

REGISTER OF  
ENTERPRISE AGREEMENTS

ENTERPRISE AGREEMENT NO: EA98/76

TITLE: Waverley Council Ranger Service Enterprise Agreement

I.R.C. NO: 98/154

DATE APPROVED/COMMENCEMENT: Approved 4 March 1998 and commenced 13 October 1997

TERM: 2 years

NEW AGREEMENT OR  
VARIATION: New

GAZETTAL REFERENCE:

DATE TERMINATED:

NUMBER OF PAGES: 43

COVERAGE/DESCRIPTION OF  
EMPLOYEES: Ranger Service employees

PARTIES: Waverley Council -&- Federated Municipal and Shire Council Employees' Union of Australia, New South Wales Division



EA 98/76 (IRC 98/154) - CLAUSE 16

Pages 6 and 7 of the judgement of Judge Glynn on 4 March 1998 should be read in conjunction with Clause 16.



made by Mr *Kruse*. Those submissions, together with those by Ms *Carsley* and documents filed and tendered formed the basis for the Commission's approval of the enterprise agreement as sought.

Mr *Kruse* advised the Commission that the Waverley Council Rangers Service Enterprise Agreement arose from circumstances relating to dispute number IRC97/3149. That concerned a dispute between the union and council over the roster applying to the rangers at Waverley Council and, in particular, the penalty rates which were to be payable for weekend work. The Local Government (State) Award refers to a Monday to Friday ordinary hour arrangement. However, that award does not specify the penalties that are payable on weekends. This aspect of the agreement has been resolved through cl.12 with agreement on a Monday to Sunday roster. The actual rosters themselves are identified in the agreement at appendix 2 which provides a number of alternative options for rostering arrangements. This aspect of the agreement amounts to a substantial productivity improvement on the council's behalf and on behalf of the MEU's members it provides certainty and overcomes the difficulties that had arisen from the on going dispute.

The purpose of cl.13 is that it enables the council in consultation with employees to swap day shifts for afternoon shifts and, where that occurs, there is a 15 per cent penalty payable. This, of course, does not impact upon the overtime arrangements. In the event that an employee working an additional afternoon shift actually works overtime, overtime would still be payable.

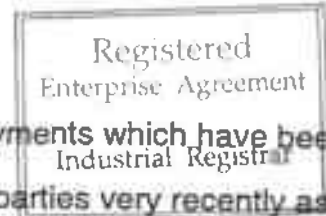
Clause 15 of the agreement outlines the rates of pay which are inclusive of the weekend shift penalties. The agreement is to be read in conjunction with the Local Government (State) Award and increases applying in that award will flow through to rates of pay identified in the agreement. The

actual transfer rates that apply under the agreement are identified at appendix 3. The specific identity of the rates that apply on transfer will assist in the implementation phase of the agreement. Appendix 4 outlines the actual salary points that apply to the salary range identified in cl.15. The agreement also provides that employees will have access to salary progression through each of the salary points identified in appendix 4 based on competence and performance which will be looked at on an annual basis.

Clause 16 discusses the performance payments which have been the subject of some on going discussions between the parties very recently as there were some uncertainties as to how that might actually apply. The operation of that clause was clarified through the tender of two documents, firstly, correspondence from the MEU to Waverley Council dated 11 December 1997 and, secondly, return correspondence from Waverley Council to the MEU dated 15 December 1997. The parties are satisfied that the discussions outlined in that exchange of correspondence suitably overcome any implementation issues that might arise in relation to the application of key performance indicators.

As a result of discussions on the morning of the hearing the parties also placed on record a further agreement, the first item of which was that within a period of one month the parties will agree upon a document outlining with a degree of specificity the nature of the key performance indicators to be utilised. [At the request of the parties the Commission delayed publishing reasons for decision in order to include within it their final agreement, rather than that placed on record.]

Clause 17 of the agreement addresses some training issues. Clause 18 looks at the issue of motor vehicles. Annexures A through to K deal



with some operational issues and identify some of the ways in which the actual work will be carried out and administered by the Council. Appendix 5 identifies the structure which applies.

The agreement is a comprehensive one. It addresses a number of industrial concerns and actually identifies the linkages between those industrial concerns and the operations of the ranger services. It met the requirements of the Act and also the principles as laid down by the Commission.

Registered  
Enterprise Agreement

Industrial Registrar

Ms Carsley supported the comments made by Mr Kruse as to the comprehensive nature of the documents and as to how the agreement has managed to resolve a number of quite complex industrial issues as well as meet the demands of the community. There were quite extensive negotiations starting in November 1996. The agreement has been in effect since 13 October 1997, and the staff have been operating under these new arrangements since then.

At the conclusion of proceedings on 22 January 1998, the Commission approved the proposed agreement in the following terms:

The Commission has before it an application by the Federated Municipal and Shire Council Employees' Union, New South Wales Division, for an enterprise agreement to be entitled "Waverley Council Rangers Service Enterprise Agreement". Before approving the agreement, the Commission has to be satisfied that the requirements of the *Industrial Relations Act* and the Enterprise Agreement principles have been satisfied.

The agreement covers 12 employees, all those employees being employed within the council's ranger service.

reform, productivity and efficiency. There are more flexible rostering arrangements, the hours of work to be between 6 am and 10 pm Monday to Sunday inclusive, and no less than two staff are to be rostered at any one time on afternoon shifts. There are to be no more than two afternoon shifts in each 28 day roster period. At night the employees are required to work in a minimum of pairs.

The Commission approves the Waverley Council Ranger Service Enterprise Agreement as contained in Exhibit 2, that agreement to operate for a period of two years from 13 October 1997.



As already noted, the Commission had been asked to defer publishing its decision in this matter to allow the parties to fine tune an agreement they had placed on records on the day of the hearing. By letter dated 24 February 1998, the Commission was requested by the parties to substitute an attached agreement for the submissions made on 22 January 1998. That agreement, which concerns the implementation of cl.16 of the enterprise agreement, is set out below:

**KEY PERFORMANCE INDICATORS TO BE UTILISED IN CONJUNCTION WITH WAVERLEY COUNCIL'S RANGER SERVICE ENTERPRISE AGREEMENT**

The parties have agreed to the following:

- that the measurement of productivity be team based
- that the productivity bonus is to be a one off payment with a maximum bonus of \$1000 per person per annum
- that the performance bonus benchmarks will be based on
  - (i) increased customer satisfaction as per the results of a

customer satisfaction survey and a reduction in the average number of logged complaints received by Council compared with the previous 12 month period. \$400 is the maximum value of this bonus component

(ii) a 15% increase in the number of infringement notices properly issued as compared and averaged over the previous 3 year period. \$600 is the maximum value of this bonus component

- should the maximum bonus not be achieved a pro-rata percentage increase will apply with each 1 percentage increase representing an amount equivalent to \$40
- the parties have agreed to meet in October 1998 to review and monitor the progress on achieving a bonus.

