

Frequently Asked Questions (FAQs)

You've asked about the proposed EA, we've answered

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General EA

I'm concerned that the information sessions led by leaders might be biased, but I still want access to all the details. Is there another way I can get more information?

We have trained leaders to be able to give you as much information as possible for employees to make an informed decision, but we strongly recommend that you use the links provided to you.

You are welcome to join the online information sessions which will be hosted by the People and Wellbeing team as well.

Alternatively, you can contact the People and Wellbeing team at agreement@endeavour.com.au or on the Support Hub.

You can also submit an anonymous question [here](#) – all responses will be shared on the intranet page.

What happens if people are unable to make it to their team meetings where the new draft agreement will be discussed?

We will be hosting online information sessions in addition to the information sessions at team meetings. These will be held at different times to make them more accessible for frontline teams.

- Wednesday 4 September – 10am | [Click here to register or join the meeting](#)
- Monday 9 September – 2pm | [Click here to register or join the meeting](#)
- Tuesday 10 September – 9am | [Click here to register or join the meeting](#)
- Monday 16 September – 1pm | [Click here to register or join the meeting](#)

What are our applicable modern awards?

There are three applicable awards that underpin the proposed agreement:

- Home and Community – SCHADS
- Work – SESA
- Recycling – Waste Management Award

What is the EC and PTL role classification under the proposed EA and does this mean I am better off or worse than I am today?

All roles covered by the enterprise agreement will be aligned to the new classification table within the proposed EA, determined by the work performed.

EC's and PTL's are currently aligned to the Support Employment Services Award (SESA). These roles are mapped to Level 5 in the proposed EA

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We are committed to ensuring that no one will be financially disadvantaged by the proposed agreement. We will communicate your pay point to you directly before voting begins.

Can I still vote if I'm on leave during the voting period?

Yes. We will be sending out voting information via SMS as well, with instructions on how you can vote.

How is the vote counted as majority of voters are Support Workers?

All employees covered under the proposed agreement can vote in the ballot. We believe this agreement will benefit all employees, with the impact varying depending on how everyone's roster aligns with the terms of the agreement.

If you have any questions about how the new agreement will affect your take-home pay, we encourage you to reach out for more information.

As a leader, will I get notified on what my teams' new rate will be?

Yes, leaders will be notified of their teams' rates

How will I know what classification I'm under?

The initial focus was to make sure you had the information, and you started to familiarise yourself with the proposed enterprise agreement.

From the 11th of September we'll look to communicate to all employees how the proposed agreement impacts your classification.

This will include your current pay point, your current classification under the current agreement and the proposed pay point and proposed pay rate. We will make sure you have this information before the vote, so that you can make an informed decision around what that change looks like for you.

Is there a comparison between the modern award and proposed agreement?

Yes, this is available on the intranet page.

Will Endeavour Foundation manage awards, registered agreements, minimum wages and disputes if we are removed from Fair Work Commission?

The Fair Work Commission is a commission that oversees all employment matters across all organisations. The agreement our employees are on doesn't matter in regard to still getting support from the Fair Work Commission.

So even after being on an agreement, you still can seek support from the Fair Work Commission. That doesn't go just because you've been on the agreement. It's very

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similar to things like our National Employment standards. Our National Employment standards are a set of standards that have been set and it really covers what's the minimum obligations that the employer has in relation to any employment that covers the employees. If there are any changes to the National Employment standards, they flow through to all organisations regardless of whether they're on an agreement or an award.

By moving on to an agreement, it gives you certainty and it locks in some of those real benefits that we do currently have under the EFUCA. The award absolutely is a baseline.

Was the current rate of inflation and cost of living taken into consideration for this agreement?

The current agreement rates are based on the Modern Award rates, which are reviewed and updated each year by Fair Work. Fair Work take into consideration the cost of living and inflation when determining wage increases each year. The increases that Fair Work hand down will be passed onto employees under the proposed enterprise agreement, plus an additional increase each year.

Why is the 6th of December the chosen date to sunset the current agreement?

This date was set by the Fair Work Commission. We did not have input into this date as it was aligned with a legislation change the Fair Work Commission implemented.

Will there be a list of all the changes instead of just key changes?

You can find a document on the intranet that outlines the key changes we're proposing, along with a comparison to the underpinning modern award.

