

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA19/02

TITLE: Willoughby City Rangers' Agreement 2019

CASE NO: 2019/112980

DATE APPROVED/COMMENCED: 16 April 2019 / 7 February 2019

TERM: 24 months

NEW AGREEMENT OR VARIATION: New

GAZETTAL REFERENCE: 31 May 2019

NUMBER OF PAGES: 15

COVERAGE/DESCRIPTION OF EMPLOYEES:

The agreement applies to all employees employed by Willoughby City Council located at 31 Victor Stree, Chatswood NSW 2067, employed within the Rangers' Section, who fall within the coverage of the Local Government (State) Award 2017.

PARTIES: Willoughby City Council & New South Wales Local Government, Clerical, Administrative, Energy, Airlines & Utilities Union

Council Agreement

Rangers' Agreement
Compliance Unit
Planning and Infrastructure Directorate

2019

1. Title

This Agreement will be known as the Willoughby City Council, Rangers' Agreement, date TBA.

2. Intention of the Parties

- (a) The signatories to this Agreement are committed to the promotion of customer satisfaction, effective teamwork, innovation, continuous improvement and the mutual obtaining of objectives.
- (b) With the implementation of this Agreement the parties recognise that there will be an increase in productivity, quality services and overall staff morale.

3. The Parties

This Agreement is made between Willoughby City Council (hereinafter called the Council) the New South Wales Local Government, Clerical, Administrative, Energy, Airlines & Utilities Union (hereinafter called the Union) pursuant to Clause 41 of the Local Government (State) Award 2017.

4. Coverage

Staff employed within the Rangers' Section are classified as:

- Area Ranger
- Ranger (Parking Enforcement/Compliance Officer)
- Ranger (Parking Enforcement)

5. Duration

This Agreement shall operate for a period commencing 7 February 2019 and shall remain in force until 6 February 2021. Future agreements will be of three (3) years' duration.

6. Agreement Not Entered into Under Duress

This Agreement was not entered into under duress by any party to it.

7. Definitions

Award Shall mean the Local Government (State) Award 2017 (the Award) and any Award which succeeds that Award, which provides salaries and conditions for the employees of the Council.

Rotation of Shifts Employees will be required to rotate shifts. This will be based on business needs, which may include an imbalance of staff numbers or skill levels on any shift.

8. Provisions of the Agreement

The Agreement shall operate to provide the special conditions of employment detailed below. Conditions of employment not specified in this Agreement shall be established by the Award.

9. Objectives of the Agreement

The workplace is to provide a quality Rangers' service in a responsive and flexible manner. This will be provided through a professional motivated team working over a seven day week and wider span of hours. Staff within the section will take a co-operative approach to meet the needs of customers, residents and the Council as a team. They will be responsive and flexible in their approach to providing the appropriate level of service and staffing on weekends and for the full range of their spread of hours during the week. This may require changes to rosters at short notice by agreement due to emergencies, sickness or other unforeseen circumstances.

10. Spread of Hours

The spread of hours for Rangers in accordance with the Award shall be worked between MONDAY & SUNDAY inclusive & shall not exceed twelve (12) hours in any one (1) day exclusive of unpaid meal breaks.

11. Hours of Work and Rest Breaks

Normal working hours will consist of fourteen days over a three week period, with a thirty-eight hour week and 8.14 hour day. During this time a lunch break of 30 minutes is provided for and is expected to be taken in accordance with clause 18 (viii) of the Award. A ten minute rest break in the morning prior to this and in the afternoon may be taken in agreement with the Supervisor. The rest break is not to be added to the lunch break, is intended to normally be taken in the field where the Ranger is rostered for the relevant day and must take into account operational needs.

12. Rostering

The hours of work for the Rangers will be subject to a rotating roster which will set shift hours between the hours of six (6) AM and ten (10) PM (sixteen hours). Employees will normally be required to work one (1) weekend in each six (6) week period. No Ranger will be expected to work more than 10 weekends over a period of 12 months - except by mutual agreement.

Rostered Days Off (RDO) will be taken between Monday and Friday within the 3 week roster period. When an Officer is performing on call duties their RDO will normally be moved to a day in the following or previous week suitable to the Officer and with prior, written approval of the supervisor. It is not normally appropriate for an RDO to be taken during the on call period unless there are unforeseeable and urgent personal reasons. Evidence in support of the RDO in such circumstances may be required.