Achieving the bonus should not be at the expense of current service standards.

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Ex 2

# Waverley Council Ranger Service Enterprise Agreement



Industrial Commission

Cor-Glynn, J.

DRC 98/154

tendered by Kruse Ex. 2

22/1/98   
Associate.



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# Waverley Council Ranger Service Enterprise Agreement

## 1. TITLE AND INTENTION OF THE PARTIES

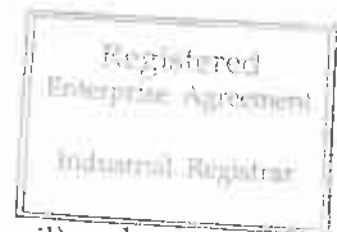
This Enterprise Agreement is made in accordance with the provisions of Sections 29 to 47 of the Industrial Relations Act 1996, and shall be known as the Waverley Council, Ranger Service Enterprise Agreement, and shall provide the basis for determining rosters and service standards addressed by the Agreement.

This agreement shall only apply to employees employed in the Ranger Service of the Council. The major customer location of this service is Council Chambers, Cnr. Paul Street & Bondi Road, Bondi.

## 2. THE PARTIES

The parties to this agreement are:

- ▶ Waverley Council (hereinafter referred to as the Council) and;
- ▶ the Federated Municipal and Shire Council Employees Union of Australia, New South Wales Branch (hereinafter referred to as the MEU).



## 3. DURESS

This agreement has been freely entered into, without duress, by all the parties. All the parties support and endorse the provisions contained therein.

## 4. DEFINITIONS

Award	Award shall mean the Local Government (State) Award, 1997 or any other Award which may replace this one
Parties	Parties shall mean Waverley Council and the MEU
Employees	employees shall mean employees who perform regulatory functions
Afternoon shifts	Afternoon shifts shall mean those shifts which commence at 12.00 noon and finish at 10.00 pm

## 5. DURATION OF AGREEMENT

The agreement shall come into operation from 13 October 1997 and benefits in this agreement shall accrue to staff from that date. The agreement shall remain in force for a period of two (2) years.

## 6. REVIEW OF AGREEMENT

The agreement shall be formally reviewed six (6) months from its date of operation. This review shall be conducted by a management/staff working party. Should either party wish to cease the agreement prior to its anticipated date of cessation, one month's notice shall be given.

Should the Agreement be rescinded by either party, the rates of pay and working conditions shall revert to those applying prior to the making of this Agreement.

## 7. RELATIONSHIP WITH THE AWARD AND COUNCIL'S PAY POLICY

This Agreement shall be read and interpreted wholly in conjunction with the Local Government (State) Award 1997 and any amendments to that Award (including Council's Pay Policy). Council's Pay Policy is the implementation of the requirements detailed in Subclause (vi), of Clause 3, of the Award.

This agreement shall not affect the payment of Award-based increases and there shall be no absorption of such increases for the purpose of this agreement.

In the event of any inconsistency between the Award and this agreement, the agreement shall prevail to the extent of the inconsistency.

Where this Agreement is silent, the Award and Council's Pay Policy shall prevail.

## 8. PRINCIPLES

The parties to this agreement and staff are committed to identifying and implementing strategies to increase productivity, especially through the introduction of more flexible rostering practices.

## 9. SERVICE SPECIFICATION

Staff shall deliver the ranger service to the service specification (as set out in Appendix 1).

## 10. CUSTOMER SERVICE

Rangers shall perform their duties in accordance with the Local Government competencies for customer service and Council's commitment to excellent customer service.

Rangers shall also wear the Council supplied uniforms at all times whilst on duty. Rangers shall keep the said uniform clean and in good repair.



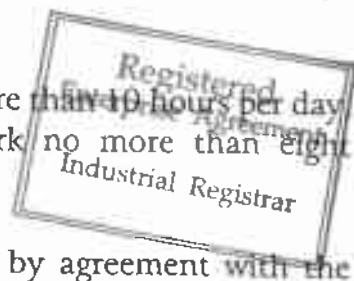
## 11. MANAGEMENT OF SICK LEAVE

Sick leave shall be managed in accordance with Clause 15 of the Award and Council's policy on sick leave management. This shall include 3 monthly reviews of the service's sick leave profile, and strict interpretation of Council's policy in regards to notice of sick leave taking and evidence to support sick leave taking.

## 12. HOURS OF WORK AND ROSTERING ARRANGEMENTS

Hours of work shall be between 6.00 am and 10.00 pm, Monday to Sundays inclusive.

The ordinary hours of work for all employees shall be no more than 10 hours per day inclusive of one-half hour meal break. Staff shall work no more than eight consecutive days each 14 day period.



Shift arrangements may be varied within the bandwidth by agreement with the employee concerned.

The exception is when an employee is called back to work between the hours of 10.00 pm on any day and 6.00 am on the day immediately following. Then the employee shall be paid consistent with the call-back provisions of the Award.

Rosters shall be given two weeks' in advance to employees. 2 weeks' notice shall be required of notice to change rosters.

An example of the rostering arrangements for staff is at Appendix 2.

For those staff working on afternoon shifts, no less than two staff shall be rostered on at any one time. At night, staff shall be required to work in a minimum of pairs. Staff shall work no more than two afternoon shifts each roster period of 28 days.

## 13. REQUIREMENTS TO WORK ADDITIONAL AFTERNOON SHIFTS

If staff are required to work additional afternoon shifts during a normal roster period, other than those prescribed in Clause 12, then an additional penalty payment of 15% shall be paid for each and every shift beyond those agreed. All work performed outside agreed roster, shall be in accordance with accrued provisions.

## 14. WORK ON PUBLIC HOLIDAYS

All employees may be rostered to work on public holidays. If an employee is rostered on to work public holidays, then they shall be entitled to the provisions of Clause 14A Public Holidays of the Award.

## 15. RATES OF PAY

The rate of pay for existing staff as at the date of this Agreement is at Appendix 3. This Appendix specifies the pay for each existing member of staff.

Subsequent appointments to the position of Ranger shall be made in the range of (\$677.05 - \$783.05 per week). Subsequent appointments to the position of Senior Ranger/Team leader shall be made in the range of (\$722.65 - \$844.31 per week).

These rates of pay are inclusive for the purposes of the rosters and bandwidth of staff. No extra payments shall be incurred because of weekend work and shiftwork.

The rates of pay for Rangers shall be adjusted consistent with changes in the Local Government (State) Award. Rangers will continue to be eligible for progression through the salary range available to them prior to the introduction of this agreement. This progression shall be at the same rate which applied prior to the introduction of the new rates. This progression shall be in accordance with Council's skill and performance assessment process. The revised salary points are at Appendix 4.

