



## **nbn Enterprise Agreement 2025-2028**

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## 1. Title

This Agreement will be known as the *nbn Enterprise Agreement 2025-2028*.

## 2. Scope and Application of the Agreement

2.1 This Agreement is made under the *Fair Work Act 2009* (Cth) and those bound by this Agreement are:

- (a) nbn;
- (b) all persons who are employed by nbn to perform work or roles consistent with the classification structures outlined in **Schedules A, B & C**;
- (c) the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia; and
- (d) the Community and Public Sector Union.

## 3. Definitions and Interpretation

3.1 In this Agreement, unless the context indicates a contrary intention:

|                          |                                                                                                                                                                                                                        |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Act</b>               | means the <i>Fair Work Act 2009</i> (Cth) and <i>Fair Work Regulations 2009</i> (Cth)                                                                                                                                  |
| <b>Agreement</b>         | means this agreement known as the <i>nbn Enterprise Agreement 2025-2028</i>                                                                                                                                            |
| <b>Award</b>             | means the <i>Telecommunications Services Award 2020</i>                                                                                                                                                                |
| <b>CEPU</b>              | means the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia                                                                                         |
| <b>Commission</b>        | means the Fair Work Commission                                                                                                                                                                                         |
| <b>CPSU</b>              | means the Community and Public Sector Union                                                                                                                                                                            |
| <b>Date of Operation</b> | has the meaning given in clause 5.1 of this Agreement                                                                                                                                                                  |
| <b>Employee</b>          | means an employee of nbn to whom this Agreement applies                                                                                                                                                                |
| <b>NES</b>               | means the National Employment Standards as set out in the Act                                                                                                                                                          |
| <b>nbn</b>               | means nbn co limited ABN 86 136 533 741 ACN 136 533 741                                                                                                                                                                |
| <b>Shiftworker</b>       | For the purposes of the provisions of the NES which deal with annual leave, a shiftworker is an afternoon or night shiftworker who is rostered to regularly work ordinary hours of work on Sundays and Public holidays |

3.2 Where this Agreement refers to a condition of employment provided for in the NES, the NES definitions in the Act will apply.

3.3 Unless the context indicates a contrary intention, “includes”, in any form is not any word of limitation.

3.4 The *Telecommunications Services Award 2020* is the relevant modern award for the purpose of the better off overall test that is applied by the Commission in approving this Agreement.

## 4. Objective

To set the terms and conditions of employment for nbn Employees covered by the scope of this Agreement.

## **5. Date of Operation**

- 5.1** This Agreement will come into operation from the seventh day after approval under the Act by the Commission or 28 April 2025, whichever occurs later. The nominal expiry date of this Agreement is 28 April 2028.
- 5.2** This Agreement will remain in operation unless varied, terminated or replaced by a new enterprise agreement in accordance with the Act.
- 5.3** Subject to the provisions of the Act, nbn will commence discussions on a new enterprise agreement at least four months before the Agreement is due to expire.

## **6. Access to Agreement and NES**

- 6.1** The NES and this Agreement contain the minimum conditions of employment for Employees covered by this Agreement. This Agreement may provide for conditions in excess of (but not below) the NES. Where there is an inconsistency between a term of this Agreement and the NES, and the NES provides a more beneficial entitlement to the Employee, the NES term will apply.
- 6.2** Employees covered by this Agreement may also have access to the benefit of nbn policy (as changed from time to time) where that policy provides a benefit in excess of the NES or this Agreement. nbn policies do not form part of this Agreement and may be introduced, amended, replaced or rescinded by nbn in its absolute discretion at any time.
- 6.3** nbn will ensure that copies of this Agreement and the NES are available to all Employees to whom they apply through electronic means.

## **7. Flexibility Term**

- 7.1** nbn and an Employee covered by this Agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the agreement if:
  - (a)** the agreement deals with one or more of the following matters:
    - (i)** arrangements about when work is performed;
    - (ii)** overtime rates;
    - (iii)** penalty rates;
    - (iv)** allowances;
    - (v)** leave loading; and
  - (b)** the arrangement meets the genuine needs of nbn and the Employee in relation to one or more of the matters mentioned in paragraph (a); and
  - (c)** the arrangement is genuinely agreed to by nbn and the Employee.
- 7.2** nbn must ensure that the terms of the individual flexibility arrangement:
  - (a)** are about permitted matters under section 172 of the Act; and
  - (b)** are not unlawful terms under section 194 of the Act; and
  - (c)** result in the Employee being better off overall than the Employee would be if no arrangement was made.
- 7.3** nbn must ensure that the individual flexibility arrangement:
  - (a)** is in writing; and
  - (b)** includes the name of nbn and Employee; and
  - (c)** is signed by nbn and the Employee and if the Employee is under 18 years of age, signed by a parent or guardian of the Employee; and

- (d) includes details of:
    - (i) the terms of the Agreement that will be varied by the arrangement; and
    - (ii) how the arrangement will vary the effect of the terms; and
    - (iii) how the Employee will be better off overall in relation to the terms and conditions of his or her employment as a result of the arrangement; and
  - (e) states the day on which the arrangement commences.
- 7.4** nbn must give the Employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- 7.5** nbn or the Employee may terminate the individual flexibility arrangement:
- (a) by giving no more than 28 days written notice to the other party to the arrangement; or
  - (b) if nbn and the Employee agree in writing--at any time.

## **8. Consultation Term Regarding Major Workplace Change**

- 8.1** This term applies if nbn:
- (a) has made a definite decision to introduce a major change to production, program, organisation, structure or technology in relation to its enterprise that is likely to have a significant effect on the Employees; or
  - (b) proposes to introduce a change to the regular roster or ordinary hours of work of Employees.

### **Major change**

- 8.2** For a major change referred to in paragraph 8.1(a):
- (a) nbn must notify the relevant Employees of the decision to introduce the major change; and
  - (b) subclauses 8.3 to 8.9 apply.
- 8.3** The relevant Employees may appoint a representative for the purposes of the procedures in this term.
- 8.4** If:
- (a) a relevant Employee appoints, or relevant Employees appoint, a representative for the purposes of consultation; and
  - (b) the Employee or Employees advise nbn of the identity of the representative;
- nbn must recognise the representative.
- 8.5** As soon as practicable after making its decision, nbn must:
- (a) discuss with the relevant Employees:
    - (i) the introduction of the change; and
    - (ii) the effect the change is likely to have on the Employees; and
    - (iii) measures nbn is taking to avert or mitigate the adverse effect of the change on the Employees; and
  - (b) for the purposes of the discussion--provide, in writing, to the relevant Employees:
    - (i) all relevant information about the change including the nature of the change proposed; and
    - (ii) information about the expected effects of the change on the Employees; and
    - (iii) any other matters likely to affect the Employees.
- 8.6** However, nbn is not required to disclose confidential or commercially sensitive information to

the relevant Employees.

- 8.7** nbn must give prompt and genuine consideration to matters raised about the major change by the relevant Employees.
- 8.8** If a term in this Agreement provides for a major change to production, program, organisation, structure or technology in relation to the enterprise of nbn, the requirements set out in paragraph 8.2(a) and subclauses 8.3 and 8.5 are taken not to apply.
- 8.9** In this term, a major change is **likely to have a significant effect on Employees** if it results in:
- (a) the termination of the employment of Employees; or
  - (b) major change to the composition, operation or size of nbn's workforce or to the skills required of Employees; or
  - (c) the elimination or diminution of job opportunities (including opportunities for promotion or tenure); or
  - (d) the alteration of hours of work; or
  - (e) the need to retrain Employees; or
  - (f) the need to relocate Employees to another workplace; or
  - (g) the restructuring of jobs.

**Change to regular roster or ordinary hours of work**

- 8.10** For a change referred to in paragraph 8.1(b):
- (a) nbn must notify the relevant Employees of the proposed change; and
  - (b) subclauses 8.11 to 8.15 apply.
- 8.11** The relevant Employees may appoint a representative for the purposes of the procedures in this term.
- 8.12** If:
- (a) a relevant Employee appoints, or relevant Employees appoint, a representative for the purposes of consultation; and
  - (b) the Employee or Employees advise nbn of the identity of the representative;
- nbn must recognise the representative.
- 8.13** As soon as practicable after proposing to introduce the change, nbn must:
- (a) discuss with the relevant Employees the introduction of the change; and
  - (b) for the purposes of the discussion--provide to the relevant Employees:
    - (i) all relevant information about the change, including the nature of the change; and
    - (ii) information about what nbn reasonably believes will be the effects of the change on the Employees; and
    - (iii) information about any other matters that nbn reasonably believes are likely to affect the Employees; and
  - (c) invite the relevant Employees to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities).
- 8.14** However, nbn is not required to disclose confidential or commercially sensitive information to the relevant Employees.
- 8.15** nbn must give prompt and genuine consideration to matters raised about the change by the relevant Employees.
- 8.16** In this term:

**"relevant Employees"** means the Employees who may be affected by a change referred to in subclause 8.1.

## **9. Dispute Resolution Term**

**9.1** If a dispute relates to:

- (a)** a matter arising under the Agreement; or
- (b)** the National Employment Standards;

then this term sets out procedures to settle the dispute.

