
Confidentiality is recognised & used.
Personal presentation is consistent with known standard.

COR 6.2 BASIC SUPERVISORY SKILL

- 1. Plan others work ~** List/know work requirements in order of importance & urgency.
Know what resources are available/needed to complete job, how much time is needed & what is the best method for completion.
Make best use of resources by co-ordinating jobs that are similar.
Take the needs of the customer, the employees, quality standard & safety rules into consideration when planning.
Encourage individual/team involvement in planning.
- 2. Allocate & explain jobs to workers ~** Talk to workers individually or as a group to explain what jobs are expected/allocated and give an expected finish time.
Tell workers about any changes to usual work or safety procedures or any equipment needed.
Remind workers about methods of checking & keeping up quality work.
Take into account individual needs, skill levels & usual job performed.
- 3. Monitor performance of tasks ~** Make sure employees know the standard of work needed.
Be aware of ways to motivate people to do their best.
Give instruction &/or help as needed to maintain standard.
Give feedback in a pleasant manner, making sure it is related to the job & not the person.
Get assistance when needed.



COR 6.3 MAINTAIN AN OFFICE

1. **Maintain records** ~ Records are updated, stored & retrieved following company policy.
2. **Monitor stocks** ~ A monitoring system is implemented following company policy.
Stock on hand, usage & balances are kept up to date according to company policy.
3. **Arrange purchase of materials** ~ Quotes are obtained from suppliers when needed.
Suppliers are chosen according to company policy.
Orders are placed following known procedure.
Delivery is arranged according to company policy.
4. **Carry out invoice entries** ~ Receive & process delivery dockets when goods are delivered.
Identify & record details following workplace rules.
Check details are correct.
Despatch invoice following workplace rules.

COR 6.4 IMPLEMENT OH & S

1. **Provide information to the workgroup** ~ Relevant changes/updates of OH & S rules & regulations are clearly & accurately explained to the workgroup.
Information about the organisations OH & S rules & regulations is given in a way that is clear, accurate & able to be understood.
Information about identifying hazards & risk control in the workplace is provided regularly, clearly & in a way that can be understood.
2. **Implement & monitor the work groups' participation in OH & S** ~
Ensure that all employees follow safety rules & wear protective gear & that they understand why the rules & gear are needed.
Provide opportunity for employees to participate in the management of OH & S in the workplace.
Issues raised are dealt with promptly & effectively &/or referred to the appropriate person(s).
The outcomes of issues raised are made known promptly to the employees.
3. **Implement & monitor the organisations OH & S policies & procedures** ~
Existing & potential hazards are identified & reported to minimise risk.
Work safety procedures are followed in all work areas.
Existing risk control measures are monitored & results reported following workplace procedures.
Any problems with the organisations policies & procedures are identified & reported to your supervisor &/or the manager.



COR 6.5 OPERATE A VEHICLE

1. **Perform pre-operation inspections** ~ Make sure vehicle is serviced to manufacturers instructions & workplace rules.
Carry out routine checks of engine fluids & tyres following workplace rules.
Report any problems to your supervisor.
Check hitch & towing points for safety.
2. **Drive a vehicle** ~ Possess a current licence for the vehicle.
Operate vehicle in a safe & controlled manner following rules set down by the RTA (NSW), OH & S and the workplace, causing no damage to persons, property or vehicle.
Re-fuel, clean & house vehicle following workplace rules.

N 6.1 IMPLEMENT MOWING PROGRAM

1. **Follow known mowing requirements** ~ Ensure turf is mown to known workplace standards & sound horticultural practice.
Mowing program is developed according to customer service requirements, the areas to be covered, weather conditions & employees available.
2. **Implement mowing program** ~ Job allocation & expectation is communicated clearly to work team.
Equipment & machinery is provided in sound working condition.
Off-site mowing operations consistently follow OH & S and workplace rules.
Any problems you can't deal with are reported promptly to you supervisor.
3. **Monitor a mowing program** ~ Presentation of completed job is checked to ensure it is of the required standard.
Any areas of the job that are not up to the required standard are done again.
Notice & report any difficulties.

N 6.2 MANAGE CHEMICAL LEAK / SPILLAGE

1. **Implement correct procedure following a chemical leak / spillage** ~
Spillage / leak is isolated from people, stock & vehicles following industry & workplace rules.
Spillage / leak is contained following industry & workplace rules.
Spill / leak is reported to supervisor.
Spill / leak is cleaned up & disposed of following supervisors &/or workplace & industry rules.
Advice is sought from appropriate authorities when needed.
2. **Use personal safety gear** ~ Tools, equipment & personal safety gear are selected & used as needed following workplace & industry rules.



N 6.3 OPERATIONAL MAINTENANCE OF MACHINERY

- 1. Determine maintenance requirements** ~ Maintenance problems are identified from employees comments &/or personal observations.
Possible causes of the problem are determined and the appropriate action taken.
- 2. Perform scheduled service maintenance** ~ Basic operational maintenance is performed on the equipment following manufacturers & supervisors' instructions.
Equipment is adjusted, cleaned & stored following manufacturers & supervisors' instructions.
Tools are selected appropriate to the job & are used in a safe manner.
- 3. Monitor maintenance procedures** ~ Maintenance is carried out to ensure work program suffers minimal interruption.
Costs are controlled to meet organisations budget.
Maintenance is documented following workplace rules.
Employees are encouraged to participate in service maintenance to the best of their abilities.

N 6.4 RECOGNISE COMMON PLANTS AND TREATMENTS

- 1. Recognise a range of common plants** ~ Common (local) plants are recognised & called by their common or botanical name.
Basic information on plant habits & significant features are known.
Help &/or advice is sought when needed for plant identification.
- 2. Recognise a range of common horticultural treatments** ~
Remedial plant treatments are recognised following sound environmental & horticultural practice &/or supervisors' instructions.
Information provided is based on sound environmental & horticultural practice.
The advice of supervisors' is sought when needed.
- 3. Perform basic treatment** ~ Perform basic treatment following known sound environmental & horticultural practice & supervisors instructions.

IMP 6.1 OPEN DEPARTMENT

- 1. Follow procedure to open department** ~ Follow known procedure to open department.
- 2. Follow procedure to balance takings/cash float** ~ Follow known procedure to balance takings & cash float.
Recognise & investigate any discrepancies.
Get help if you need it.