The document doesn't cover all the changes from the EFUCA to the new EA because the current agreement is 15 years old. Some benefits under the award aren't currently being provided to employees due to the outdated nature of the agreement. Our goal with the proposed agreement is to not only align employees with the modern award baseline but also offer additional benefits.

Where can we find information about the union?

The unions that have been involved in the bargaining process are The Services Union and the Australian Workers Union.

Will the union be given access to sites to speak with members?

The unions have right of entry permits which enables them to follow a process and visit relevant Endeavour Foundation sites. The union notifies the People and

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Wellbeing team in advance of their visit so we can ensure the leader at the site is notified.

Given the agreement is largely made up of award/legislation provisions why do we need the EFEA?

The current EFUCA is over 15 years old, and the parties have been negotiating a replacement agreement since late 2021. Benefits for our employees include, an above award wage offer, preserved benefits around LSL and paid parental leave, which improve on the award minimums.

Is there any training on the new draft agreement that can be introduced as an Engage module?

All assets that are created as part of the education on the new draft agreement will be shared on the Intranet. Leaders are welcome to share this link with their teams, and employees can also search for it.

If the outcome of the vote is NO, will there be another opportunity to negotiate another Enterprise Agreement?

Should the outcome to the vote be a 'no' vote, our main focus will be sunsetting the current EFUCA back to the applicable modern awards prior to 7 December 2024.

To provide certainty and stability for employees, we will remain open to negotiating a new agreement in the future, however, will not do that in the immediate term.

What happens if I choose not to vote?

It is not compulsory for you to vote, but we do encourage you to if you would like to have an impact on the result.

Is this agreement supported by the union?

The proposed agreement has been drafted based on the bargaining representatives, which has included unions, self-represented employees, People & Wellbeing and leadership teams. The Union have communicated that they are supportive of the yes vote.

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All divisions

If I work on a weekend, do I get overtime rates, or time in lieu?

The proposed agreement provides for penalty rates to be paid for ordinary hours of work worked on a Saturday or Sunday.

What does the new agreement look like for people who are about to accrue long service leave?

The additional long service leave accrual for existing employees will continue to be in place in the proposed agreement.

How much overtime can you do in a fortnight?

Overtime is not capped and is determined by operational procedures.

However, due to the nature of overtime, we will try to reduce this for employees to assist in managing their work life balance.

Will casuals receive casual loading on weekend shifts?

Yes, absolutely. Casual loading is included for work performed on weekends at the following rates:

- between midnight Friday and midnight Saturday - 175% of the ordinary rate of pay (inclusive of the casual loading).
- between midnight Saturday and midnight Sunday - 225% of the ordinary rate of pay (inclusive of casual loading).

How are pay points and classifications made?

The classification level or pay points are determined by your current agreement, the new agreement as well as the underpinning awards.

Employees translate to the new wage structure based on the relevant level for those skills.

The pay point that they are assigned to is based on their length of service in their role.

What happens if staff want to work through their meal break?

If there is the opportunity for staff to take their rostered meal break, then they are required to.

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If we are asked to come back to work without an 8-hour break will we be paid overtime?

Being called back into work without the requisite break may incur overtime, depending upon the amount of hours worked within the day and fortnight.

Will we be paid overtime if we are asked to stay on because someone calls in sick?

Yes, depending upon the length of your own rostered shifts and/or the amount of hours worked in the fortnight.

Why is the redundancy rate more for 9 years than it is for 10 years?

The redundancy clause is in line with the National Employment Standards (NES), which stipulates 12 weeks for over 10 years of service. However, we have increased the redundancy rate for 10 years of service from 12 weeks to 14 weeks.

What happens if I work at a site that doesn't have the opportunity to take an unpaid meal break?

If you are unable to take an unpaid meal break during a shift because of the type of work that you do, we will roster you for a paid meal break at your ordinary rate of pay.

How often are increases in the proposed agreement?

There are two ways your wage currently increases under the EFUCA. Each July the base wage increases based on the increase Fair Work announce. The other way your wage can increase is called a step progression. This occurs once a year, if you are full time or once you have worked 1976 hours/ 2 years if you are part time (up to the maximum step within a level).

What happens if an employee has an excessive amount of annual leave? Do they have the option to cash out?

We always encourage you to take your annual leave each year for your health and wellbeing. If you can't do this, and accrue an excessive amount of annual leave, you are able to cash this out. You can cash out up to 2 weeks per year, as long as you still have 4 weeks leave balance remaining, once you have cashed out. Please note, under the proposed agreement, 'excessive' leave accrual is classed as more than 8 weeks accrued annual leave, or 10 weeks for a shift worker.