**9.2** At any stage through the dispute resolution process an Employee who is a party to the dispute may appoint a representative, including a union, for the purposes of the procedures in this term.

**9.3** In the first instance, the parties to the dispute must try to resolve the dispute at the workplace level, by discussions between the Employee or Employees and relevant supervisors and/or management.

**9.4** If discussions at the workplace level do not resolve the dispute, a party to the dispute may refer the matter to the Commission.

**9.5** The Commission may deal with the dispute in two stages:

- (1)** The Commission will first attempt to resolve the dispute as it considers appropriate, including by mediation, conciliation, expressing an opinion or making a recommendation; and
- (2)** if the Commission is unable to resolve the dispute at the first stage, the Commission may then:
  - (i)** arbitrate the dispute; and
  - (ii)** make a determination that is binding on the parties.

*Note:* If the Commission arbitrates the dispute, it may also use the powers that are available to it under the Act.

**9.6** A decision that the Commission makes when arbitrating a dispute is a decision for the purpose of Div 3 of Part 5.1 of the Act. Therefore, an appeal may be made against the decision.

**9.7** While the parties are trying to resolve the dispute using the procedures in this term:

- (a)** an Employee must continue to perform his or her work as he or she would normally unless he or she has a reasonable concern about an imminent risk to his or her health or safety; and
- (b)** an Employee must comply with a direction given by nbn to perform other available work at the same workplace, or at another workplace, unless:
  - (i)** the work is not safe; or
  - (ii)** applicable occupational health and safety legislation would not permit the work to be performed; or
  - (iii)** the work is not appropriate for the Employee to perform; or
  - (iv)** there are other reasonable grounds for the Employee to refuse to comply with the direction.

**9.8** The parties to the dispute agree to be bound by a decision made by the Commission in accordance with this term.

## **10. Types of Employment**

Employees may be engaged on a full-time, part-time, casual or limited tenure basis. All Employees will go through a nbn induction program to be deemed appropriate by nbn for the work the Employee is performing.

### **10.1 Full-time employment**

A full-time Employee is an Employee not specifically engaged as part-time or casual. A full-time Employee's ordinary hours will be an average of 38 hours per week in accordance with clause 17 - *Hours of Work*.

### **10.2 Part-time employment**

- (a) An Employee may be engaged to work on a part-time basis involving a regular pattern of hours which will average less than 38 hours per week. An Employee so engaged will be paid per hour 1/38th of the weekly rate prescribed in Schedule A, B or C of this Agreement for the work performed.
- (b) Overtime will be payable to part-time Employees for time worked in excess of the hours fixed in accordance with the pattern of hours applicable to the Employee. However, a part-time Employee is not entitled to be paid overtime penalties on a day until they have worked at least an equivalent number of hours that day to an equivalent full-time Employee, provided that a part-time Employee will not work more than 38 hours in any week at ordinary rates.
- (c) The terms of this Agreement will apply pro rata to part-time Employees on the basis that ordinary weekly hours for full-time Employees are 38 hours.

**(d) Public holidays**

Where the part-time Employee's normal paid hours fall on a public holiday prescribed by this Agreement and work is not performed by the Employee, such an Employee will not lose pay for the day. Where a part time Employee works on the public holiday, they will be paid in accordance with clause 27 – Public Holidays of this Agreement.

### **10.3 Casual employment**

- (a) nbn may engage Employees on a casual basis in which case employment may be terminated by an hour's notice given either by nbn or the Employee, or by the payment or forfeiture of an hour's pay as the case may be.
- (b) A casual Employee is one engaged and paid as such, and for working ordinary time will be paid per hour 1/38th of the weekly wage prescribed by this Agreement for the work which the Employee performs, plus 25% casual loading.
- (c) A casual Employee must be engaged and paid for at least two consecutive hours of work on each occasion they are required to attend work.
- (d) The casual loading described in clause 10.3(b) is paid on the Employees base rate of pay for all ordinary hours. This casual loading is calculated and paid on the Employee's base rate of pay for all hours worked on a public holiday in addition to the public holiday penalty rate under clause 27. However, where a casual Employee works overtime, the casual loading will be applied to the ordinary hourly rate before the applicable overtime rates are to be applied.
- (e) Subject to the evidentiary and notice requirements in clause 21, casual Employees are entitled to not be available to attend work, or to leave work:
  - (i) if they need to care for members of their immediate family or household who are sick and require care and support, or who require care due to an unexpected emergency, or the birth of a child;
  - (ii) if the Employee suffers a miscarriage or a member of the Employee's household suffers a stillbirth; or
  - (iii) upon the death of an immediate family or household member.

nbn and the casual Employee will agree on the period for which the casual Employee will be entitled to not be available to attend work. In the absence of agreement, the casual Employee is entitled to not be available to attend work for up to 48 hours (i.e.

two days) per occasion. The casual Employee is not entitled to any payment for the period of non-attendance.

- (f) Unless otherwise provided in the Agreement or NES the provisions of clauses 11 Termination of Employment, 12 Redundancy, 20 Annual Leave, 21 Personal/Carers Leave and Compassionate Leave, 22 Community Service Leave and 24 Parental Leave do not apply to casual Employees.

#### **10.4 Employee choice about casual employment**

The capacity for a casual Employee to issue written notification to nbn that they would like to change their employment status to full-time or part-time employment is provided for in the NES.

#### **10.5 Limited tenure employment**

- (a) An Employee may be engaged on a full-time or part-time basis for a specific period of time or for specific task(s).
- (b) The details of the specific period of time or specific task(s) shall be set out in writing and retained by nbn and a copy will be provided to the Employee.
- (c) An Employee engaged in accordance with 10.5(a) is for all purposes of the Agreement a full-time or part-time Employee, except where otherwise specified in this Agreement.
- (d) The period of continuous employment for a limited tenure engagement will not be greater than two years in length, unless permitted by the Act.
- (e) Service under a contract of employment for a specific period of time or specific task(s) will form part of an Employee's period of continuous service, where such Employee is engaged as a full-time or part-time Employee immediately following such contract of employment.

### **11. Termination of Employment**

#### **11.1 Probation Period**

- (a) Employees excluding casual Employees will be subject to a six month Probation Period, commencing from the day the Employee commences work.
- (b) During the Probation Period, nbn will assess an Employee's suitability for their position and provide feedback on their performance, including areas in which they need to improve.
- (c) During the Probation Period, employment may be terminated by either nbn or the Employee by giving one week's notice, or by the payment or forfeiture of one week's pay in lieu of such notice.

#### **11.2 Notice of termination by nbn**

All Employees, except Employees serving in their Probation Period and casual Employees, are entitled to four weeks' notice of termination by nbn. Employees over 45 years old who have completed at least two years' service when they receive notice are given an additional week of notice.

nbn may, at its full discretion, elect to pay in lieu of notice or part thereof. In circumstances of serious misconduct, nbn reserves the right to terminate employment without notice.

#### **11.3 Notice of termination by an Employee**

The notice of termination required to be given by an Employee is the same as that required of nbn. If an Employee fails to give the required notice, nbn may deduct an amount from wages due to the Employee that is no more than one week's wages for the Employee, provided that the Employee is at least 18 years of age. nbn may, at its discretion, require an Employee not to attend work during part or all of the period of notice.

#### 11.4 Job search entitlement

Where nbn has given notice of termination to an Employee, and where the notice is not paid fully or partly in lieu by nbn, an Employee will be allowed up to one day's time off during the notice period without loss of pay for the purpose of seeking other employment. The time off is to be taken at times that are convenient to the Employee after approval from nbn.

## 12. Redundancy

**12.1** An Employee, other than a casual and limited tenure Employee is entitled to be paid redundancy pay by nbn if the Employee's employment is terminated:

- (a) At nbn's initiative because nbn no longer requires the job done by the Employee to be done by anyone, except where this is due to the ordinary and customary turnover of labour; or
- (b) As otherwise provided in the NES redundancy sections as set out in the Act.

