

## Customer Services Branch Compliance Review Working Group

### 1.0 PURPOSE

A joint working group will undertake a review of the roles Transport Inspector, Senior Transport Inspector and Compliance Administration Officer.

The working group will also review the Transport Inspector Shift Rostering Principles.

The working group will consist of representatives from both the Department of Transport and Main Roads (TMR) Customer Services Branch (CSB) and Together Queensland, Industrial Union of Employees (TQ).

### 2.0 REPRESENTATION

2.1 The working group will consist of:

- Regional Director, CSB
- Manager (Compliance), CSB
- A representative from CSB Human Resources
- A representative from TMR's Employee Relations Unit, Human Resources Branch (as required)
- Organiser(s) from TQ
- Employee representative(s) from TQ

### 3.0 SCOPE

3.1 The purpose of the working group is to:

- Review the accountabilities, responsibilities and duties of the roles Transport Inspector, Senior Transport Inspector and Compliance Administration Officer within CSB.
- Review the Transport Inspector Shift Rostering Principles in accordance with clause 2.13.1 of the *Transport and Main Roads Enterprise Bargaining Certified Agreement 2019*.

3.2 All other workforce matters that do not relate to the purpose of the working group are outside the scope and are to be raised in other forums. For example, CSB Local Consultative Committee.

## **4.0 MEETINGS**

- 4.1** Timing and scheduling of meetings is by agreement between the parties.
- 4.2** The parties will proactively provide information to members of the working group to inform and facilitate consultation on the review of the roles and rostering principles.
- 4.3** Members will act with courtesy, honesty and respect towards each other and recognise the respective roles and responsibilities of management and union representatives
- 4.4** Any issues will be managed in a consistent, effective and timely manner, where possible.

## **5.0 OUTCOMES**

### **5.1 Review of Roles**

- 5.1.1** The parties agreed to consult on the accountabilities, responsibilities and duties of the roles, Transport Inspector, Senior Transport Inspector, Compliance Administration Officer
- 5.1.2** Should the parties agree there has been a substantial change of at least 30% in the duties and responsibilities of the position, the role will be independently evaluated.
- 5.1.3** A role description as agreed by the parties will be provided to Queensland Shared Services to conduct the role evaluation. An interview with QSS will also be arranged.
- 5.1.4** The evaluation will be undertaken in accordance with the Queensland Public Service Job Evaluation Management System (JEMS).
- 5.1.5** The parties agree that a job evaluation does not include:
  - an assessment of an employee's experience or skills currently doing the job
  - an assessment of an employee's performance
  - an assessment of an employee's background, qualifications or gender
  - a measure of the role's workload or an employee's tenure in the role
  - an assessment of remuneration entitlements.

## 5.2 Review of Transport Inspector Shift Rostering Principles

- The Shift Rostering Principles will be reviewed as outlined under S1.3.1 of the *Queensland Public Service Officers and Other Employees Award - State 2015*.
- Any changes to these Principles, during the life of the Agreement, will only take place by agreement of the parties.
- Such changes will be implemented by an agreed application to the Queensland Industrial Relations Commission to vary S1.3.1 of the *Queensland Public Service Officers and Other Employees Award - State 2015*.

## 6.0 COMMUNICATION PROTOCOL

- 6.1** The parties agree to ensure that transposed information reflects accurate discussions and matters. In the event incorrect or inaccurate communications have been distributed, the relevant party will issue a correction of error update at the first available opportunity.

## 7.0 CONFIDENTIALITY

- 7.1** Members of the working group will be transparent and solution-focussed and will contribute and share information in a timely manner. It is acknowledged that certain issues being examined may be of a confidential and sensitive nature which will require members of the working group to exercise utmost tact and discretion and ensure confidential information will remain confidential.