

## Comparison - Support Services Employees

***Rockpool RAC Pty Ltd Enterprise Agreement 2023 and Rockpool RAC (Morayfield) Pty Ltd Enterprise Agreement***

**and**

***Regis Aged Care Support Services Staff, Queensland Agreement 2018***

This document shows the key differences between the *Rockpool RAC Pty Ltd Enterprise Agreement 2023* and the *Rockpool RAC (Morayfield) Pty Ltd Enterprise Agreement 2023* (**Rockpool Agreements**) and the *Regis Aged Care Support Staff, Queensland Agreement 2018* (**Regis Support Services Agreement**)

	Cl.	<i>Rockpool Agreements</i>	Cl.	<i>Regis Support Services Agreement</i>	Comments
<b>Nominal Expiry Date</b>	4	3 August 2027	5	31 December 2022	
<b>Coverage</b>	3	<ul style="list-style-type: none"> <li>Aged Care Stream (Hospitality, Administration, Personal Care Workers, Lifestyle and Maintenance) Levels 1-7</li> <li>Enrolled Nurses Levels 1-5</li> <li>Registered Nurses Levels 1-5</li> </ul>	3.1	Support Services (Aged Care) Employees (Kitchen, Laundry, Maintenance, Lifestyle, Reception, Gardening, Home Support & Day Therapy) Levels 1-7	Some differences: <ul style="list-style-type: none"> <li>Aged Care Stream employees are covered by this Regis Support Services Agreement</li> <li>Registered Nurses, Enrolled Nurses and PCWs are covered by the Regis Nurses Agreement</li> </ul>

<b>Wage increases</b>	11	<ul style="list-style-type: none"> <li>10c more than minimum rates in underlying award (as applicable) on 1 July 2026</li> </ul>	12	<ul style="list-style-type: none"> <li>Increases on 1 October 2020 and 1 October 2021</li> </ul>	All Rockpool base hourly rates that are higher than Regis will be maintained
<b>Employment categories</b>	12.2 12.5 12.9-12.11 12.12 - 12.16	<ul style="list-style-type: none"> <li>Full time employees will work an average of 38 ordinary hours per week, 76 ordinary hours per fortnight or 152 hours over 28 days</li> <li>Part time employees work less than 38 ordinary hours per week</li> <li>Minimum engagement:               <ul style="list-style-type: none"> <li>4 hours (full time employees)</li> <li>2 hours (part time employees)</li> <li>2 hours (casual employees)</li> </ul> </li> </ul>	13 14.5 14.6	<ul style="list-style-type: none"> <li>Full time employees will work an average of 38 ordinary hours per week or 76 ordinary hours per fortnight</li> <li>Part time employees work less than 38 ordinary hours per week (but generally more than 16 ordinary hours per fortnight)</li> <li>Minimum engagement for all employees: 3 hours (or 1 hour for training)</li> </ul>	Regis Support Services Agreement has more beneficial minimum guaranteed hours, for part time and casual employees  Otherwise, no significant difference
<b>Casual employment</b>	12.17 - 12.22 12.23 - 12.29	25% loading		25% loading	No difference
<b>Ordinary hours of work</b>	12.1 12.6	<ul style="list-style-type: none"> <li>Span of hours (day workers): 6am to 6pm, Mon-Fri</li> <li>Maximum shift length: 8 hours (day shift) or 10 hours (night shift)</li> </ul>	14.1	<ul style="list-style-type: none"> <li>Span of hours (day workers): 6am to 6pm, Mon-Fri</li> <li>Maximum shift length: 10 hours (or 8 hours by agreement)</li> </ul>	<ul style="list-style-type: none"> <li>Same spread of ordinary hours for day workers</li> <li>Slightly different maximum shift lengths</li> </ul>