**12.2** The amount of redundancy pay equals the total amount payable to the Employee for redundancy pay period worked out using the table below:

| YEARS OF CONTINUOUS SERVICE     | WEEKS' PAY                                      |
|---------------------------------|-------------------------------------------------|
| Less than 1 years' service      | 2 weeks                                         |
| 1 year and less than 2 years    | 4 weeks                                         |
| 2 years and less than 3 years   | 6 weeks                                         |
| 3 years and less than 4 years   | 7 weeks                                         |
| 4 years and less than 5 years   | 8 weeks plus pro rata                           |
| 5 years and less than 6 years   | 10 weeks plus pro rata                          |
| 6 years and less than 7 years   | 12 weeks plus pro rata                          |
| 7 years and less than 8 years   | 14 weeks plus pro rata                          |
| 8 years and less than 9 years   | 16 weeks plus pro rata                          |
| 9 years and less than 10 years  | 18 weeks plus pro rata                          |
| 10 years and less than 11 years | 20 weeks plus pro rata                          |
| 11 years or more                | 22 weeks up to a maximum of 48 weeks (see note) |

*Note:* After 11 years of service 2 weeks will apply for each year thereafter (pro-rated) up to a maximum of 48 weeks. Notice of termination provided for in clause 11 of this Agreement will apply in addition to the redundancy payment set out in this clause. Weeks' pay under this clause means the Employee's base rate of pay for his or her ordinary hours of work. Pro rata for the purposes of this clause means to the nearest completed month of service.

#### 12.3 Transfer to lower paid duties

Where an Employee agrees to be transferred to lower paid duties by reason of redundancy, the same period of notice must be given as the Employee would have been entitled to if the employment had been terminated. nbn may also, at nbn's option, instead make payment of an amount equal to the difference between the former ordinary time rate of pay and the ordinary time rate of pay for the number of weeks of notice still owing.

#### 12.4 Employee leaving during notice period

An Employee given notice of termination in circumstances of redundancy may terminate their employment during the period of notice. The Employee is entitled to receive the benefits and payments they would have received under this clause had they remained in employment until the expiry of the notice, but is not entitled to payment instead of notice.

#### 12.5 Job search entitlement

- (a) An Employee given notice of termination in circumstances of redundancy must be allowed up to one day's time off without loss of pay during each week of notice for the purpose of seeking other employment.
- (b) If the Employee has been allowed paid leave for more than one day during the notice

period for the purpose of seeking other employment, the Employee must, at the request of nbn, produce proof of attendance at an interview or they will not be entitled to payment for the time absent. For this purpose, a statutory declaration will be sufficient.

- (c) This entitlement applies instead of clause 11.4.

## **12.6 Transmission**

The provisions of clause 12 of this Agreement are not applicable where a business is transmitted from nbn (in this subclause called the **transmittor**) to another employer (in this subclause called the **transmittee**), in any of the following circumstances:

- (a) Where the Employee accepts employment with the transmittee which recognises the period of continuous service which the Employee had with the transmittor and any prior transmittor to be continuous service of the Employee with the transmittee; or
- (b) Where the Employee rejects an offer of suitable alternative employment with the transmittee.

In circumstances where a business is transmitted from the transmittor to the transmittee and an Employee becomes employed by the transmittee all redundancy provisions under this Agreement will be preserved as at the date of the Employee's transmission of employment.

## **12.7 Suitable Alternative Employment**

- (a) nbn, in a particular redundancy case, may make application to the Commission to have the general severance pay prescription varied if the nbn obtains acceptable alternative employment for an Employee.
- (b) This provision does not apply in circumstances involving transmission of business as set out in clause 12.6.

# **13. Classifications**

**13.1** Classification bands and base rates of pay for Employees are set out in Schedule A, B & C to this Agreement. During the operation of this Agreement, nbn commits to a review of the classification bands set out in Schedule A, B & C. This review will be done in consultation with Employees and the parties to this Agreement.

## **13.2 Annualised pay arrangements**

- (a) nbn may pay an Employee classified in Band 4 in Schedule A & C and Band 5 in Schedule B of this Agreement an annual allowance in addition to the Employee's annual base rate of pay. Where an annual allowance is paid to Employees outlined in this clause, it will be in circumstances where it is agreed between nbn and an Employee that the Agreement provisions relating to allowances, hours of work, start and finish times, overtime and public holidays shall not apply because they have been compensated by the annual allowance. The annual allowance will be calculated by nbn to ensure that the Employee is no worse off in monetary terms than had the relevant Agreement terms been applied.
- (b) An Employee will be advised in writing the method of compensation being used.

# **14. Allowances**

## **14.1 Allowances – Not for all purposes**

The allowances in this clause do not apply for all purposes of the Agreement unless specifically stated.

Unless specified otherwise in this Agreement, nbn will increase the allowances set out in clauses 14.1(b) and 14.1(d) by:

- (i) 4% (rounded to two decimal places) on and from the first full pay period commencing on or after the Date of Operation; and
- (ii) 4% (rounded to two decimal places) on and from the first full pay period commencing on or after 1 July 2026; and
- (iii) 4% (rounded to two decimal places) on and from the first full pay period commencing on and after 1 July 2027.

For the avoidance of doubt, the allowances specified in clauses 14.1(b) and 14.1(d) below are inclusive of the 4% increase set out at (i) above.

**(a) Vehicle allowance**

An Employee who is required by nbn on a casual basis to use the Employee's motor vehicle to carry out nbn's business will be paid an allowance of \$0.98 per kilometre. Where required, the vehicle allowance will be increased on and from the first full pay period on or after 1 July 2025, 1 July 2026 and 1 July 2027 to the amount of the most recent Australian Taxation Office annual adjustment applicable at the time.

**(b) First aid allowance**

An Employee who has been trained to render first aid and who is the current holder of appropriate first aid qualifications such as a certificate from the St John Ambulance or similar body must be paid a weekly allowance of \$20.65 if they are appointed in writing by nbn to perform first aid duties.

**(c) Telephone allowance**

Where nbn requires an Employee in writing to have a phone for work purposes the cost of the phone and business calls will be met by nbn in accordance with nbn policy and procedure as amended from time to time. Reasonable personal calls may be met by nbn in accordance with nbn's policies and procedures as amended from time to time.

**(d) Meal allowance**

An Employee is entitled to a meal allowance of \$25.00 on each occasion that the Employee is entitled to a rest break in accordance with clause 18.4, except in the following circumstances, if the Employee:

- (i) was notified no later than the previous day that they would be required to work overtime;
- (ii) is a shift worker and was notified no later than the previous day or previous rostered shift that they would be required to work such overtime; or
- (iii) is working from home (i.e. not at an nbn worksite).

If the Employee has provided a meal or meals on the basis that they have been given notice to work overtime and the Employee is not required to work overtime or is required to do less than the amount advised, they will be paid the prescribed meal allowance for the meal or meals.

**(e) Transfers, travelling and working away from usual place of work**

**(i) Distant work/travelling time payment**

- A. All reasonable out of pocket expenses incurred in connection with nbn's business authorised by nbn and properly paid by the Employee will be reimbursed by nbn in the next full pay period. Provided that nbn may apply an allowance consistent with the ATO prescribed allowances in lieu of reimbursing reasonable expenses as provided for in clause 14.1(e).
- B. An Employee directed by nbn to travel in the Employee's own time to transact company business will be paid travelling time and all expenses

incurred while travelling in accordance with clause 14.1(e)(ii). Further, an Employee sent by their nbn from their usual locality to another and required to remain away from their usual residence will be paid expenses whilst absent from their usual locality.

- C. An Employee is not entitled to be paid for travelling in the Employee's accustomed workplace. In circumstances where an Employee is required to work away from the accustomed workplace and travels in the Employee's owntime to reach such place, the Employee will be entitled to be paid for the time reasonably spent in travelling to such place in excess of that which would be spent travelling from home to the accustomed workplace or boundary of the accustomed territory.

**(ii) Payment for travelling**

- A. The amount of pay for an Employee travelling outside of ordinary hours will be their ordinary base rate of pay.
- B. The travelling time to be paid will be a maximum 12 hours out of every 24 hours, or where a sleeping berth is provided for all night travel, 8 hours out of every 24 hours.
- C. The cost of fares will be paid by nbn.

**(iii) Expenses**

Expenses for the purposes of clause 14.1(e)(i) means:

- A. Reasonable expenses incurred while travelling including each meal taken (except where the cost of the meal is included in the fare); and where applicable;
- B. Reimbursement of the cost incurred for lodging of at least reasonable hotel/motel standard.