## 16. PAYMENT FOR PERFORMANCE

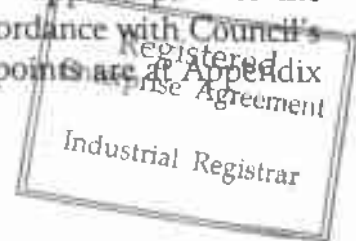
Staff will be eligible for a performance bonus in accordance with the following criteria:

- The setting of a target which may be a combination of key service indicators some of which must include a combination of revenue-generation or cost-reduction or increased service levels.
- The target is agreed between the Director and the Ranger Service Staff.
- Pro rata payment of a performance bonus may be allowed provided the Director and Staff agree on the quantum and process in full or as agreed.
- The performance bonus will be paid 12 months from agreement on the target.

This shall not prevent Staff from accessing Council's pay for performance system, upon expiration of the target time frame.

## 17. MULTI SKILLING AND TRAINING

In accordance with the Award and Council's Pay Policy, staff will be required to undertake all Ranger functions. Training appropriate to these functions will be supplied to staff to ensure that they perform these functions to the best of their ability.



## 18. MOTOR VEHICLES

Motor vehicles will be, wherever possible, be provided for travel to and from work for those Rangers who are required to work afternoon shifts. If possible, motor vehicles shall be provided for Rangers who are required to work weekends.

## 19. IMPLEMENTATION TEAM

A team of five people comprising the two senior ranger/team leaders, one management representative and two staff members shall be responsible for ensuring the smooth implementation of this agreement.



## SPECIFICATION FOR RANGER SERVICES

### INTERPRETATION

#### 1.0 INTRODUCTION

#### 1.1 Service Coverage



The major service areas are:

- **Public Order and Safety**

**Objective**

Ensure activities that require Council consent are conducted in accordance with approvals.

- **Parking Control**

**Objective**

Provide effective programmes for the control of public parking to make parking available to residents and visitors.

- **Dog Control**

**Objective**

Provide effective services to control dogs and other animals in public places.

- **Litter Control**

**Objective**

To reduce the amount of litter and ensure its prompt removal to protect the environment.

#### 1.2 Review of Service Specification

This specification shall be reviewed every 12 months to ensure it meets the demands of the community and council.

### 1.3 The Municipality

- Brief description of Council area (use section from Management Plan)
- Description of Council consultation processes and decision making structure
- Describe Council values (take from Management Plan)

### 1.4 The Service

- The Regulatory staff will comprise 12 officers, (one of whom is casual) who will perform the various duties relating to litter control, parking, dog and pest control.
- Vehicles will comprise of two vans for impounding dogs and three utes for the rangers.
- Six mobile phones will be provided to Ranger Staff.

#### ■ Functions to be performed are:

- Conduct regular patrols and control unlawful activities contrary to notices, signs displayed in malls, street drinking prohibition, intertidal protective areas, camping in public places, carrying spear guns contrary to notice and assisting parks staff for the control of unlawful activity contrary to notices/signs displayed on parks and reserves.
- Conduct regular patrols to control unlawful street trading in public places including mobile street vendors, itinerant street traders, buskers, hawkers and flower sellers.
- Conduct surveys each week to evaluate the collection of shopping trolleys and to impound shopping trolleys left unattended for more than 24 hours outside the prescribed collection areas.
- Conduct regular patrols, investigate and report incidences of rubbish dumping.
- Issue on the spot penalty notices for littering in public places.
- Participate in a local reduction litter strategy to promote public participation for the responsible disposal of litter.
- Liaise with Waste Services Section to remove dumped rubbish where offenders cannot be detected and interview and advise residents in relation to unsatisfactory placement of domestic garden refuse, clean-up and whitegoods materials.
- Conduct regular patrols to cover the spread of hours within each public car park not readily accessible by parking officers and issue infringement notices.
- Maintain a record of public car parks patrolled each day and monitor the issue of infringement notices.





- Respond to complaints relating to unlawful parking and monitor the outcomes of investigations.
- Investigate complaints concerning unlawful activities such as littering, parking and other ancillary duties.
- Ensure regulation vehicles are clean and in mechanical sound condition.
- The service will operate between the hours of 6.00 am until 10.00 pm, Monday to Sunday, seven days per week.
- The Ranger Staff will be multi-skilled and will perform various duties such as litter patrols, patrolling parks, dog control and other miscellaneous regulation related duties.
- The Ranger Staff will at all times provide close communication links with the complainants and will attend to the complaint immediately. This form of communication will involve telephone calls, interviewing persons directly and written correspondence.
- The expected time period in which the above will be carried out will be in accordance with the performance criteria as contained in the schedules and related to activity and workload indicator.

## 1.5 The Service Users

**Council's major customers of this service are:**

- Ratepayers
- Residents
- Waste Services
- Parks and Gardens
- Technical Services
- Environmental Services

**The communication process we have with our customers:**

- Telephones
- Face to face interviews
- Faxes
- Letters
- Focus groups
- Discussion meetings - when they are required with relevant parties



## 1.6 Relationship and Communication with Council and Other Council Business Units

Describe the major contacts within Council and the type of relationship Ranger Services has with them

- Waste Services in relation to dumped rubbish which is then collected.
- The Legal Officer in relation to institution of legal proceedings.
- Technical Services in relation to abandoned motor vehicles, the making of specific signs and parking requirements.
- Beach and parks in relation to the use of Council's parks and ovals.
- Environmental Services in relation to dumped rubbish, sewerage building debris and environmental matters such as air, water and noise pollution.



## 2.0 SCOPE OF SERVICE

### 2.1 General Scope of Service

- Provide effective dog and other animal control in public places
- Provide effective parking control to make parking available to residents
- Provide control and monitoring of activities that require Council consent (e.g. footway restaurants, street trading)
- Provide litter control that is prompt and protects the environment
- Monitor and patrol intertidal protection zones

### 2.2 Particular Scope of Service

The particular scope of this service is specified in Schedule No.1. The workload indicators are provided as a guide and are the average for the specified period. All figures are based on the best available information at the time. However, the Council does not warrant or guarantee the accuracy as the workloads may vary from time to time and staff are to make their assessment of the work required and deliver the performance in accordance with Schedule No.1.

In addition to this, the specification shall allow for carrying out all ancillary activities implied and/or necessary for carrying out the complete service to the satisfaction of Council.

### 3.0 LOCATION OF SERVICE

The primary Customer Services location for this service is corner Paul Street and Bondi Road, Bondi Junction.

### 4.0 QUALITY OF SERVICE

#### 4.1 General Quality of Service

The service shall be carried out to industry best practice standards. It shall also comply with all Federal, State and Local Statutory Requirements, and to the complete approval of the Council.



#### 4.2 Performance Criteria

Staff must perform the service in accordance with all requirements specified in the "Performance Criteria" in Schedule No.1. Staff must meet the performance criteria specified.

