

Western Australia Region

ENCOMPASSING:

- Perth
- Karratha
- Exmouth
- Broome
- Many more destinations in between

FUNCTIONS:

- Operations
- Drivers
- Freight
- Cleaning

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.

Freight staff are day workers and 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. At the time of publication, the office hours are Monday to Friday 7:30 am to 4:00 pm, however this may change due to operational requirements. Saturday work includes 2 hours freight and 2 hours assisting cleaner with washing of coach.

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.

Cleaners and Freight staff accrue 4 weeks (160 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 Long Service Leave Act (WA) 1958.

All staff (including casual staff) are entitled to 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 are between 10 and 38 (or 40) hours per week (20 to 76 or 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.

Cleaning staff are part time workers and they work a minimum of 20 hours and maximum of 40 hours per week over not more than 5 days. Ordinary working hours for cleaning employee's shift

could vary depending on operational commitments and could commence as early as 5.30 am for a minimum of 4 hours per day.

Shifts can be worked on any day of the week including Public Holidays. Rostered days off coincide with operational requirements.

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. Weekly hours for drivers currently vary however they are currently not less than 40 per week. Opportunities are available to pick up extra work through charters or occasionally extra express services.

The service originating from Perth runs to Broome and back and is structured as follows:

Perth to Karratha	2 drivers driving as a team (2-up)
Karratha to Pardoo Roadhouse	Driver driving solo (staged)
Pardoo Roadhouse to Broome	Driver driving solo (staged), based in Broome

On 3 nights a week Perth drivers transfer passengers at Manilya Roadhouse to connect with a feeder service to Coral Bay and Exmouth.

Drivers in Western Australia are often required to tow trailers to accommodate the volume of freight and mail carried on these services.

Whether WA drivers drive in a team or solo, 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.

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 enterprise agreement.

Shifts take drivers to destinations within the region and include nights away from home. In particular, a driver can spend 2 consecutive nights away from home. Accommodation is supplied by Greyhound to staff that are required to spend the night away from home as part of their role.

The structure of the rosters in Perth provides a sound work-life balance for drivers, as they enjoy a high proportion of weekends off work. Perth based drivers are predominantly employed on a full time basis. Drivers based in Broome and Karratha are mainly employed on a part time basis, which allows for coverage while staff are on leave.

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. Drivers in Western Australia deliver post to remote and regional areas which is an essential service to these people.

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.

The company uses its best endeavors to ensure that **Cleaning** staff do not work more than 4 weekends out of 7.

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.

Freight staff are responsible for ensuring a high level of service delivery for all freight customers, particularly in servicing our Australia Post contract. Freight is busiest on Mondays out of Perth and Wednesdays into Perth.

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.

DEMOGRAPHICS OF CUSTOMERS:

Our passengers are varied and include:

- Travelers – domestic and international (particularly from Kalbarri to Monkey Mia and Exmouth/Coral Bay)
- Short haul commuters (particularly Perth to Geraldton or Carnarvon)
- Passengers from remote and rural areas (particularly from Broome to Port Headland or South Headland)
- Concession card holders

Our freight customers include businesses, the largest being Australia Post, 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.