

## **South East Queensland Region Driver base (express services)**

### **ENCOMPASSING:**

- Brisbane
- Noosa
- Hervey Bay
- Byron Bay
- Toowoomba
- Charleville
- Dalby
- Tamworth
- Dubbo
- Grafton
- (and many more destinations in between!)

### **FUNCTIONS:**

- Operations
- Drivers

### **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.

**All staff** are entitled to a minimum of 10 hours break between shifts and not less than 24 consecutive hours off per week.

### **LEAVE – PERMANENT STAFF:**

Long distance, express Drivers accrue 6 weeks (240 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) receive a maximum of 2 days paid leave per annum for compassionate leave in accordance with the enterprise agreement or legislation.

Ordinary hours for **Part time** staff between 10 and 40 hours per week (up to 80 hours per fortnight). Part time staff 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.

Shifts originating from the South East Queensland region travel between Brisbane and Rockhampton, Brisbane and Bulahdelah, Brisbane and Charleville and Toowoomba and Muswellbrook, and several destinations in between.

Sometimes natural disasters (e.g. floods, cyclones, bush fires etc) can delay drivers en-route or prior to commencement of their shift, particularly throughout the months December to March inclusive. In the winter months, we can experience occasional snow/sleet falls on the New England Highway which can cause significant delays. If you are delayed by a natural disaster, we will pay you in accordance with our enterprise agreement.

The vast majority of shifts in South East Queensland are worked on a solo (staged) basis, and only occasionally will drivers drive in a team (2-up). Often this can be as a result of a charter. Whether drivers driver alone or with a co-worker, 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, some of which are unpaid. In particular, a shift from Rockhampton is worked over three days and requires two 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. Additionally, any driver who is required to work at a base other than their home base (e.g. relieving for another driver) is paid an extra \$2 for every hour they work from that base.

There is often extra work available on a driver's standard rosters or on their rostered day/s off which enables that driver to earn more income. Drivers can either be asked to survey (supervise) new drivers, relieve in other bases depending on operational requirements, complete depot duties or perform charter work outside of their standard express work. 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. Performing non-driving or charter duties as part of a driver's standard roster is mandatory, unless the request is unlawful or unreasonable.

Timetables and routes are standard for all shifts originating from this region and there a several resources available to facilitate the driver's ability to provide excellent customer service. These include passenger manifests, pre-departure check sheets and 24 hour operational support. While a driver is required to work within the requirements of the role, they mainly work unsupervised.

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 (who are available 24 hours a day) 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.

**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 enterprise agreement.

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

Ordinary hours for **Part time** staff average between 10 and 40 hours per week (up to 80 hours per fortnight). Part time staff have the same leave 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 – including farmers and miners

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.