**(f) Safe travel allowance**

- (i) When an Employee, after having worked overtime or a shift for which they have not been regularly rostered, finishes work at a time when reasonable means of transport are not available, nbn will provide the Employee with transport home, or pay them their current wage for the time reasonably spent in reaching home.
- (ii) The provisions of clause 14.1(f)(i) do not apply if:
  - A. reasonable means of transport are available to the Employee; or
  - B. where the Employee was notified no later than the previous day or previous rostered shift that they would be required to work overtime or a shift for which he or she has not been regularly rostered and the Employee has made or could have made reasonable transport arrangements.

**(g) On Call Arrangements**

**(i) Rostered Arrangements On Call**

- A. In order to meet business requirements, nbn may decide to impose restrictions on Employees on a rostered basis to ensure their availability for responding to unscheduled servicing requirements.
- B. Employees so rostered must respond to the relevant service demand/requirement within one half hour of being contacted, i.e. be directly enroute to the worksite or have remotely accessed via home-based computer work equipment.

- C. In rostering Employees for this purpose, nbn will have regard to their ability to be at the worksite within a time frame that meets its business needs for satisfying essential business requirements.
- D. A rostered Employee who is required to remain in readiness for a return to work outside their normal working hours will be paid a stand-by allowance of 20% of their ordinary base rate of pay for each hour they are required to stand by.
- E. While receiving the appropriate overtime rate, the stand-by allowance will not be paid.
- F. Any Employee restricted as above and who is required to perform work will be entitled to the appropriate overtime rate for a minimum period and for any applicable subsequent minimum periods as specified in clause 18 - Overtime. The requirement to carry a mobile phone or wear a pager for contact purposes, however, does not provide an entitlement.

## **15. Payment of Wages and Allowances**

**15.1** Wages and allowances will be paid fortnightly in arrears.

**15.2** Wages and allowances will be paid by electronic funds transfer into an account nominated by the Employee.

### **15.3 Salary Sacrifice**

- (a) An Employee can elect to salary sacrifice part or all of his or her wages or other allowable entitlements provided that the arrangement is in writing and complies with relevant legislation and is allowable under nbn policy as amended from time to time.
- (b) Where an Employee salary sacrifices under this clause, the Employees base hourly rate of pay and other effected entitlements under this Agreement will continue to be calculated on the pre-salary sacrificed amount.

## **16. Superannuation**

### **16.1 Superannuation Contributions**

nbn will make superannuation contributions at the rate specified in the *Superannuation Guarantee and Administration Act 1992* (Cth), and paid in accordance with that Act into an authorised superannuation fund nominated by the Employee. If the Employee chooses not to nominate a superannuation fund and the Employee does not have a stapled superannuation fund, contributions will be made by nbn into a default superannuation fund provided that such fund offers a compliant MySuper product.

### **16.2 Voluntary Post Tax Employee contributions**

- (a) Subject to the governing rules of the relevant superannuation fund, an Employee may, in writing, authorise nbn to pay on behalf of the Employee a specified amount from the post-taxation wages of the Employee into the same superannuation fund as nbn makes the superannuation contributions provided for in clause 16.1.
- (b) An Employee may adjust the amount the Employee has authorised nbn to pay from the wages of the Employee from the first of the month following the giving of three months' written notice to nbn.
- (c) nbn must pay the amount authorised under clauses 16.2(a) or (b) in accordance with its normal practice of scheduled payments.

### **16.3 Absence from work**

Subject to the governing rules of the relevant superannuation fund, nbn must also make the superannuation contributions provided for in clause 16.1 and pay the amount authorised under clauses 16.2(a) or (b):

- (a) Paid leave**—while the Employee is on any paid leave.
- (b) Work related injury or illness**—for the period of absence from work (subject to a maximum of 52 weeks in total) of the Employee due to work related injury or work related illness provided that:
  - (i)** the Employee is receiving workers compensation payments or is receiving regular payments directly from nbn in accordance with statutory requirements; and
  - (ii)** the Employee remains employed by nbn.

## **17. Hours of work**

**17.1** For the purposes of understanding the operation of this clause, all sub clauses should be read in conjunction with each other.

**17.2** The ordinary hours of work are to be an average of 38 per week.

**17.3** Except as provided for in clauses 17.7(b), the ordinary hours of an Employee must not exceed 152 hours in 28 consecutive days and except as provided for in clause 17.7(b) an Employee will not be required to work more than 10 ordinary hours per day.

**17.4** Where an Employee is transferred permanently from day work to shift work or from shift work to day work, such an Employee should receive at least one month's notice. However, nbn and the Employee may agree on a lesser period of notice.

### **17.5 Method of arranging ordinary hours**

The method of arranging ordinary hours may be by:

- (a)** Employees working a consistent number of ordinary hours each day; or
- (b)** fixing one day a week on which Employees work a lesser number of hours; or
- (c)** fixing one or more days on which all Employees will be off during a particular work cycle; or
- (d)** rostering Employees off on various days of the week during a particular work cycle so that each Employee has one or more days off during that cycle.

### **17.6 Alteration to hours of work for day and shift workers**

- (a)** Subject to nbn's right to:
  - (i)** fix the daily hours for day work within the spread of hours referred to in clause 17.7;
  - (ii)** fix shift start and finish times referred to in clause 17.10(b); and
  - (iii)** fix shift rosters referred to in clause 17.10(b);
- (b)** nbn will publish rosters at least four weeks prior to each week's commencement where it is able to do so taking into account the needs of the business along with consideration of the Employees' family and personal requirements, in accordance with nbn's work/life balance principles. nbn may alter the hours for day workers and shift rosters for shift workers once determined under the following circumstances:
  - (i)** by nbn giving one weeks' notice of the requirement to change the arrangement of hours or the roster;
  - (ii)** by nbn giving 48 hours' notice to the Employee in the case of an emergency;
  - (iii)** by mutual agreement between the Employee(s) concerned and nbn; or

- (iv) at the discretion of nbn, Employees may be permitted to exchange shifts or days off to perform duty for another Employee.
- (c) Provided that where an Employee receives notice under clause 17.6(b) and they raise significant concerns about the alteration of their hours of work due to their personal or family circumstances, nbn will consult with the Employee about such concerns.

#### **17.7 Day work**

- (a) Except as provided for in clause 17.7(b) the ordinary hours of work for day work will be worked between the following spread of hours:  
Monday to Friday—7.00 am to 7.00 pm
- (b) Flexibility in relation to day work hours
  - (i) The following forms of flexibility may be implemented in respect of all Employees in a workplace or section(s) thereof, subject to agreement between nbn and the majority of the Employees concerned in the workplace or relevant section/s. Agreement in this respect may also be reached between nbn and an individual Employee:
    - A. the spread of hours in clauses 17.7(a) may be altered by up to one hour at one or both ends of the daily spread;
    - B. in excess of 10 hours and up to 12 hours of ordinary time may be worked per day, exclusive of meal breaks. The implementation of 12-hour days is subject to the provisions of clause 17.9; and
    - C. a roster may operate on the basis that the weekly average of 38 ordinary hours is worked over a period which exceeds 28 consecutive days but does not exceed 12 months.
  - (ii) Where an agreement is reached by the majority of Employees it will apply to all the Employees in the workplace or section(s) to which the agreement applies. This does not in any way restrict the application of an individual agreement. Where nbn is seeking to reach agreement with Employees or an Employee under this clause the Employee(s) may request the involvement of a representative, including a union.
  - (iii) Where an agreement is reached in accordance with clause 17.7(b), the agreement will be recorded in the time and wages records.
  - (iv) At the time this Agreement was made the following business units, however described, had existing arrangements and are not required to make further agreement in accordance with this clause:
    - A. Network Management Centre (NMC);
    - B. Major Incident Management (MIM); and
    - C. Businesses that directly support the NMC and MIM.

#### **17.8 Make-up time**

- (a) An Employee may elect, with the consent of nbn, to work make-up time under which the Employee takes time off during ordinary hours and works those hours at a later time during the spread of ordinary hours provided in this Agreement.
- (b) An Employee on shift work may elect, with the consent of nbn, to work make-up time under which the Employee takes time off during ordinary hours and works those hours at a later time at the shift work rate which would have been applicable to the hours taken off.

### **17.9 Twelve hour days**

Implementation of 12-hour days or shifts is subject to the following:

- (a) proper health monitoring procedures being introduced;
- (b) suitable roster arrangements being made;
- (c) proper supervision being provided;
- (d) adequate breaks being provided; and
- (e) an adequate trial or review process being implemented.