How have the penalty rates changed?

The penalty rates have been updated to align with the relevant modern awards.

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What does the new agreement say about meal breaks at end of shifts?

If you work more than 5 hours, you are entitled to an unpaid break of no less than 30 minutes and no more than 60 minutes during your rostered shift.

If you are a supported services employee, you should take this break no more than 5 hours after starting work.

If you are a waste management employee, you should take this within 5 ¼ hours of your shift starting.

If you are required to work during a rostered unpaid meal break, you will be entitled to be paid overtime until you receive your unpaid meal break.

If the average hours are 38 per week, and I am rostered to work 50 hours one week, and 20 the next, how will this be paid?

In this scenario, you would be paid for 70 hours at ordinary rate. We will continue to pay people fortnightly, and you will be paid for the hours that you work during that fortnight.

If I am over the age of 45, do I get any additional time if I am made redundant, or if I am terminated?

If you are over 45 and made redundant or your employment is terminated, you are entitled to receive an extra week's notice period if you have been employed with us for over two years.

If a staff member is on low hours (average 20 hours) before their pay review, are they still eligible for a progression to the next pay point?

Every 12 months, if you have been working regular hours, you are eligible for a progression to the next pay point in your pay level. This also applies to you if you are a casual.

What is the maximum hours I can do for a split shift?

This is classed as a broken shift and only applies to social and community service employees. The maximum span of hours for a broken shift is 12 hours, which will include either one or two breaks, and any hours exceeding this will be paid at double time. You will need to discuss these shifts with your leader.

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Under the agreement, if I've been a casual employee for 12 months, can I request to transition to a permanent position, and will EFEA allow this?

Yes! Casual employees who have worked for 12 months with a regular pattern of hours may make a notification to convert to full-time or part-time employment. Certain eligibility requirements need to be met for this to occur.

Home and Community

Why has the sleepover allowance been reduced?

It has not been reduced. EFUCA has an allowance for 8, 9 or 10 hours but typically most people work to the 8 hours. The proposed allowance is more than what is currently paid for an 8-hour shift allowance, it's just that the 9 and 10-hours shifts can no longer be rostered due to the modern award.

Is the sleepover allowance aligned to SCHADS?

Yes, the sleepover allowance is aligned with SCHADS. For employees rostered for an 8-hour continuous sleepover shift, this complies with the current conditions set under the SCHADS award.

Are we still entitled to the meal break allowance of .25 of an hour? And are we compensated for eating lunch with clients?

If you eat your meal alongside clients, you are paid for the usual half-hour "unpaid meal break." The 0.25-hour allowance, which was previously granted to staff unable to take their meal break due to urgent circumstances, only applies under the current EFCA agreement.

If a 1:1, in home or Comac supports shift is cancelled do staff still get paid for that shift if they are not redeployed?

In some circumstances, a make-up shift may be offered. However, if adequate notice is not given, and the staff member is not directed to attend work elsewhere for the shift, then they should be paid for the time they would have worked.

Do all support workers receive a first aid allowance as we all hold a certificate?

Disability services and administrative employees will be paid a first aid allowance if you are required by Endeavour Foundation to hold a current first aid certificate and provide first aid.

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What's the minimum hours you need to do on Saturday or Sunday to get an extra week of leave?

Employees who are identified as shift workers under the agreement will receive the extra weeks leave once they have worked a minimum of 10 shifts in a 12 month period.

There is no minimum engagement for fulltime employees' ordinary hours on a weekend, but a part time employee must be engaged for a minimum of 2 hours for any shift.

Will home Site Supervisors be made full time and be paid in line with comparable roles such as Site Managers?

We currently have Home Site Supervisors who are full time and part time. The proposed enterprise agreement will not change the option to have part time and full-time positions available. Each role that is covered by the proposed enterprise agreement and has been reviewed and mapped to align to a level in the agreement. This includes the Home Site Supervisor. The Site Manager role is not covered under the proposed agreement, so is under a different remuneration structure.

Does the averaging of hours consider overtime? Some HSSs are backfilling for hours that are not being filled by other team members.

Ordinary hours of work for disability support workers are 38 hours a week or an average of 76 hours a fortnight. Any hours worked more than this, will be at the overtime rates.