The Ranger Service must also regularly report on the performance targets as set out in Council's Management Plan. These may vary from time to time. Such variation shall occur in consultation with the providers of the service.

#### 4.3 Customer Satisfaction Survey

As part of this specification there shall be Customer Satisfaction Surveys every 12 months. It shall be a performance criteria of the specification that staff achieve satisfaction level for each survey not less than that for the previous year. The survey method, forms, questions and procedures shall be to the complete approval of the Council.

### 5.0 DEFINITIONS

The following definitions shall be interpreted as follows:

**Patrol** "The visual inspection of the source at its location by the relevant regulatory officer".

**SCHEDULE NO.1. SCHEDULE OF ACTIVITIES, WORKLOAD INDICATORS AND PERFORMANCE CRITERIA.**

ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
<p><b>ANIMAL CONTROL</b></p> <p>Provide effective services to control dogs and other animals in public places. To include:</p> <p>Regular patrolling of areas identified as having high animal activity</p>	<p>Average 20 warnings per week</p> <p>Average 8 impounding animals per week</p> <p>10 infringement notices per week</p>	<p>Patrol Bondi Beach between October - February at least twice per day between the hours of 6.00 am - 9.00 am and 5.00pm - 8.00 pm</p> <p>Between March - September, to patrol Bondi Beach at least twice per day between the hours of 6.00 am - 7.00 pm</p> <p>To remain in the area for at least ½ hour for each and every patrol undertaken.</p> <p>Patrol Bronte Beach at least twice per day between 6.00 am - 8.00 pm</p> <p>To remain in the area for at least ½ hour.</p> <p>Patrol McKenzies Beach, when the sand is in, at least once per day</p> <p>Respond to community and Council complaints about dog and other animal activity at Tamarama Beach within 2 hours</p>



ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
Respond to community complaints on dog noise	12 complaints per week	Respond and attend to complaints (verbal and written) within 4 hours
Maintain register of all dogs in Council's area	20 outstanding notices checked per week within 2 month's expiration  1 infringement notice issued per week on outstanding dog registrations	<p>Maintain a register of community complaints about dog noise, attacks</p> <p>Assist in updating and maintaining the Register of all dogs registered in Council area</p> <p>Check outstanding registrations within 2 months of expiration date</p> <p>Issue infringement notices to identified dog owners with outstanding dog registrations within 3 months of expiration date</p>



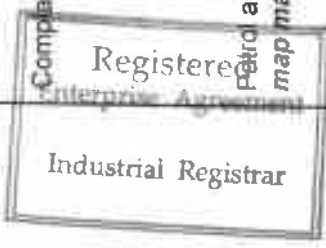
ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
Provide regular public education to community owners of dogs and other animals	Two seminars per year	6 monthly seminars for interested community on responsible dog ownership
Impounding of dogs not under effective control	2-monthly review of supply and provide additional to: Library, Mill Hill Centre, Council Chambers, Bondi Pavilion and Childcare Centres	Distribution of pamphlets on responsible dog ownership to areas of identified high animal activity on an annual basis. Develop and review education pamphlet on responsible dog ownership to be distributed with dog registrations annually. Verbal/telephone complaints of stray dogs are responded to within 2 hours Found/stray dogs, which can be identified, are returned to owners within same day Infringement notices issued to all owners of returned found/stray dogs within 24 hours of return of dog Found/stray dogs, which are not able to identified, are transported to a relevant holding facility
Act as referral service for feral cats and other animals	2 found/stray dogs per week 1 surrendered dog per month 1 injured animal per month 1 rental cage per month 1 rental cage per month	Respond to requests for assistance with surrendered animals within 24 hours. Respond to request to assist with injured animals within 1 hour. Provide a rental cage service for the community requesting assistance with feral cats Provide a collection and disposal service of feral cats within 2 hour of receiving feral cat or other animal



ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
<p><b>PARKING &amp; VEHICLE CONTROL</b></p> <p>Provide effective control of public parking (including disabled, residential, on-street) to ensure maximum parking is available to residents (to include management of resident's preferential parking areas, control of parking on footpaths, pedestrian malls )</p>	<p>15 parking infringements per day per person 1 area patrolled per day per person</p>	<p>Patrol designated Bondi Beach resident parking areas (see list of streets marked B) And enforce the requirements of on-street parking between 6.00 pm - 10.00 pm on Friday and Saturday in the months between October - February</p> <p>Patrol designated Bondi Beach resident parking areas (see list of streets marked B) And enforce the requirements of on-street parking at least once every two days in the months between March - September from 6.00 am - 6.00 pm</p> <p>Patrol designated Bronte parking areas and enforce the requirements of on-street parking (see list of streets marked C) at least once per day between the hours of 8.00 am - 6.00pm, on one day on the weekend and all public holidays between the months of October - April (inclusive)</p> <p>Patrol designated Charing Cross parking areas and enforce the requirements of on-street parking (see list of streets marked D) at least once per day three days per week</p> <p>Patrol designated Queens Park parking areas and enforce the requirements of on-street parking (see list of streets marked H) at least once per day three days per week</p>

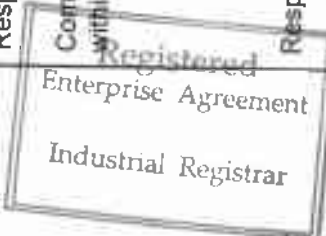


ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
<p>Provide control of parking in Council car parks</p>		<p>Patrol designated Bondi Junction parking areas (see list of streets marked A) at least once per day, 3 days per week</p> <p>Patrol designated disabled parking spaces (see list of areas marked J) As part of regular patrols for Bondi Beach, Bondi Junction and Bronte</p> <p>Patrol all Council car parks (see list marked F) every two days</p> <p>Patrol Council carparks (see list marked G) at least twice per week</p> <p>Conduct fortnightly on site patrol of designated Council streets (see attached list marked H)</p>
<p>Ensure that vehicles adhere to weight restrictions in designated Council streets</p>	<p>2 hours once per week for 2 people</p>	
<p>Investigate and resolve customer queries/complaints concerning parking and vehicle control</p>	<p>2 customer queries per day</p>	<p>Complaints and queries are responded to within 24 hours.</p>
<p><b>LITTER CONTROL</b></p>		
<p>Provide effective control programs and referral service for illegal dumping of materials (including household goods, trade waste, rubbish, building materials, abandoned vehicles)</p>	<p>2 clean up areas patrolled per day</p> <p>8 notifications of illegal dumping per day</p>	<p>Patrol at least two of the identified clean-up areas (see attached map marked I)</p> <p>Advise Public Works &amp; Services of any illegal dumping (including abandoned vehicles) including type of materials within 24 hours</p>
	<p>1 complaint per day</p>	<p>Investigate complaints of untaken waste referred by Waste Services within 48 hours</p>
	<p>3 community complaints per day</p>	<p>Investigate community complaints on illegal dumping and respond either verbally or in writing within 2 days</p> <p>Distribute and assist in the implementation of an annual litter awareness programme</p>





ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
<p><b>OTHER COMMUNITY CONTROLS</b></p> <p>Provide an effective program of control for the following community issues:</p> <ul style="list-style-type: none"> <li>▶ abandoned shopping trolleys</li> <li>▶ graffiti</li> <li>▶ skateboarding and bicycles</li> <li>▶ hawkers &amp; buskers</li> <li>▶ footpath restaurants</li> <li>▶ A-frames, signage and goods on footpaths</li> </ul>	<p>6 shopping trolleys impounded per week</p> <p>2 community queries per week</p>	<p>Patrol Bondi Beach promenade at least twice per day for at least ½ hour</p> <p>Patrol Oxford Mall (check possibility of sharing with Woolahra) at least once per day</p> <p>Patrol Campbell Parade/Hall (see designated area in map marked K) at least once per day for at least ½ hour</p> <p>Impound all shopping trolleys (for at least 24 hours) that have been abandoned</p> <p>Respond to all community complaints/queries within 48 hours</p>
<p>Provide an effective program of control for environmental issues such as:</p> <ul style="list-style-type: none"> <li>• intertidal zones</li> <li>• water pollution</li> <li>• noise and dust pollution</li> <li>• non-compliance with Council approvals (eg, hours of operation)</li> </ul>	<p>2 complaints per week - Summer nil per week - Winter</p> <p>1 community complaint per week</p>	<p>Complete investigation of all community complaints/queries within 7 working days</p> <p>Respond to complaints on intertidal infringements within 1 hour</p> <p>Distribute intertidal protection zone leaflets to the community</p> <p>Respond to community complaints about noise/water/dust pollution within 2 hours</p>



**SCHEDULE NO.1. SCHEDULE OF ACTIVITIES, WORKLOAD INDICATORS AND PERFORMANCE CRITERIA.**

ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
<b>ACTIVITIES COMMON TO MANY SERVICES</b>		
<p><i>PROVIDE AN INFORMATION, ENQUIRIES AND CUSTOMER SERVICE.</i></p> <p><i>Provide an information and enquiries service between the hours of 8.00am and 5.00pm Monday to Friday, public holidays excepted.</i></p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Registered Enterprise Agreement</p> <p>Industrial Registrar</p> </div>	<p>Provide accurate, relevant and informative advice to achieve a minimum level of satisfaction for customers and the superintendent as follows:-</p> <ul style="list-style-type: none"> <li>• Prompt initial response 85%</li> <li>• Courtesy 85%</li> <li>• Satisfactory request completion 85%</li> <li>• Request speed 85%</li> </ul> <p>Telephones shall be answered within 5 rings. Messages shall be returned within 1 working day. Letters shall be replied to within 7 working days.</p>
<p><i>PROVIDE STRATEGIC AND POLICY ADVICE</i> to Council on service delivery matters.</p>	<p>Monthly.</p>	<p>Provide accurate and professional advice to the satisfaction of the Council.</p>
<p><i>ATTEND COUNCIL, COMMITTEE, CORPORATE, AND SERVICE MEETINGS AS REQUIRED.</i></p>	<p>Council meetings - Monthly Committee meetings - Monthly Corporate meetings - Monthly Service Meetings - Monthly.</p>	<p>Attend and contribute to the satisfaction of the Council.</p>
<p><i>KEEP ALL RECORDS.</i> Keep all records as required and update the corporate databases for all work carried out.</p>	<p>See Schedule for a schedule of all records required.</p>	<p>All records shall be kept up to date monthly with accurate information in the format required by the Council.</p>

ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
<p><b>PROVIDE ALL REPORTS.</b> Provide all reports as required.</p> <p><b>ASSIST WITH ANNUAL BUDGET AND FUNDING SUBMISSIONS.</b></p> <p><b>LIAISE WITH OTHER AUTHORITIES, COUNCILS AND COUNCIL UNITS</b> as required.</p> <p><b>ATTEND EMERGENCY CALLOUTS</b> Attend emergency callouts and provide advice and assistance as required.</p> <p><b>PREPARE MEDIA RELEASES on the service for Council</b> as required.</p>	<p>Monthly for all work carried out. See Schedule S4 for a schedule of all reports required.</p> <p>Annually over one month.</p> <p>As required.</p> <p>Approximately 1 per month.</p> <p>Approximately 4 per year.</p>	<p>All reports shall be accurate, relevant and informative in the format and level of detail as required by the Council.</p> <p>Provide accurate financial projections on the service and complete a draft funding submission for Council.</p> <p>Maintain good working relationships and exchange of information with other relevant Authorities, Councils and Council Units.</p> <p>Acknowledge callout within 5 minutes and attend on site within 30 minutes where on site attendance is necessary to resolve the issue to the satisfaction of Council</p> <p>All media releases shall be accurate and professional and fully reflect Council policies and position. Media releases shall be prepared at the request of the Council and only released by the Council or following Council approval to do so.</p>



**SCHEDULE NO.1. SCHEDULE OF ACTIVITIES, WORKLOAD INDICATORS AND PERFORMANCE CRITERIA.**

ACTIVITY	WORKLOAD INDICATOR	PERFORMANCE CRITERIA
<p><b>SERVICES ASSOCIATED WITH THE GENERAL specification</b>  <i>Many items which require specific Activities, Workload and Performance. These items include:-</i></p> <ul style="list-style-type: none"> <li>• Minor Additional Unforeseen Services</li> <li>• New, First Grade Materials</li> <li>• Non English Speaking Background</li> <li>• Fees</li> <li>• Costs And Charges</li> <li>• Reporting General Defects</li> <li>• Other Duties Of The Contractor</li> <li>• Provide Quality Assurance</li> <li>• Compliance With Council Policy</li> <li>• Participate In Innovation Committee</li> <li>• Quarterly Review Of Services</li> <li>• Comply With Business Plan</li> <li>• Comply With Customer Services Plan</li> <li>• Comply With Transition Plan</li> <li>• In-House Service Units - Local Government Act</li> <li>• Employees Training</li> <li>• Council Information Systems</li> <li>• Record Keeping</li> <li>• Correspondence And Communication</li> <li>• Maintain Registers</li> <li>• Financial Records</li> <li>• Documents And Information</li> <li>• Computer Network</li> <li>• Audit</li> <li>• Legal Advice And Representation</li> </ul>		<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p>Registered Enterprise Agreement</p> <p>Industrial Registrar</p> </div>