### **17.10 Provisions applicable only to morning, afternoon or night shifts**

- (a) The provisions of this clause apply only to time worked on morning, afternoon and night shifts and do not apply to time worked during the day.
- (b) The ordinary hours of work for morning, afternoon and night shift workers will be worked at the discretion of nbn on any days of the week, Monday to Sunday, subject to clause 17.6 and the penalties in clause 17.10(c), 17.10(d) and 17.12.
- (c) For the purposes of this Agreement:
  - (i) afternoon shift means any shift finishing after 7.00 pm and at or before midnight.
  - (ii) morning shift means any shift commencing at or after 4:00 am and before 7.00 am.
  - (iii) night shift means any shift commencing at or after midnight and before 4:00 am; or any shift finishing subsequent to midnight and at or before 9.00 am.
- (d) Shift penalties:
  - (i) Employees on a morning shift or afternoon shift are entitled to a penalty of 15%.
  - (ii) Employees on a night shift are entitled to a penalty of 30%.

### **17.11 Flexibility in relation to shift work hours**

- (a) The following forms of flexibility may be implemented in respect of all Employees in a workplace or section(s) thereof, subject to agreement between nbn and the majority of the Employees concerned in the workplace or relevant section(s) (such as those arrangements confirmed in clause 17.7). Agreement in this respect may also be reached between nbn and an individual Employee:
  - (i) in excess of 10 hours and up to 12 hours of ordinary time may be worked per shift, exclusive of meal breaks. The implementation of 12-hour shifts is subject to the provisions of clause 17.9.
  - (ii) a roster may operate on the basis that the weekly average of 38 ordinary hours is worked over a period which exceeds 28 consecutive days but does not exceed 12 months.
- (b) Where an agreement is reached by the majority of Employees it will apply to all the Employees in the workplace or section(s) to which the agreement applies. This does not in any way restrict the application of an individual agreement.
- (c) Where an agreement is reached in accordance with clause 17.11(a), the agreement will be recorded in the time and wages records.

### **17.12 Weekend penalty loading**

- (a) Employees are entitled to a loading of 50% for ordinary time worked:
  - (i) between midnight on Friday and midnight on Saturday.
- (b) Employees are entitled to a loading of 100% for ordinary time worked:

- (i) between midnight on Saturday and midnight on Sunday.
- (c) The rates in clause 17.12(a) and 17.12(b) are in substitution for and not cumulative upon the morning, afternoon and night shift loadings prescribed in clauses 17.10(c) and 17.10(d).

**17.13** The loadings in clause 17 Hours of work are not payable for periods of overtime or for time worked on public holidays.

**17.14 Daylight saving**

For work performed which spans the time of introduction or cessation of a system of daylight saving as prescribed by relevant state or territory legislation, an Employee will be paid according to adjusted time (i.e. the time on the clock at the beginning of work and the time on the clock, at the end of work).

## **18. Overtime and Penalty Rates**

### **18.1 Overtime and Overtime rates**

- (a) An Employee is required to work reasonable overtime subject to the provisions of clause 18.1(b).
- (b) An Employee may refuse to work overtime in circumstances where the working of such overtime would result in the Employee working hours which are unreasonable having regard to:
  - (i) any risk to Employee health and safety;
  - (ii) the Employee's personal circumstances including any family responsibilities;
  - (iii) the needs of the workplace or enterprise;
  - (iv) the notice (if any) given by nbn of the overtime and by the Employee of his or her intention to refuse it; and
  - (v) any other relevant matter.
- (c) Daily ordinary hours are arranged in accordance with clause 17.5 or 17.6. All work done in excess of the daily ordinary hours by an Employee Monday to Friday will be paid at the rate of time and a half for the first three hours and double time thereafter. All overtime worked by an Employee on a Saturday will be paid at the rate of time and a half for the first three hours and double time thereafter. All overtime worked by an Employee on Sunday will be paid at double time.
- (d) In computing overtime, each day's work will stand alone.
- (e) Employees who are late starting or are absent for part of their ordinary hours on unpaid leave will complete their ordinary hours for that day prior to the entitlement to overtime.

### **18.2 Overtime which is continuous with ordinary hours (Continuous Overtime)**

- (a) Where overtime is worked immediately prior to the commencement or at the conclusion of ordinary hours of work it will be regarded as Continuous Overtime.
- (b) An Employee performing Continuous Overtime will receive payment at the rate prescribed in clause 18.1 hereof for the actual time worked (which includes any paid rest breaks).
- (c) Meal or rest breaks taken between the ordinary hours and the Continuous Overtime, or during the period of Continuous Overtime, do not break continuity for the purposes of this clause.

### 18.3 Non-continuous Overtime (Standalone overtime)

- (a) Non-continuous Overtime is when an Employee is required to work a period of overtime which is separated from ordinary hours of work (that is, which is not Continuous Overtime within the meaning of clause 18.2 or Public Holidays). For example, this includes:
- (i) Out of hours call-outs to nbn worksites or customer premises,
  - (ii) work performed from home (provided it is not a continuation of ordinary hours also performed at home),
  - (iii) rostered and non-rostered 'after-hours' overtime.
- (b) Employees performing Non-continuous Overtime at the appropriate overtime rate (at Clause 18.1 or 27 Public Holidays) will be paid for, the greater of:
- (i) the time actually worked, or
  - (ii) a minimum period of overtime in accordance with clause 18.3(c).
- An Employee will not be required to work the for full applicable minimum period or periods of overtime specified in clause 18.3(c) or 18.3(d) where the work is completed in a shorter period.
- (c) The minimum periods of overtime paid to Employees working Non-continuous Overtime are:
- (i) One hour if the Employee performs the work from home or is able to complete the work from their current location remotely (i.e. by telephone or computer) when required to perform the work, or
  - (ii) Three hours (inclusive of any paid travel time, if applicable) if the Employee is required to travel from their current location to an nbn worksite or customer premises to perform the work.
- (d) Notwithstanding (b) and (c) above, where an Employee who has completed the work and (if applicable), is called upon to perform a second period of Non-continuous Overtime before the minimum payment period applying to the first has expired, the Employee will receive, the greater of:
- (i) Payment for the first minimum period in full, or
  - (ii) Payment for both:
    - A. that part of the first minimum period up to the commencement of the second period of Non-continuous Overtime, plus
    - B. the full (minimum period or time worked plus travel time, as applicable) payment for the second period of Non-continuous Overtime.
- (e) Non-continuous Overtime worked in circumstances specified in this clause will not be regarded as overtime for the purposes of clause 18.5 where the time worked is less than three hours for the period or for each period - provided that where the total number of hours worked on more than one period of Non-continuous Overtime is four hours or more then the provisions of clauses 18.5(b) and 18.5(c) will apply. For the avoidance of doubt, where an Employee works three hours or more of Non-Continuous Overtime during any single block of overtime between the end of one period of ordinary time and the commencement of the next, the provisions of clauses 18.5(b) and 18.5(c) will apply.

### 18.4 Rest breaks during overtime

- (a) An Employee working overtime which is continuous with their ordinary hours of work will be allowed a rest break of 20 minutes without deduction of pay after each four hours of overtime, provided that the Employee continues to work after such rest break. This entitlement applies instead of the entitlements provided under clause 19.

- (b) An Employee working Non-continuous Overtime will be allowed a rest break of 20 minutes without deduction of pay after each four hours of overtime, provided that the Employee continues to work after such rest break. This entitlement applies instead of the entitlements provided under clause 19. This clause does not apply to instances where an Employee is asked to perform Non-continuous overtime which is expected to exceed five of hours of work, instead the provisions of clause 18.4(c) will apply.
- (c) Where an Employee is asked to perform Non-continuous Overtime which is expected to exceed five hours, then the rest breaks and unpaid meal breaks will be those provided under clause 19. For the avoidance of doubt, this means that the provisions of clauses 18.4(a) and 18.4(b) will not apply.

#### **18.5 Rest period after overtime**

- (a) When overtime work is necessary, it will wherever reasonably practicable be so arranged that Employees have at least 10 consecutive hours off duty between the work of successive days.
- (b) An Employee (other than a casual or part-time Employee), who works so much overtime between the termination of the ordinary work on one day and the commencement of the ordinary work on the next day that the Employee did not have at least 10 consecutive hours off duty between those times will, subject to this clause, be released after completion of such overtime until the Employee has had 10 consecutive hours off duty without loss of pay for ordinary working time occurring during such absence.
- (c) If on the instructions of nbn an Employee resumes or continues work without having had such 10 consecutive hours off duty, the Employee will be paid at the rate of double time until released from duty for such period and then is entitled to be absent until the Employee has had 10 consecutive hours off duty without loss of pay.
- (d) The provisions of this clause will not apply to Non-continuous Overtime where the time worked is less than three hours during a block of overtime or each block of overtime. Provided that where the total number of hours worked on more than one block of Non-continuous Overtime is four hours or more between the end of one period of ordinary time and the commencement of the next, then the provisions of clauses 18.5(b) and 18.5(c) will apply. For the avoidance of doubt, where an Employee works three hours or more of Non-Continuous Overtime during any single block of overtime between the end of one period of ordinary time and the commencement of the next, the provisions of clauses 18.5(b) and 18.5(c) will apply.