It should be noted that no Ranger will be required to work more than 10 shifts past 9pm per annum. All other shifts will be in the following bands: 6am – 9pm Wed, Thurs, Fri, Sat DST, 6am – 8pm Sun, Mon, Tues DST, 7am – 8pm EST. On all shifts past 9pm two Rangers will be rostered.

Rosters will be provided one month in advance of the commencement date of the new roster. Rosters will provide consistent starting & finishing times for each week but may involve three different starting & finishing times within a three week period.

Public Holidays to be paid at Public Holiday rates, as per the Award, if Rangers are required to work, with the exception of Christmas Day, Good Friday, Anzac Day and Easter Sunday when one Ranger will be required to be on-call only.

The rosters will be set at the discretion of the Manager Compliance Unit, Team Leader or Senior Ranger and may be varied by mutual agreement where extenuating circumstances exist, in which case staff shall be consulted. This will require flexibility from staff to meet these emergency changes.

With regard to leave arrangements that involve a weekend roster, staff are encouraged to liaise with each other or to negotiate a change in the roster should personal circumstances require a change. This is not a mandatory requirement and

should a staff member be unable to arrange coverage, Council management must make appropriate arrangements.

Any proposal by staff for a change in the roster must be communicated to the Supervisor and is subject to the final approval of management.

13. Primary “On Call” and Secondary “On Call”

The Area Rangers (category A) and Ranger (Parking Enforcement / Compliance Officers) (category B) agree to provide an after-hours on call service. The on call service is for the purpose of actioning “after hours” calls and weekend customer service requests over a seven day roster period. The primary “on call” officer will normally be the Ranger rostered to work the weekend and will have “take home” use of a Council pool car whilst “on call”.

The secondary “on call” officer will be required to be able to carry out the “on call” duties if the primary on call officer is unable to carry out their duties due to unforeseen and urgent circumstances.

The duties include a requirement to work the weekend shift if the primary “on call” officer is unable to do so and a requirement to action afterhours calls.

Both of the “on call” officers will be on call in accordance with the provisions of the Award and also paid an allowance in accordance with the provisions of the Award. Both the primary and secondary on call officers will have access to a take home vehicle while on call.

14. After Hours Emergency Service and Work after 9:30pm

Rangers rostered to provide Council's on call / call out, After Hours Emergency Service and work after 9:30pm agree to answer the after hours' mobile telephone and their Council mobile phone without additional remuneration whilst on meal breaks. If answering calls or called out during a meal break, Rangers will be entitled to time in lieu for the duration of the call taken within their meal break. When rostered for call out, call out allowances as per the Award will be paid. Payment of actual hours called out will be paid in line with Award conditions.

In circumstances when Council Rangers are on After Hours Call or work past 9:30 pm, Council will provide take home use of a motor (pool) vehicle for such occasions or the provision of a cabcharge voucher if not on call. No private use of the pool vehicle will be allowed and no lease fee is payable by the Ranger to Council.

However, a Ranger rostered to provide After Hours Emergency Service and who enjoys take home use of Council's pool vehicle shall be responsible for its proper care, cleaning and maintenance while it is under their control.

Council's pool vehicle shall only be used for its intended purpose. The Ranger shall notify the Plant Supervisor of any defect in the operation of, or damage to, the pool vehicle, no matter how minor, as soon as it occurs.

If ever Council's pool vehicle(s) become un-road worthy, any remaining available pool vehicle from Council's motor vehicle fleet will be dedicated for the take home use of the Ranger rostered as Primary On Call Officer for the purpose of providing the After Hours Emergency Service.

15. Provision of Resources for Rangers to Complete a Level IV Certificate

Council will provide the resources for staff to undertake the Certificate IV in Local Government (Regulatory Services) with the Local Government Training Institute. If too many staff members want to do the course simultaneously and this is not possible for operational reasons, priority will be given to the staff member who has been serving the longest and whose salary progression may hinge upon the demonstrated successful completion of the course.

Other training and development opportunities will be administered in accordance with the Award.

16. Procedure and Time for Staff to Complete Administrative Tasks

Timing of shifts should allow staff to complete administrative tasks. Staff, however, can contact the Senior Ranger or the Rangers' Section Team Leader to arrange additional time in the office, **during the rostered 8.14 hour day rostered shift**, to complete administrative tasks when required.

17. Payment for Relief Work/Higher Duties

A staff member required to relieve in a position which is at a higher level within the salary system shall be paid for the relief work in accordance with clause 10 of the Local Government (State) Award.

Where possible, opportunities to act at a higher level will be rotated among the staff who have the skills and capability to undertake the higher level role.