**Appendix 2**

**ROSTERING ARRANGEMENTS - OPTIONS**

	Mon	Tue	Wed	Thr	Fri	Sat	Sun	Mon	Tue	Wed	Thr	Fri	Sat	Sun
<b>Option 1</b>	1	2	3	4	5	6	7	8	9	10	11	12	13	14
A	7-5	6-4	6-4	6-4	12-10	12-10	8-6	6-4	0	0	0	0	0	0
B	7-5	7-5	7-5	7-5	7-5	7-5	7-5	6-4	0	0	0	0	0	0
<b>Option 2</b>														
A	7-5	6-4	7-5	6-4	12-10	8-6	7-5	7-5	0	0	0	0	0	0
B	7-5	7-5	6-4	7-5	6-4	12-10	8-6	7-5	0	0	0	0	0	0
<b>Option 3</b>														
A	7-5	6-4	6-4	6-4	7-5	7-5	7-5	6-4	0	0	0	0	0	0
B	7-5	7-5	7-5	7-5	12-10	12-10	8-6	6-4	0	0	0	0	0	0

	Mon	Tue	Wed	Thr	Fri	Sat	Sun	Mon	Tue	Wed	Thr	Fri	Sat	Sun
<b>Option 1</b>	15	16	17	18	19	20	21	22	23	24	25	26	27	28
A	7-5	7-5	7-5	7-5	7-5	7-5	7-5	6-4	0	0	0	0	0	0
B	7-5	6-4	6-4	6-4	12-10	12-10	8-6	6-4	0	0	0	0	0	0
<b>Option 2</b>														
A	7-5	7-5	6-4	7-5	6-4	12-10	8-6	7-5	0	0	0	0	0	0
B	7-5	6-4	7-5	6-4	12-10	8-6	7-5	7-5	0	0	0	0	0	0
<b>Option 3</b>														
A	7-5	7-5	7-5	7-5	12-10	12-10	8-6	6-4	0	0	0	0	0	0
B	7-5	6-4	6-4	6-4	7-5	7-5	7-5	6-4	0	0	0	0	0	0

**Option 1 is the staff preferred option.**

## RANGER STAFF PROPOSAL - 30 September, 1997

Registered  
Enterprise Agreement

### Team 1

Employee	Current Average Rate	Proposed Weekly Rate 13 - 24 October, 1997	Proposed Weekly Rate As at 24 October, 1997
C. Dent	\$713.45	\$783.45	\$810.90
L. Benson	\$674.53	\$744.53	\$771.34
L. Dyer	\$687.89	\$757.89	\$786.61
V. Hextell	\$683.05	\$753.05	\$779.40
G. Alemagar	\$637.45	\$707.45	\$732.20
M. Dos Santos	\$652.65	\$722.65	\$747.95

### Team 2

Employee	Current Average Rate	Proposed Weekly Rate 13 - 24 October, 1997	Proposed Weekly Rate As at 24 October, 1997
M. Baker	\$713.45	\$783.45	\$810.90
N. Featherstone	\$734.85	\$804.85	\$835.23
C. Miller	\$667.85	\$737.85	\$763.70
J. Necco	\$652.65	\$722.65	\$747.95
J. Monks	\$637.45	\$707.45	\$732.20

- \* These positions are being re-wyatted and may change Group and salary point.

### Proposal:

- \* One (1) off \$70.00 increase in rate of pay for all staff
- \* Increase in payments for annual leave, long service leave and sick leave worth approximately \$60 - \$70 per week (more for longer-serving staff)
- \* Public holidays to be paid as per Award but at new hourly rate
- \* Maximum 2 evening shifts and 4 morning shifts per roster
- \* 8 days on - 6 days off (1 RDO), 10 hour shifts, formalised

Registered  
Enterprise Agreement

Industrial Relations

**SALARY POINTS RANGE  
FOR RANGERS AND SENIOR RANGERS  
As at 24 October, 1997**

**GROUP F - RANGERS**

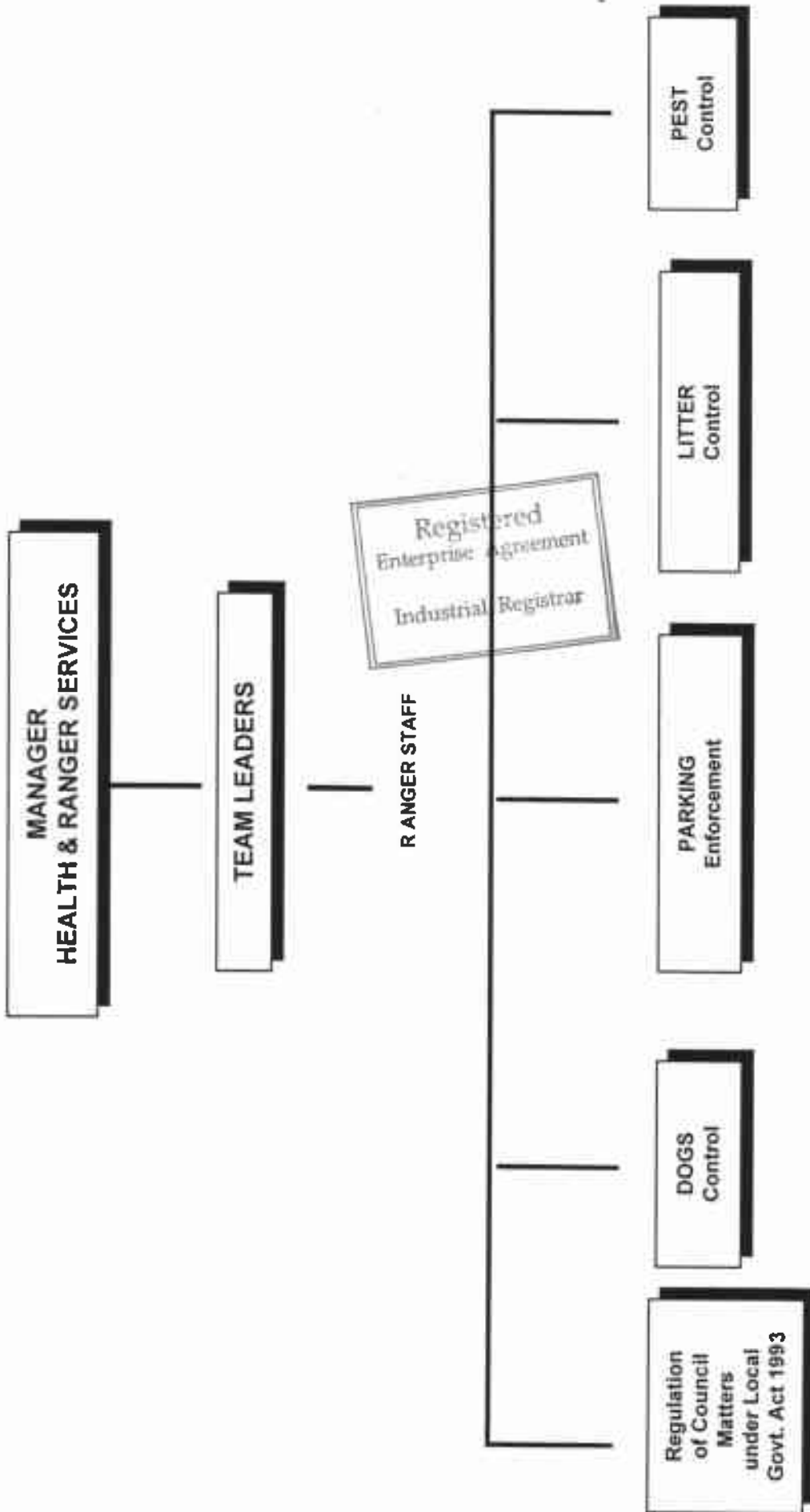
Registered Enterprise Agreement  Industrial Registrar
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0	\$700.75
1	\$716.50
2	\$732.20
3	\$747.95
4	\$763.70
5	\$779.40
6	\$795.15
7	\$810.90