#### **18.6 Time off instead of payment for overtime**

- (a) An Employee may request, with the consent of nbn, to take time off instead of payment for overtime at a time or times agreed by nbn. This agreement must be in writing. The Employee must take the time off within four weeks of working the overtime unless otherwise mutually agreed.
- (b) If the Employee takes time off instead of payment for overtime then the amount of time off during ordinary hours will be taken at the ordinary time rate, (that is an hour for each hour worked). If requested by an Employee, nbn must, within one week of receiving a request, pay the Employee for any overtime worked. The Employee must be paid at overtime rates.

#### **18.7 Rates not cumulative**

The rates prescribed in this clause are in substitution for and not cumulative upon the loadings prescribed in clause 27 – Public Holidays.

## **19. Breaks**

**19.1** Except as provided for in clause 19.3, where practicable, an Employee will not be required to work for more than five continuous hours without a 30 minute unpaid meal break when working a shift of eight continuous hours or less. When working a shift of over eight continuous hours an Employee will not be required to work for more than six continuous hours without a 30 minute unpaid meal break. Note that where an Employee receives a rest break in accordance with clause 18.4(a), then for the purposes of this clause, the Employees' hours will be calculated starting from when they return to work following that rest break.

**19.2** Where a shift is more than 6 continuous hours in length but less than 9 continuous hours in length Employees will be entitled to two 15 minute paid rest breaks. One at some time before the meal break and one at some time after the meal break. Where a shift is 9 continuous hours or more in length Employees will be entitled to three 15 minute paid rest breaks. No more than two rest breaks before the meal break and the remaining breaks sometime after the meal break. The timing of such restbreaks will be at nbn's discretion, depending upon operational requirements. Note that where an Employee receives a rest break in accordance with clause 18.4(a), then for the purposes of this clause, the Employees' hours will be calculated starting from when they return to work following that rest break.

### **19.3 Flexibility in relation to meal breaks**

- (a)** The following forms of flexibility may be implemented in respect of all Employees in a workplace or section(s) thereof, subject to agreement between nbn and the majority of the Employees concerned in the workplace or relevant section(s). Agreement in this respect may also be reached between nbn and an individual Employee:
  - (i)** Employees may work in excess of five continuous hours but not more than six continuous hours without a meal break;
  - (ii)** meal breaks may be for a period of less than 30 minutes. An Employee and nbn may agree to less than 30 minutes, but not less than 20 minutes.
- (b)** Where an agreement is reached by the majority of Employees, it will apply to all the Employees in the workplace or section(s) to which the agreement applies. This does not in any way restrict the application of an individual agreement.

**19.4** An Employee directed by nbn to work in excess of five continuous hours without a meal break (or such period as extended in accordance with clause 19.3) and will be paid at the rate of time and a half for the meal period and the Employee will be permitted to have the Employee's usual meal period without deduction from the Employee's wage as soon as possible after the prescribed meal period.

## **20. Annual Leave**

**20.1** This clause of the Agreement supplements the provisions of the NES which deal with annual leave. Annual leave and annual leave loading do not apply to casual Employees.

### **20.2 Payment for annual leave**

- (a)** A 17.5% annual leave loading has been taken into account in determining the remuneration of an Employee under this Agreement. Except as provided in clause 20.2(b) annual leave loading will not be paid to an Employee on annual leave entitlements because the Employees remuneration has been fixed having regard to this fact.

- (b) Where an Employee would have received loadings, in accordance with clause 17 - Hours of work, of this Agreement, had the Employee not been on annual leave and such loadings would have entitled the Employee to a greater amount than the loading of 17.5% that was taken into account fixing the Employees remuneration, then the Employee will be paid a pro rata top up payment at the time the annual leave is taken by the Employee.

### **20.3 Excessive leave**

If nbn has genuinely tried to reach agreement with an Employee as to the timing of taking annual leave, nbn can require the Employee to take annual leave by giving not less than four weeks' notice of the time when such leave is to be taken if:

- (a) at the time the direction is given, the Employee has eight weeks or more of annual leave accrued; and
- (b) the amount of annual leave the Employee is directed to take is less than, or equal to, a quarter of the amount of leave accrued.

### **20.4 Paid leave in advance of accrued entitlement**

By agreement between nbn and an Employee, a period of annual leave may be taken in advance of the entitlement accruing. Provided that if leave is taken in advance and the employment terminates before the entitlement has accrued nbn may make a corresponding deduction from any money due to the Employee on termination.

### **20.5 Annual close-down**

- (a) nbn may close-down an enterprise or part of it for the purpose of allowing annual leave to all or the majority of the Employees in the enterprise or part concerned, provided that nbn gives at least one month's notice to the affected Employees. The notice will advise Employees of the commencement date and duration of the close-down.
- (b) nbn may close-down for one or two periods. Where there is agreement between nbn and the majority of Employees concerned, nbn may close-down for more than two periods.
- (c) An Employee who has accrued sufficient leave to cover the period of the close-down, is allowed leave and also paid for that leave at the appropriate wage. An Employee who has not accrued sufficient leave to cover part or all of the close-down is allowed paid leave for the period for which they have accrued sufficient leave and agrees to take unpaid leave for the remainder of the close-down.

- 20.6** nbn will permit Employee's reasonable flexibility in taking annual leave with such leave to be taken in accordance with nbn policies.

### **20.7 Purchased Leave**

nbn policies will provide opportunities by which each permanent full time and part time Employee, may, subject to agreement with nbn and in accordance with its policies participate in a scheme to purchase up to four weeks additional purchased leave per anniversary year from their base rate of pay. The terms and application of such policies will be at all times at the sole discretion of nbn. The purchased leave amount(s) will be adjusted against the Employees base rate of pay under this Agreement.

### **20.8 Cashing out of annual leave**

nbn regards the taking of annual leave as a key element in an Employee's overall well-being and work life balance, and so as a principle, nbn does not encourage the cashing out of annual leave. Only in exceptional circumstances, including but not limited to financial hardship, will nbn consider agreeing to cash out annual leave.

The cashing out of annual leave is always subject to nbn's discretion, as well as the terms contained within the Act and in accordance with this clause:

- (a) Each cashing out of annual leave must be the subject of a separate agreement under this clause.
- (b) nbn and an Employee may agree in writing to the cashing out of a particular amount of accrued paid annual leave by the Employee.
- (c) The agreement to cash out annual leave must state:
  - (i) the amount of leave to be cashed out and the payment to be made to the Employee for it; and
  - (ii) when the payment is to be made.
- (d) The payment must not be less than the amount that would have been payable had the Employee taken the leave at the time the payment is made.
- (e) An agreement must not result in the Employee's remaining accrued entitlement to paid annual leave being less than four weeks.
- (f) The cashing out of annual leave will be recorded on the Employee's payslip.

## **21. Personal/Carer's Leave and Compassionate Leave**

- 21.1** This clause of the Agreement supplements the provisions of the NES which deal with personal/carers' leave and compassionate leave.
- 21.2** As provided by the NES full-time Employees will accrue 10 days (76 hours) personal/carers' leave per annum.
- 21.3** Employees seeking to take Personal Leave are required to:
- (a) make all reasonable efforts to inform their direct manager before or at the time of the Employee's normal commencement time or if that is not reasonably practicable as soon as possible, that they are unable to work due to illness or injury; and
  - (b) once an Employee has had two days of absence on personal leave in a calendar year the Employee will be required to provide a medical certificate. If it is not reasonably practical to provide a medical certificate a statutory declaration may be provided.
- 21.4** Employees seeking to take Carer's Leave are required to:
- (a) make all reasonable efforts to inform their direct manager before or at the time of the Employee's normal commencement time or if that is not reasonably practicable as soon as possible, that they are unable to work due a requirement to provide care and support to an immediate family member or member of the Employees household; and
  - (b) provide a medical certificate for the member of the immediate family or household the Employee is caring for. If it is not reasonably practical to provide a medical certificate a statutory declaration may be provided.
- 21.5** As provided by the NES Employees will be entitled to two days compassionate leave on each occasion. Employees seeking to take Compassionate Leave are required to:
- (a) make all reasonable efforts to inform their direct manager before or at the time of the Employee's normal commencement time or if that is not reasonably practicable as soon as possible, that they are unable to work due to the Employee taking a period of compassionate leave; and
  - (b) provide reasonable evidence as required by nbn that the Employee is eligible to take compassionate leave.