18. Rates of Pay

Rates of pay for each category of employee are outlined in the following schedules.

Schedule 'A' for Salaries: Area Rangers

Schedule 'B' for Salaries: Rangers (Parking Enforcement/ Compliance Officer)

Schedule 'C' for Salaries: Rangers (Parking Enforcement)

Increases in rates of pay provided by the successor to the Local Government (State) Award 2017 will apply to the rates of pay included in Schedules A, B and C of this agreement.

Progression through the salary system for each category of employee is also outlined in Schedules A, B and C of this agreement.

19. Overtime

All approved time worked by direction in excess of 8.14 **hours** per day or 38 **hours** per week will be paid as overtime as per the **Award**. Staff may also take approved overtime work as Time in Lieu in accordance with the Award.

20. Annual Leave

It is accepted that annual leave is to be taken at times mutually agreeable by the parties to the agreement in accordance with the Award, Council's adopted policy and the Compliance Unit Procedures for the Management of Leave.

21. Performance Payment including Performance Criteria

A yearly "at risk" performance payment is available to staff achieving their performance criteria.

The "at risk" performance payment of \$2000 will be paid to each Ranger if the following performance criteria are met by each Ranger.

- Demonstrated regular participation in education & enforcement as part of Council's '*Safety over Convenience*' programme in each of Council's designated '*School Zones*'.
- Demonstrated regular participation in education & enforcement as part of Council's '*Think before You Park*' programme.
- Demonstrated regular participation in education and enforcement as part of Council's "Mobility Parking Scheme" programme in support of the WCC Disability Inclusion Action Plan 2017/2021 and the Roads and Maritime Services (RMS).
- Not less than 85% of all Customer Service Requests (CSRs) completed in accordance with Council's Customer Service Charter.
- No adverse finding by Council regarding behaviour following investigation & review of any formal complaint lodged in accordance with Council's adopted Complaints Handling Policy.

The performance payment will be paid in one \$2000 amount; paid in the final pay of the financial year with a pro rata payment for staff who have not completed a full year of service at this time but who have met their performance criteria.

22. Participation in Agreement

Existing staff who do not wish to participate in this Agreement can do so with no loss of conditions under the WCC Ranger Agreement 2012. They may also agree to take up this Agreement at a later date during the duration of this Agreement without penalty or disadvantage after the date of commencement. However, financial benefit from this Agreement will not be back paid for the period prior to the date of commencement.

23. Relationship to Awards and Council Policies

This agreement shall be read and interpreted wholly in conjunction with the Award 2017 or its successor, Council policies, protocols and procedures as amended from time to time

The provisions of the Agreement will override the provisions of the Award where they conflict. Otherwise where the Agreement is silent the Award shall prevail.

Schedule 'A'

Area Ranger

Salary Rates

The range of pay on Council's salary system is ATT Band 2, Level 2 - Point 3 to 7 (i.e. A2/3A to A2/8A).

Level 1 Entry \$1,174.80
Level 2 \$1,233.60
Level 3 \$1,263.80
Level 4 \$1,294.90
Level 5 \$1,327.30

This rate will be increased by a 9% loading to compensate for weekend work, seven day week and the range of hours consistent with the requirements specified in clauses 11, 12, 13 and 14 of this Agreement.

This will be the base rate applicable for all purposes of the Award as well as for superannuation legislation purposes.

Salary Progression

Progression through the salary system will be based on demonstrated competencies assessed over a twelve (12) month period or such other time as agreed between the employee and Council, in line with Council's performance management system. Both Parties are committed to improved skills levels, removing impediments to multi-skilling and broadening the range of tasks the employee may be asked to perform.

Level 1 (Entry Level)

Level 2

Customer Service

Comply with Council's Customer Service Charter relating to Customer Service Requests (CSRs), customer relations and appropriate professional behaviour

Conflict Resolution

Demonstrated application of de-escalation techniques for handling hostile and difficult customers.

Stakeholder Relationships

Productive working relationships with relevant stakeholders including NSW Police, private security and other businesses.

After Hours On-Call Service

Act as Council's on call after hours Officer and attend to the afterhours' service.

Computer Skills

Computer skills to log on, action and complete tasks in Council's corporate systems, including CSRs, template word documents and emails.

Parking Education and Enforcement

Issue accurate on the spot Formal Warnings and Penalty Notices in relation to the legislative framework and procedure manual, including the "think before you park" and "safety over convenience" programmes.