How has the consultation on roster changes been updated?

The consultation around rosters will still occur and reflect best practice across the organisation. There will still be a notice period and a time for consultation before the change is implemented with a right for employees to be represented by a person of their choosing.

Are sleepovers considered as a break period when working back to back shifts?

While sleepovers are treated as non-working time, they are not considered to be a break between shifts.

Will I get the Disturbance Allowance if I am awoken during a sleepover shift?

The Disturbance Allowance has been enhanced in the proposed agreement. You will receive a minimum one hour at overtime rates, or for the duration of the disturbance if it goes longer than one hour.

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Work

Does the schedule of pay rates include the market allowance? And how does it apply to new employees?

We are committed to ensuring that no one will be financially disadvantaged by the proposed agreement. We will communicate your pay point to you directly before voting begins.

If the new EA is adopted, the market allowance will permanently become part of your base rate of pay. This will provide ECs and PTLs with greater certainty about their pay and removes the temporary nature of the current arrangement.

New employment coaches or production team leaders will come under the classification of Level 5.

Will I continue to get the market allowance on the EA?

No, but this is good news. If the new EA is adopted, the market allowance will permanently become part of your base rate of pay. This will provide EC's and PTLs with greater certainty about their pay and removes the temporary nature of the current arrangement

Will my pay go backwards?

No, EC's and PTL's will not see their base rate of pay decreased from what they currently earn.

Does the new classification mean I will be better or worse than I am today?

No one will be worse off. If your current base rate is higher than the level 5 classification pay rate you will continue on your current rate. If your current base rate is lower than the level 5 classification pay rate, your rate will increase. In mid-September we will let EC's and PTL's know how this affects them personally.

Why do Employment Coaches and Production Team Leaders do different roles but get paid similarly?

All Modern Awards and enterprise agreements have classification structures, which provide high level information on the types of tasks and accountabilities that a role in each grade has. Whilst roles may perform different work, it is possible for them to be classified at the same grade, as they both have similar accountabilities. When we classify roles we need to follow the information that is in the underpinning Modern Award, which is SESA for the Employment Coach and Production Team Leader roles.

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We understand that there is a need for some consistency in these roles moving forward and as part of the transformation project, these roles will be reviewed more closely, recognising that they do different things.

Where do DAP employees fit in?

Our DAP employees are not covered under the current EFUCA, however they have been included in the coverage for the agreement and will receive their individual impact statement.

Will there be financial incentives for Floor or Production Managers?

The proposed enterprise agreement does not cover production manager roles, so this will not impact on the remuneration of these roles. The remuneration for these roles is covered in the Remuneration framework which is reviewed on an ongoing basis.

Do you have any more information on the Leading Hand Allowance and when it's applied?

This allowance applies to supported service employees and waste management employees. If a Leading Hand is required for a task, this person will be employed as such and is entitled to the Leading Hand allowance. This is paid at a Level 2 or below for supported service employees. You can find more information in the allowance schedule.

Are admin officers included in agreement?

Yes! Admin services who provide administrative support to frontline employees are will be covered under the p agreement.

What is a toilet cleaning allowance?

If you are Supported Services employee required to clean toilets for a major part of your shift you are most likely entitled to be paid the toilet cleaning allowance.

In the Work division, what will happen to those who are on individual agreements (IEC)? Will some Employment Coaches end up on a higher rate than their managers?

If the proposed agreement is voted in favour by a majority of employees, we will be looking at how this will impact the wider organisation, including how this would be reflected on the salaries of our managers.

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Waste Management

Do start and finish times need to be a fixed time on the same day of each week?

Yes! If this clause applies to you, you must have the same starting time for the same day of each week however this can be changed with at least 7 days' notice.

Has the Waste Management award been considered and has there been representation from Unions covering waste management at meetings?

The Waste Management Award 2020 is one of the awards that are underpinning the draft agreement, meaning that this has absolutely been considered. There have been bargaining representatives from employees, ASU and AWU to bargain for you and your colleagues.

Enabling Functions

Does this agreement affect Enabling Functions?

The coverage for our enterprise agreement is mainly centred around clients. It will cover anyone who provides direct support to a client, or anyone who directly supervises someone who provides support to a client. It will also cover any administration roles that provide direct support for someone supporting a client. For example, if your role provides direct administration support to a Support Worker, your role may be covered.