**GROUP I - SENIOR RANGERS/TEAM LEADERS**

0	\$784.80
1	\$802.70
2	\$820.45
3	\$838.30
4	\$856.10
5	\$873.85
6	\$891.70
7	\$909.45
8	\$927.30

# STRUCTURE CHART FOR RANGER SERVICES







# BONDI JUNCTION

## RESIDENTIAL PARKING SCHEME AREA "A" STREETS

1 HOUR

DATE: \_\_\_\_\_

STREET	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Allens Parade							
Birrell Street							
Botany Street							
Brisbane Street							
Denison St. (N)							
Ebley Street							
Hollywood Ave.							
Hough Street							
James Street							
Keiran Street							
Lawson Street							
Llandaff Street							
Mackenzie Street							
Mill Hill Road							
Newland St. (N)							
Porter Street							
Ruthven Street							
St James Rd, (N)							
Walter Street							
Waverley Street							

Registered  
Enterprise Agreement  
Industrial Registrar



# BONDI BEACH

## RESIDENTIAL PARKING SCHEME AREA "B" STREETS

2.HOURS

DATE: \_\_\_\_\_

STREET	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Bay Street							
Beach Road							
Brighton Blvde							
Chambers Avenue							
Consett Avenue							
Cox Avenue							
Curlewis Street							
Francis Street							
Galsgow Avenue							
Glenayr Avenue							
Gould Street							
Jaques Avenue							
Lamrock Avenue							
Lucius Street							
Mitchell Street							
O'Brien Street							
Ramsgate Avenue							
Roscoe Street							
Sir Thomas Mitch.							
Wairoa Avenue							
Warners Avenue							

Registered  
Enterprise Agreement  
Industrial Registrar



# BRONTE BEACH

## RESIDENTIAL PARKING SCHEME AREA "C" STREETS

2 HOURS

DATE: \_\_\_\_\_

STREET	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Bronte Road							
Collingwood St.							
Gardyne Street							
Macpherson St.							
Pacific Street							
Pembroke Street							
St Thomas Street							
Tipper Avenue							

Registered  
Enterprise Agreement  
Industrial Registrar



# CHARING CROSS

## RESIDENTIAL PARKING SCHEME AREA "C" STREETS

2 HOURS

DATE: \_\_\_\_\_

STREET	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Albion Street							
Cables Place							
Santa Marina Pl.							



**QUEENS PARK**  
**RESIDENTIAL PARKING SCHEME**  
**AREA "A" STREETS**

2 HOURS

DATE: \_\_\_\_\_

STREET	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Alt Street							
Blenheim Street							
Bronte Road							
Cuthbert Street							
Denison St. (S)							
Fitzgerald Street							
Henry Street							
Isabella Street							
Queens Park Road							
Stanley Street							
Victoria Street							
Stanley Street							





## MAJOR COUNCIL CAR PARKS

PARKING PATROL  
2 HOUR FREE PARKING

1. Parking Patrol - Every TWO DAYS

CAR PARKS	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Eastgate							
Library							
Denison Street							



## MINOR COUNCIL CAR PARKS

PARKING PATROL  
2 HOUR FREE PARKING

1. Parking Patrol - TWICE PER WEEK

MINOR CAR PARKS	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Ocean Street (N)							
Victoria Street							
Watson Street							



# QUEENS PARK

WEIGHT RESTRICTED STREETS  
LOAD LIMIT - TWO TONNES

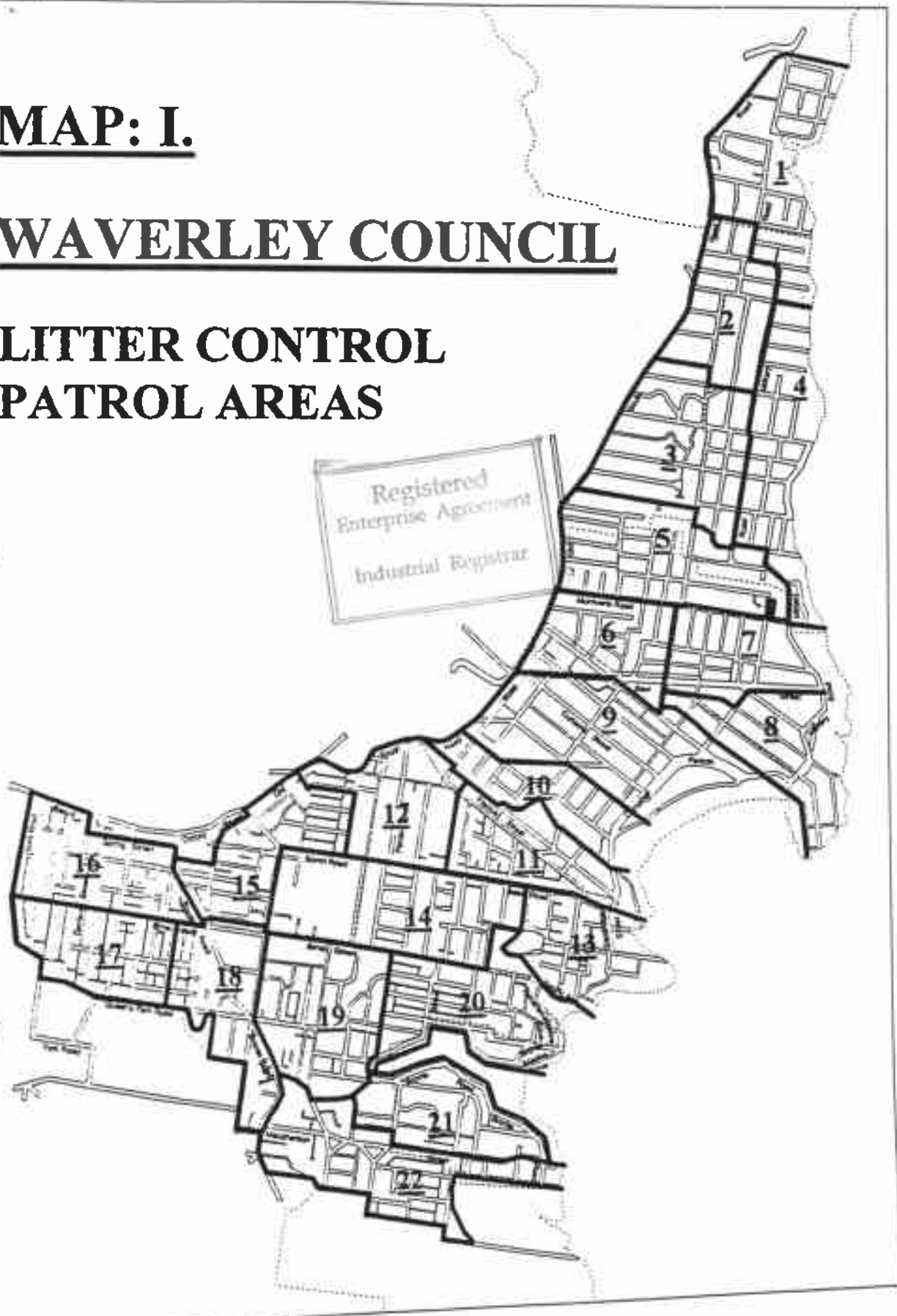
Registered  
Enterprise Agreement  
Industrial Registrar