Willoughby Disability Inclusion Action Plan

Regular activity in regard to Council's MPS investigation process as part of Council's commitment to the *Willoughby Disability Inclusion Action Plan*.

Abandoned Vehicles

Successful removal of vehicles abandoned on a public place.

Unauthorised Advertising on a Public Place

Proactive identification and successful removal from display of unauthorised advertising on a public place.

Littering and Dumped Rubbish

Proactive engagement in relation to people littering in Willoughby in support of the "memorandum of understanding" between the EPA and Willoughby City Council.

Investigation, Evidence Gathering and Enforcement

Proactive patrols of the Council area in accordance with the Officers' delegations, procedure manual and legislative responsibilities.

Demonstrated ability to gather appropriate evidence and commence successful enforcement proceedings under legislation for which the Officer has delegated authority to act.

Level 3

Correspondence

Ability to create (with appropriate grammar and spelling) non-standard letters, and enforceable Notices and Orders requiring minimal corrections from the Supervisor.

Development Consents and Development Without Consent

Proactive and successful actioning of offences involving the incursion of unauthorised activity onto a public place (like a public road).

Level 4

Employees at Level 4 are expected to undertake duties with minimal supervision.

Certificate IV

Demonstrated successful completion of *Certificate IV in Local Government (Regulatory Services)* or equivalent.

Demonstrated application of learnings acquired from successful completion of *Certificate IV in Local Government*.

Local Roads Load Limit

Demonstrated activity in Local Road Load Limit and Load Restraint Compliance in order to ensure the safety of road users and protection of Council's road assets.

Companion Animals Act

Proactive inspection of the Companion Animals Register to identify unregistered animals and to take appropriate action to ensure they are registered.

Level 5

Employees at Level 5 are expected to undertake duties with minimal supervision.

Heavy Vehicle National Law

Necessary expertise or experience to be appointed as an Authorised Officer Heavy Vehicle National Law.

Council's Tree and Vegetation Preservation Controls

The successful actioning of offences against Council's tree and vegetation preservation controls including the ability to investigate the matter without any supervision.

Document Creation

Ability to create and produce non-standard letters, Notices and Orders to an acceptable business standard (that do not require modification by supervisors).

Mentoring of other team members

A demonstrated competence and ability to act as a mentor for less experienced staff in relation to advanced skill areas in the more complex issues related to their job.

Schedule 'B'

Council Ranger (Parking Enforcement/Compliance Officer)

Salary Rates

The range of pay on Council's salary system is ATT Band 2, Level 2 - Point 1 to 5 (i.e. A2/1A to A2/6A).

Level 1 Entry \$1,119.20

Level 2 \$1,174.80

Level 3 \$1,203.90

Level 4 \$1,233.60

Level 5 \$1,263.80

This rate will be increased by a 9% loading to compensate for weekend work, seven day week and the range of hours consistent with the requirements specified in clauses 11, 12, 13 and 14 of this agreement.

This will be the base rate applicable for all purposes of the Award as well as for superannuation legislation purposes.

Salary Progression

Progression through the salary system will be based on demonstrated competencies assessed over a twelve (12) month period or such other time as agreed between the employee and Council, in line with Council's performance management system. Both Parties are committed to improved skills levels, removing impediments to multi-skilling and broadening the range of tasks the employee may be asked to perform.

Level 1 (Entry Level)

Level 2

Customer Service

Comply with Council's Customer Service Charter relating to Customer Service Requests (CSRs), customer relations and appropriate professional behaviour.

Conflict Resolution

Demonstrated application of de-escalation techniques for handling hostile and difficult customers.

After Hours On-Call Service

Act as Council's on call afterhours Officer and attend to the afterhours' service.

Computer Skills

Computer skills to log on, action and complete tasks in Council's corporate systems, including CSRs, template word documents and emails.

Parking & Traffic Infrastructure Improvement

Ability to identify faded, faulty or damaged parking and traffic control signage restriction infrastructure and to proactively generate CSRs to trigger their repair or replacement.

Parking Education and Enforcement

Issue accurate on the spot Formal Warnings and Penalty Notices in relation to the legislative framework and procedure manual, including the “*think before you park*” and “*safety over convenience*” programmes.

Willoughby Disability Inclusion Action Plan

Regular activity in regard to Council’s MPS investigation process as part of Councils commitment to the *Willoughby Disability Inclusion Action Plan*.

Littering and Dumped Rubbish

Proactive engagement in relation to people littering in Willoughby in support of the “memorandum of understanding” between the EPA and Willoughby City Council.