## **22. Community Service Leave**

- 22.1** This clause of the Agreement supplements the provisions of the NES which deal with

community service leave.

**22.2** An Employee who engages in an eligible community service activity is entitled to be absent from his or her employment for a period to undertake eligible community service.

**22.3** Eligible community service activity means jury service or voluntary emergency management activities and any other activities otherwise defined in the NES.

**22.4 Notice**

An Employee who wants an absence from his or her employment to be covered by this clause must give nbn notice of the absence as soon as practicable and must advise the expected period of the absence.

**22.5 Payment**

- (a) A full time or part time Employee absent on jury service will be paid their base rate of pay for a maximum of 20 days of jury service. Should jury service extend beyond 20 days nbn may agree to pay the Employee's base rate of pay for a period extending beyond the first 20 days.
- (b) Payment (if any) for Emergency Management activities will be in accordance with nbn policy.

**23. Long Service Leave**

Employees who have completed 10 years of continuous service with nbn will be eligible for 13 weeks paid long service leave at the Employees base rate of pay. After 10 years continuous service, long service leave will accrue on the basis of 1.3 weeks per year thereafter on completion of each further 5 years of service. Administration of long service leave will be in accordance with nbn policy as amended from time to time. To the extent that a State or Territory long service leave Act provides a more beneficial term than this provision, the State or Territory long service leave Act term will prevail to the extent that those terms are more beneficial.

**24. Parental Leave**

**24.1** This clause of the Agreement supplements the provisions of the NES which deal with parental leave.

**24.2** An eligible Employee will be entitled to 18 weeks paid parental leave at the Employees base rate of pay in accordance with nbn policy as amended from time to time.

**24.3** During paid parental leave, Employees are entitled to the applicable Superannuation Contribution as outlined in clause 16.

**24.4** Parental Leave under this clause is in addition to any Government funded scheme.

**25. Domestic and Family Violence Support**

nbn understands the importance of providing a supportive workplace in which Employees who are victims of domestic violence can come forward and seek help and support.

Employees are entitled to paid domestic violence leave and other types of support in accordance with the National Employment Standards and the nbn policy, as amended or replaced from time to time.

**26. Other Leave not Covered**

In exceptional circumstances, where an Employee has exhausted all of their paid leave entitlements, nbn may, at its discretion, approve additional paid or unpaid leave. This approval

will be considered on a case-by-case basis, taking into account the Employee's individual situation and the operational needs of the business. Any request for such leave must be made in accordance with nbn's policy, as amended or replaced from time to time.

## **27. Public holidays**

**27.1** This clause of the Agreement supplements the provisions of the NES which deal with public holidays.

### **27.2 Public Holidays**

Employees are entitled to public holidays in accordance with the National Employment Standards and any additional full or half day public holiday that is gazetted within a State, Territory or locality by the relevant Government, Authority or order.

Full-time Employees are entitled to payment for public holidays not worked only when the Employee's contracted ordinary hours fall on the public holiday.

Part-time Employees are entitled to payment for public holidays not worked only when their contracted ordinary hours fall on the public holiday and/or the part-time Employee works on the public holiday.

### **27.3 Substitution of public holidays**

nbn and an individual Employee may reach agreement in writing to substitute a day or part-day for a day or part-day that would otherwise be a public holiday under terms of the NES.

### **27.4 Payment for time worked on a public holiday**

- (a)** An Employee who is required to work on a public holiday will be paid at double time and a half for a minimum of three hours.
- (b)** The payment required under clause 27.4(a) only applies to time which is worked on the actual public holiday day, i.e. midnight to midnight.

## **28. Workplace Delegates**

The delegates' rights term contained in the *Telecommunications Services Award 2020*, as amended from time to time, will form a term of this Agreement.

## **29. Workplace Flexibility**

nbn recognises that sometimes Employees need flexibility to balance their work with their commitments outside of work such as family, carer or lifestyle commitments. nbn remains committed to continuing to support flexible working, including hybrid working arrangements, where possible and in line with any company policy/position. In addition to the flexibility term under this Agreement and the NES, Employees may request flexibility under nbn's flexibility policies, which do not form part of this agreement and as are amended from time to time.

## **30. Structured Training**

Where Employees are directed in writing by nbn to undertake formal structured training, nbn will treat any time the Employee attends structured classroom training as time worked for all purposes under this Agreement.

## 31. Signatories

### Signed for and on behalf of nbn

---

Name:

Address:

Position:

I am authorised by nbn to sign this Agreement on its behalf.

Signature:

Witness (signed):

Name:

Address of witness

Dated this \_\_\_\_ day of \_\_\_\_\_ 2025

### Signed for and on behalf of the CEPU

---

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Position: \_\_\_\_\_

I am authorised by the CEPU to sign this Agreement on its behalf.

Signature: \_\_\_\_\_

Witness (signed): \_\_\_\_\_

Name (printed): \_\_\_\_\_

Address of witness \_\_\_\_\_

Dated this \_\_\_\_ day of \_\_\_\_\_ 2025

**Signed for and on behalf of the CPSU**

---

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Position: \_\_\_\_\_

I am authorised by the CPSU to sign this Agreement on its behalf.

Signature: \_\_\_\_\_

Witness (signed): \_\_\_\_\_

Name (printed): \_\_\_\_\_

Address of witness \_\_\_\_\_

Dated this \_\_\_\_ day of \_\_\_\_\_ 2025

## SCHEDULE A— TECHNICAL EMPLOYEES BASE RATES OF PAY AND CLASSIFICATION BANDS

- (a) Employees will be appointed in writing by nbn to a classification band.
- (b) Base rates of pay and classification bands are as shown in the table below:

| BAND | RANGE \$ per annum          | INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO                                                                                                                                                                                                                                                                                                                                                                                                           | AWARD ALIGNMENT                                                                  |
|------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| 4    | \$110,804.71 - \$132,943.60 | Major Incident Manager<br>Network Operations Team Leader<br>Business Assurance Team Leader<br>Operations Lead - Service Assurance<br>Senior Network Engineer (non field operations)<br>Advanced Service Assurance Engineer<br>Senior Network Assurance Analyst<br>Communications Specialist<br>Service Assurance Specialist<br>Senior Location Analyst<br>Senior Technical Analyst<br>Technical Customer Team Leader<br>Senior Order Management Specialist | Telecommunications Associate                                                     |
| 3    | \$94,568.85 - \$106,374.92  | Network Engineer (non field operations)<br>Service Assurance Engineer<br>Senior Network Analyst<br>Location Analyst<br>Customer Case Manager<br>Order Management Specialist<br>Customer Priority Care Specialist<br>Field Engineer<br>Field Safety and Quality Specialist<br>Senior Field Technician                                                                                                                                                       | Principle Telecommunications Technician Advanced<br>Telecommunication Technician |
| 2    | \$73,873.14 - \$88,655.79   | Customer Field Technician<br>Senior Network Operator<br>Senior Service Assurance Operator<br>Business Assurance Operator<br>Network Analyst<br>Network Operator<br>Service Assurance Operator<br>Customer Support Operator<br>Technical Customer Support                                                                                                                                                                                                   | Telecommunications Technician                                                    |
| 1    | \$62,067.07 - \$69,453.38   | Trainee Network Operator<br>Trainee Customer Support Operator                                                                                                                                                                                                                                                                                                                                                                                              | Telecommunications Trainee<br>Telecommunications Technical Employee              |

- (c) An Employee will be paid no less than the minimum base rate of pay as set out in the range for the band in which the Employee is appointed. Where a job role has the same skills, responsibility and knowledge as the indicative roles in band 1, 2, 3, 4 then that particular job will be classified in the relevant band and will be covered by scope of this Agreement.
- (d) For the avoidance of doubt the classification bands listed in the table in (b) above incorporate all the technical classifications as set out in the Telecommunications Services Award 2020 (as at the commencement date of the operation of this Agreement).
- (e) Unless specified otherwise in this Agreement, nbn will increase each Employee's rate of pay and the pay ranges set out in the table in (b) above by:
- (i) 4% (rounded to two decimal places) on and from the first full pay period commencing on or after 1 July 2025; and
  - (ii) 4% (rounded to two decimal places) on and from the first full pay period commencing on or after 1 July 2026; and
  - (iii) 4% (rounded to two decimal places) on and from the first full pay period commencing on and after 1 July 2027.
- (f) For the avoidance of doubt, the pay ranges specified in the table in (b) above

exclude the 4% increase set out at (e)(i) above.

