

Central and North Queensland Region

ENCOMPASSING:

- Townsville
- Cairns
- Rockhampton
- Blackall
- Mount Isa
- Longreach
- Mackay
- (and many more destinations in between!)

FUNCTIONS:

- Operations
- Drivers
- Freight
- Terminal
- Cleaning and workshop

WORKING HOURS – FULL TIME STAFF:

Drivers are shift workers and they work a minimum of 38 hours plus a minimum of 2 reasonable additional hours per week over not more than 5 days. Alternatively they work 76 hours plus a minimum of 4 reasonable additional hours per fortnight over not more than 10 days. Ordinary working hours for each driver's shift are a maximum of 14 hours (of which up to 12 are driving, and up to 2 are non-driving), and minimum of 4 hours for full time staff. The minimum engagement for casual driving staff is 2 hours.

Shifts can be worked on any of the 24 hours in a day and on any day of the week, including Public Holidays.

Workshop and Cleaning staff are shift workers and they work a minimum of 38 hours plus a minimum of 2 reasonable additional hours per week over not more than 5 days. Alternatively they work 76 hours plus a minimum of 4 reasonable additional hours per fortnight over not more than 10 days. Ordinary working hours for each workshop and cleaning employee's shift commence at or after 5.00 am, and finish at or before 10.30pm.

Shifts can be worked on any day of the week including Public Holidays.

Terminal staff can be either shift or day workers depending on the rosters at their location. All terminal employees work an average of 76 hours per fortnight. Their ordinary hours are Monday to Friday 6.00 am to 7.00 pm and hours worked outside of these hours are paid a penalty on top of the base hourly rate.

Shift workers can work on any day of the week including Public Holidays. Day workers generally work Monday to Friday and do not work Public Holidays.

Freight staff can be either shift or day workers and they work a minimum of 38 hours plus a minimum of 2 reasonable additional hours per week over not more than 5 days. Alternatively they work 76 hours plus a minimum of 4 reasonable additional hours per fortnight over not more than 10 days. Their ordinary hours are Monday to Friday 6.00 am to 7.00 pm and hours worked outside of these hours are paid a penalty on top of the base hourly rate.

Shift workers can work on any day of the week including Public Holidays. Day workers generally work Monday to Friday and do not work Public Holidays. Staff who work on



specified Public Holidays receive additional payments for hours worked on those particular days.

All staff are entitled to a minimum of 10 hours break between shifts and not less than 1 day off per week.

LEAVE – PERMANENT STAFF:

Drivers accrue 6 weeks (240 hours) annual leave for every year of service.

Shift Workshop, Cleaners and Freight staff accrue 5 weeks (200 hours) annual leave for every year of service

Shift Terminal staff accrue 5 weeks (190 hours) annual leave for every year of service.

Day Workshop, Cleaners and Freight staff accrue 4 weeks (160 hours) annual leave for every year of service

Day Terminal staff accrue 4 weeks (152 hours) annual leave for every year of service.

All staff accrue 10 days personal leave for every year of service.

All staff accrue Long Service Leave in accordance with the Industrial Relations Act (Qld) 1999.

All staff (including casual staff) are entitled to a maximum of 2 days paid leave per annum for compassionate leave in accordance with the collective agreement or legislation.

Part time staff work between 10 and 38 (or 40) hours per week (20 to 76 or 80 hours per fortnight) and have the same leave entitlements as full time staff on a pro rata basis based on hours worked.

CONDITIONS:

All of our staff in all of their functions represent Greyhound Australia, and we place strong emphasis on safety, social responsibility, quality customer service and attention to detail.

Driver rosters and rest breaks are structured in accordance with fatigue management guidelines and driving hours legislation.

Sometimes natural disasters (e.g. floods, cyclones etc) can delay drivers en-route or prior to commencement of their shift, particularly throughout the months December to March inclusive. If you are delayed by a natural disaster, we will pay you in accordance with our collective agreement.

All shifts in Central and Northern Queensland are worked on a solo (staged) basis. While this means that the driver drives alone, they interact regularly with a variety of internal and external customers, including passengers, Operations staff across Australia, road houses and motel owners, mechanics, emergency services staff and so on.

Shifts take drivers to destinations within the region and include nights away from home. In particular, a shift from Townsville is worked over 4 days and requires 3 nights away from the driver's home base. Accommodation is supplied by Greyhound to staff who are required to spend the night away from home as part of their role.

There is often extra work (including charter work) available on a driver's rostered day/s off which enables that driver to earn more income. Performing additional work on a rostered day



off is entirely at the option of that employee and there is no obligation for them to do so if asked. Likewise, there is no obligation for any employee to offer to work on their rostered day off.

The responsibilities of drivers in all of our locations are not restricted to driving, but also include providing high levels of customer service, loading and unloading freight and passenger luggage, cleaning coaches, dropping the toilet, manifest paperwork, assisting internal and external customers and managing their own fatigue.

Any driver who feels fatigued prior to the commencement of their shift, or while en-route, is advised to manage their fatigue by stopping the coach, having a break or contacting Operations to advise that they are unable to continue their shift.

Drivers are often the face of the company and are entrusted with the safety of themselves, passengers, other road users, luggage and freight. By ensuring safety at work and providing excellent customer service, our drivers can promote a positive image to the public.

Every attempt is made to structure the roster to enable an equal distribution of shifts to all staff where possible and practical.

The company uses its best endeavours to ensure that **Workshop and cleaning** staff do not work more than 4 weekends out of 7.

Terminal and Freight staff have the opportunity to progress within the classification levels based on a combination of service and competence. This enables staff to earn more based on their skills and knowledge acquired either over a short or longer period of time.

Uniforms are supplied to all staff who are required to wear one, and all permanent full time staff are given an allowance of \$220 per year (paid weekly) for maintenance of their uniform. Part time staff receive payment on a pro rata basis based on hours worked.

Meal allowances at a value of \$13.76 are paid in accordance with the collective agreement.

All staff (including casuals) can elect to have their **superannuation** contributions paid to an eligible superannuation fund of their choice.

Part time staff work between 10 and 38 (or 40) hours per week (20 to 76 or 80 hours per fortnight) and have the same entitlements as full time staff on a pro rata basis based on hours worked.

DEMOGRAPHICS OF CUSTOMERS:

Our passengers are varied and include:

- Travellers – domestic and international
- Commuters
- Pensioners
- Families
- Boarding School children
- Passengers from remote and rural areas

Our freight customers include businesses, and customers wishing to send one off parcels or regular freight.

We work closely with a network of external travel and freight agents, as well as our colleagues within Greyhound.