Level 3

Investigation, Evidence Gathering and Enforcement

Proactive and patrols of the Council area in accordance with the Officers delegations, procedure manual and legislative responsibilities.

Demonstrated ability to gather appropriate evidence and commence successful enforcement proceedings under legislation for which the Officer has delegated authority to act.

Level 4

Employees at Level 4 are expected to undertake duties with minimal supervision.

Development Consents and Development Without Consent

Proactive and successful actioning of offences involving the incursion of unauthorised activity onto a public place (like a public road).

Council’s Tree and Vegetation Preservation Controls

The successful actioning of offences against Council’s tree and vegetation preservation controls including the ability to investigate the matter without any supervision.

Certificate IV

Demonstrated successful completion of *Certificate IV in Local Government (Regulatory Services)* or equivalent.

Demonstrated application of learnings acquired from successful completion of *Certificate IV in Local Government (Regulatory Services)* or equivalent.

Level 5

Employees at Level 4 are expected to undertake duties with minimal supervision.

Stakeholder Relationships

Productive working relationships with relevant stakeholders including NSW Police, private security and other businesses.

Mentoring of other team members.

A demonstrated competence and ability to act as a mentor for less experienced staff in relation to advanced skill areas in the more complex issues related to their job.

Schedule C

Rangers – Parking Enforcement

Salary Rates

The range of pay on Council's salary system is ATT Band 2, Level 1 - Point 5 to 9 (i.e. A1/5A to A1/10 A).

Level 1 Entry \$1,075.30
Level 2 \$1,128.80
Level 3 \$1,156.40
Level 4 \$1,184.90
Level 5 \$1,214.20

This rate will be increased by a 9% loading to compensate for weekend work, seven day week and the range of hours consistent with the requirements specified in clauses 11, 12, 13 and 14 of this agreement.

This will be the base rate applicable for all purposes of the Award as well as for superannuation legislation purposes

Salary Progression

Progression through the salary system will be based on demonstrated competencies assessed over a twelve (12) month period or such other time as agreed between the employee and Council, in line with Council's performance management system. Both Parties are committed to improved skills levels, removing impediments to multi-skilling and broadening the range of tasks the employee may be asked to perform.

Level 1 (Entry Level)

Level 2

Customer Service

Comply with Council's Customer Service Charter (relating to Customer Service Requests (CSRs), customer relations and appropriate professional behaviour.

Conflict Resolution

Demonstrated application of de-escalation techniques for handling hostile and difficult customers.

Parking Education and Enforcement

Issue accurate on the spot Formal Warnings and Penalty Notices in relation to the legislative framework and procedure manual, including the “*think before you park*” and “*safety over convenience*” programmes.

Willoughby Disability Inclusion Action Plan

Regular activity in regard to Council’s MPS investigation process as part of Council’s commitment to the *Willoughby Disability Inclusion Action Plan*.

Parking & Traffic Infrastructure Improvement

Ability to identify faded, faulty or damaged parking and traffic control signage restriction infrastructure and to proactively generate CSRs to trigger their repair or replacement.

Computer Skills

Computer skills to log on, action and complete tasks in Council’s corporate systems, including CSRs and emails.

Investigation, Evidence Gathering and Enforcement

Proactive patrols of the Council area in accordance with the Officers delegations, procedure manual and legislative responsibilities.

Littering

Proactive engagement in relation to people littering in Willoughby in support of the “memorandum of understanding” between the EPA and Willoughby City Council.

Level 3

Unregistered Vehicles and Abandoned Vehicles

Proactive identification of unregistered and abandoned vehicles with the generation of Customer Service Requests (CSRs) to the appropriate Officer.

Level 4

Abandoned Vehicle Register

Proactive detection and action in relation to unregistered and abandoned vehicles in accordance with the powers of an Impounding Officer

Level 5

Computer Skills

Computer skills to create accurate template word documents and Court Statements that require minimal corrections.

SIGNED on behalf of)
 WILLOUGHBY CITY COUNCIL)
 in the presence of)

.....
 General Manager

.....
 Witness

.....
 Mayor

SIGNED on behalf or)
 NEW SOUTH LOCAL GOVERNMENT,)
 CLERICAL, ADMINSTRATIVE, ENERGY,)
 AIRLINES & UTILITIES UNION)
 in the presence of

.....
 General Secretary

.....
 Witness

.....
 Delegate

ON THE.....DAY OF 2018