- (g) The wage increases provided for in this Agreement will apply to all Employees covered by this Agreement even if an Employee is being paid between the minimum and the maximum base pay rate for the band in which the Employee's job is classified. Such wage increases also apply to the minimum and maximum band rates.
- (h) In accordance with clause 20.2 the base rates of pay in the bands in the table in (b) above include annual leave loading unless otherwise specified in writing by nbn.
- (i) Band 1 is an entry level band that enables Employees to acquire skill sets necessary to move to positions in higher bands. However, band 1 is not an exclusive entry point into this classification structure.
- (j) Unless otherwise specified in this Agreement an Employees base weekly rate of pay is calculated by dividing the Employees base salary per annum in the table in (b) above by 52. An Employees base hourly rate of pay is calculated by dividing the Employees base salary per annum in the table in (b) above by 52 and then by 38.
- (k) **Higher Duties Allowance**

Temporarily working in a higher band for a period of less than one day will not entitle Employees to any additional payments. If the period is for more than one continuous day of work in the higher band an allowance will be paid. The allowance will be the difference between the Employee's current base rate of pay and the minimum base rate of pay for the band in which the higher job is allocated. The allowance will apply to any periods of paid leave during the period the Employee works in the higher band.

## SCHEDULE B - CONTACT CENTRE BASE RATES OF PAY AND CLASSIFICATION BANDS

- (a) Employees will be appointed in writing by nbn to a classification band.  
 (b) Base rates of pay and classification bands are as shown in the table below:

| BAND | RANGE \$ Per annum          | INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO                               | AWARD ALIGNMENT                                                       |
|------|-----------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 5    | \$104,891.65 - \$115,224.47 | Subject Matter Expert<br>Principal Leader                                      | Principal Customer Contact Leader                                     |
| 4    | \$79,796.23 - \$98,978.59   | Customer Contact Officer SpecialistTeam<br>Leader<br>Customer Resolution Agent | Principal Customer Contact Specialist<br>Customer Contact Team Leader |
| 3    | \$72,409.91 - \$78,312.95   | Senior Customer Contact Officer                                                | Customer Contact Officer Level 2                                      |
| 2    | \$62,067.07 - \$69,443.36   | Customer Contact Officer                                                       | Customer Contact Officer Level 1                                      |
| 1    | \$59,110.54                 | Customer Contact Trainee (First 3months of employment)                         | Customer Contact Trainee                                              |

- (c) An Employee will be paid no less than the minimum base rate of pay as set out in the range for the band in which the Employee is appointed. Where a job role has the same skills, responsibility and knowledge as the indicative roles in band 1, 2, 3, 4, 5 then that particular job will be classified in the relevant band and will be covered by scope of this Agreement.
- (d) For the avoidance of doubt the classification bands listed in the table in (b) above incorporate all the contact centre classifications as set out in the Telecommunications Services Award 2020 (as at the commencement date of the operation of this Agreement).
- (e) Unless specified otherwise in this Agreement, nbn will increase each Employee's base rate of pay and the pay ranges set out in the table in (b) above by:
- (i) 4% (rounded to two decimal places) on and from the first full pay period commencing on or after 1 July 2025; and
  - (ii) 4% (rounded to two decimal places) on and from the first full pay period commencing on or after 1 July 2026; and
  - (iii) 4% (rounded to two decimal places) on and from the first full pay period commencing on and after 1 July 2027.
- (f) For the avoidance of doubt, the pay ranges specified in the table in (b) above exclude the 4% increase set out at (e)(i) above.
- (g) The wage increases provided for in this Agreement will apply to all Employees covered by this Agreement even if an Employee is being paid between the minimum and the maximum base pay rate for the band in which the Employee's job is classified. Such wage increases also apply to the minimum and maximum band rates.
- (h) In accordance with clause 20.2 the base rates of pay in the bands in the table in (b) above include annual leave loading unless otherwise specified in writing by nbn.
- (i) Band 1 is an entry level band that enables Employees to acquire skill sets necessary to move to positions in higher bands. However, band 1 is not an

exclusive entry point into this classification structure.

- (j) Unless otherwise specified in this Agreement, an Employees base weekly rate of pay is calculated by dividing the Employees base salary per annum in the table in (b) above by 52. An Employees base hourly rate of pay is calculated by dividing the Employees basesalary per annum in the table in (b) above by 52 and then by 38.

**(k) Higher Duties Allowance**

Temporarily working in a higher band for a period of less than one day will not entitle Employees to any additional payments. If the period is for more than one continuous day of work in the higher band an allowance will be paid. The allowance will be the difference between the Employee's current base rate of pay and the minimum base rate of pay for the band in which the higher job is allocated. The allowance will apply to any periods of paid leave during the period the Employee works in the higher band.

## SCHEDULE C— CLERICAL EMPLOYEES RATES OF PAY AND CLASSIFICATION BANDS

- (a) Employees will be appointed in writing by nbn to a classification Band.
- (b) Base rates of pay and classification bands are as shown in the table below:

| BAND | RANGE \$ Per annum         | INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO                                                                                                                                                                                 | AWARD ALIGNMENT           |
|------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 4    | \$88,655.79 - \$110,794.68 | Senior Accounts Payable<br>Senior Accounts Receivable<br>Senior Procurement Officer<br>Senior Contract Officer<br>Senior Administrative Support<br>Front Office Supervisor<br>Analyst – Workforce Planning<br>Personal Assistant | N/A                       |
| 3    | \$72,409.91 – \$84,947.60  | Accounts Payable Officer<br>Accounts Receivable Officer<br>Procurement Officer<br>Payroll Officer<br>Contract Officer<br>Administrative Support<br>Front Office Coordinator<br>Team Assistant                                    | Clerk Level 4 and Level 5 |
| 2    | \$63,550.35 - \$69,443.36  | Receptionist<br>Administrative Assistant                                                                                                                                                                                         | Clerk Level 3             |
| 1    | \$60,603.84                | Entry Level Role – first 6 to 12 months of employment                                                                                                                                                                            | Clerk Level 1 and Level 2 |

- (c) An Employee will be paid no less than the minimum base rate of pay as set out in the range for the band in which the Employee is appointed. Where a job role has the same skills, responsibility and knowledge as the indicative roles in band 1, 2, 3 or 4 then that particular job will be classified in the relevant band and will be covered by scope of this Agreement.
- (d) For the avoidance of doubt the classification bands listed in the table in (b) above incorporate all the Clerical and Administrative classifications and descriptors as set out in the Telecommunications Services Award 2010 (as at the commencement date of the operation of this Agreement). Executive Assistants to the Chief Executive Officer and heads of departments are specifically excluded from the scope of this Agreement.
- (e) Unless specified otherwise in this Agreement, nbn will increase Employees base rate of pay and the pay ranges set out in the table in (b) above by:
- (i) 4% (rounded to two decimal places) on and from the first full pay period commencing on or after 1 July 2025; and
  - (ii) 4% (rounded to two decimal places) on and from the first full pay period commencing on or after 1 July 2026; and
  - (iii) 4% (rounded to two decimal places) on and from the first full pay period commencing on and after 1 July 2027.
- (f) For the avoidance of doubt, the pay ranges specified in the table in (b) above excludes the 4% increase set out at (e)(i) above.
- (g) The wage increases provided for in this Agreement will apply to all Employees covered by this Agreement even if an Employee is being paid between the minimum and the maximum base pay rate for the band in which the Employee's job is classified. Such wage increases also apply to the minimum and maximum band rates.
- (h) In accordance with clause 20.2 the base rates of pay in the bands in the table in (b) above include annual leave loading unless otherwise specified in writing by nbn.

- (i) Band 1 is an entry level band that enables Employees to acquire skill sets necessary to move to positions in higher Bands. However, Band 1 is not an exclusive entry point into this classification structure.
- (j) Unless otherwise specified in this Agreement, an Employees base weekly rate of pay is calculated by dividing the Employees base salary per annum in the table in (b) above by 52. An Employees base hourly rate of pay is calculated by dividing the Employees basesalary per annum in the table in (b) above by 52 and then by 38.

**(k) Higher Duties Allowance**

Temporarily working in a higher band for a period of less than one day will not entitle Employees to any additional payments. If the period is for more than one continuous day of work in the higher band an allowance will be paid. The allowance will be the difference between the Employee's current base rate of pay and the minimum base rate of pay for the band in which the higher job is allocated. The allowance will apply to any periods of paid leave during the period the Employee works in the higher band.