STREET	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Alt Street							
Ashton Street							
Blenheim Street							
Cuthbert Street							
Denison Street							
Fitzgerald Street							
Isabella Street							
Lynch Avenue							
Manning Street							
Newland Street							
Rawson Street							
Stanley Street							

**MAP: I.**

**WAVERLEY COUNCIL**

**LITTER CONTROL  
PATROL AREAS**





# DISABLED PARKING SPACES

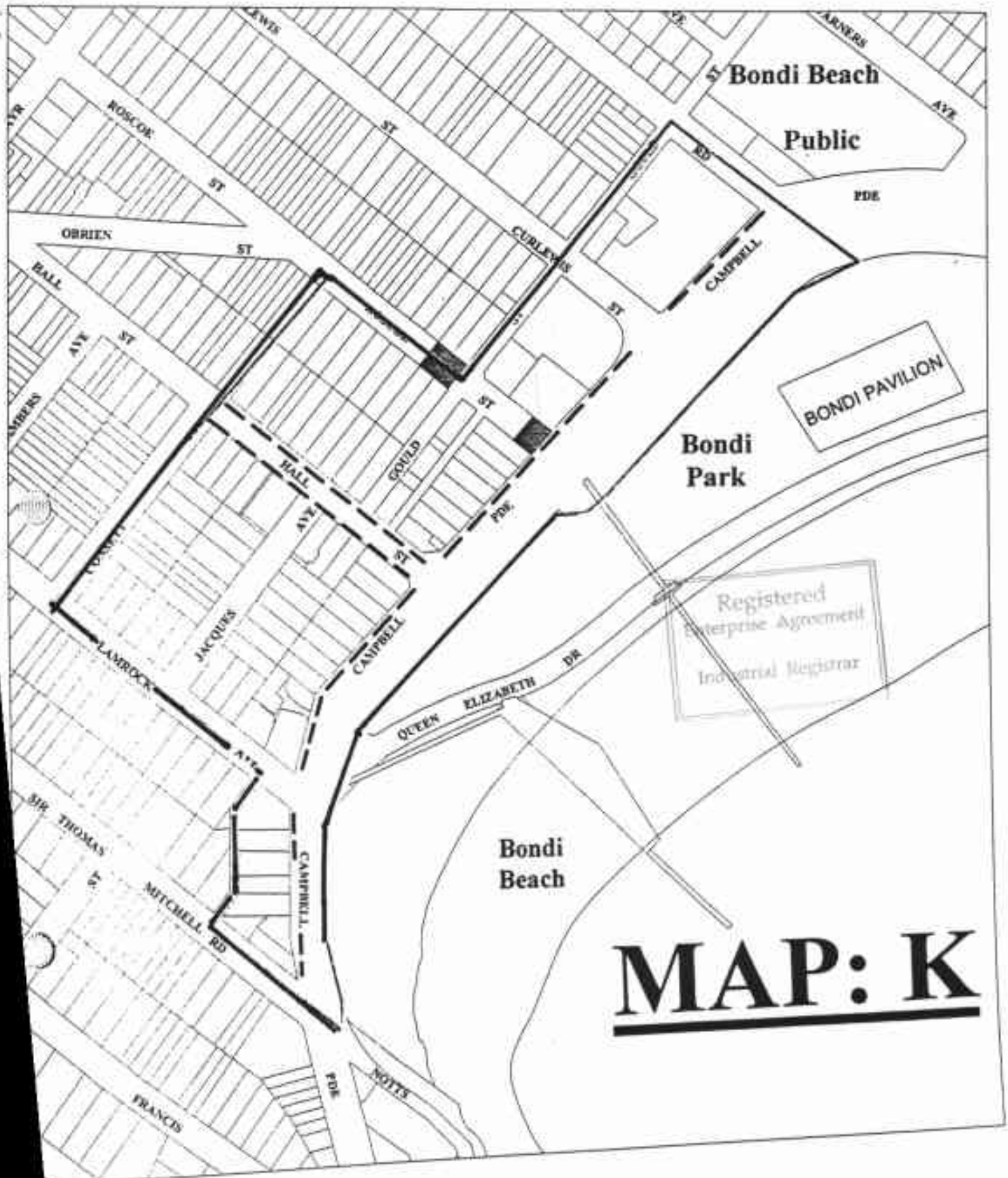
## PARKING PATROL COUNCIL CAR PARKS

I. Parking Patrol - TWICE PER WEEK or every second day as required

DISABLED CAR PARKING SPACES	PATROL DATES						
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Eastgate (11 spaces)							
Denison St (2 spaces)							
Waverley Street (3 spaces)							
Q. Elizabeth Dr. (4 spaces)							
Library (2 spaces)							
Watson St (1 space)							
Swiss Grand Hotel (2 spaces)							
Bronte Beach (7 spaces)							
Grace Bros. (7 spaces)							







Bondi Beach

Public

Bondi Park

BONDI PAVILION

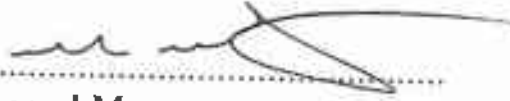
Registered Enterprise Agreement  
Industrial Registrar

Bondi Beach

**MAP: K**

SIGNED on behalf of  
WAVERLEY COUNCIL  
in the presence of

)  
)  
)

  
.....  
General Manager

  
.....  
Witness



SIGNED on behalf of  
FEDERATED MUNICIPAL & SHIRE  
COUNCIL EMPLOYEES' UNION  
in the presence of

)  
)  
)  
)

  
.....  
General Secretary

  
.....  
Witness