<b>Rosters</b>	16	<ul style="list-style-type: none"> <li>Fortnightly roster cycle</li> <li>Roster may be changed with 7 days' notice</li> </ul>	15	<ul style="list-style-type: none"> <li>Fortnightly roster cycle</li> <li>Roster may be changed with 7 days' notice</li> </ul>	No difference
<b>Pay point progression</b>	13	<ul style="list-style-type: none"> <li>Full time employees: annually</li> <li>Part time and casual employees: after completion of 1786 hours of experience</li> </ul>	10	All employees: after completion of 1200 hours	Regis Support Services Agreement is more beneficial - part time and casual employees move through pay points after 1200 hours (vs 1786 hours under Rockpool)
<b>Days off in a roster cycle</b>	12.7 17	Permanent employees entitled to: <ul style="list-style-type: none"> <li>2 full days off per week;</li> <li>4 full days off per fortnight; or</li> <li>8 full days off per 28-day cycle.</li> </ul> Where practicable, days off will be consecutive.	14.4	All employees entitled to: <ul style="list-style-type: none"> <li>2 full days off per week. or</li> <li>4 full days off per fortnight.</li> </ul> Days off must be either: <ul style="list-style-type: none"> <li>2 periods of 2 days each</li> <li>3 consecutive days + 1 day</li> <li>4 consecutive days</li> </ul>	Regis Support Services Agreement guarantees at least two consecutive RDOs. Otherwise, no difference
<b>Accrued days off (ADOs)</b>	N/A	N/A	14.9	ADO system implemented by agreement, for full time employees (1 day per 4 week cycle)	Regis Support Services Agreement provides for ADOs (for full time employees)
<b>Broken shifts</b>	18	<ul style="list-style-type: none"> <li>By mutual agreement</li> <li>Maximum span - 12 hours</li> <li>Work beyond 12 hour max span paid at double time</li> <li>Minimum break between broken shifts - 10 hours</li> </ul>	14.7	<ul style="list-style-type: none"> <li>By mutual agreement</li> <li>Maximum span - 12 hours</li> <li>Work beyond 12 hour max span paid at double time</li> <li>Minimum break between broken shifts - 10 hours</li> </ul>	No difference

<b>Rest break rostered between shifts</b>	19	<ul style="list-style-type: none"> <li>10 hours (or 8 hours by agreement)</li> <li>Employees who return to work without the minimum rest break will be paid 200% of ordinary hourly rate (or 250% for casual employees) until released from duty and will suffer no loss of pay for any rostered ordinary hours not worked due to absence</li> </ul>	14.3	<ul style="list-style-type: none"> <li>10 hours (or 8 hours by agreement)</li> <li>Employees who return to duty without the minimum rest break will be paid 200% (or 250% for casual employees) until released from duty</li> </ul>	<ul style="list-style-type: none"> <li>Slight differences in arrangements if an employee is absent from their ordinary shift</li> <li>Otherwise, no difference</li> </ul>
<b>Weekend penalty rates</b>	23	<p>Saturday</p> <ul style="list-style-type: none"> <li>Permanent employees: 150%</li> <li>Casual employees: 175% (includes casual loading)</li> </ul> <p>Sunday</p> <ul style="list-style-type: none"> <li>Permanent employees: 175%</li> <li>Casual employees: 200% (includes casual loading)</li> </ul>	20.1 20.2	<p>Saturday</p> <ul style="list-style-type: none"> <li>Permanent employees: 150%</li> <li>Casual employees: 175% (includes casual loading)</li> </ul> <p>Sunday</p> <ul style="list-style-type: none"> <li>Permanent employees: 175%</li> <li>Casual employees: 200% (includes casual loading)</li> </ul>	No difference
<b>Public holiday penalty rates</b>	28	<ul style="list-style-type: none"> <li>Permanent employees: 150%</li> <li>Casual employees: 275% (inclusive of casual loading)</li> </ul>	32.1	<ul style="list-style-type: none"> <li>Permanent employees: 250%</li> <li>Casual permanent: 275% (inclusive of casual loading)</li> </ul>	Regis Support Services Agreement contains higher public holiday penalty rates, for full time and part time employees (250% under Regis vs 150% under Rockpool)

<b>Meal breaks</b>	24	<ul style="list-style-type: none"> <li>Unpaid meal break of 30-60 minutes where more than 5 hours worked</li> <li>If required to remain on premises available for duty or is on duty during break - paid overtime rates until break is taken</li> </ul>	16	<ul style="list-style-type: none"> <li>Employees who work shifts of six ordinary hours or less may agree to end their shift 30 minutes earlier in lieu of a meal break</li> <li>Employee will be paid 200% for all time worked during a meal break until the meal break is taken</li> <li>Employees required to remain on premises or be available during their meal break - paid at ordinary rate and counted as time worked</li> </ul>	<ul style="list-style-type: none"> <li>Minor differences</li> <li>Regis Support Services Agreement may be more beneficial where employee works during meal break</li> <li>Rockpool Agreements are more beneficial where employee is required to remain on premises and available for duty during their meal break</li> </ul>
<b>Rest pauses/tea breaks</b>	24	<ul style="list-style-type: none"> <li>If shift is less than 7.6 hours: 10 minute rest break for each 4 ordinary hours worked</li> <li>If shift is more than 7.6 hours: two 10 minute rest breaks</li> </ul>	16.3	<ul style="list-style-type: none"> <li>10 minute paid rest break for each 4 ordinary hours worked</li> <li>For shifts longer than 8 hours, may take one 20 minute rest pause by agreement</li> </ul>	No material difference
<b>Morning shift loading</b>	25	Shifts commencing between 10:00am and 1:00pm: 10%	19.1	Shifts commencing between 10:00am - 12:00pm: 10%	Regis Support Services Agreement is more beneficial (12.5% afternoon shift loading applies from 12:00pm - see below)
<b>Afternoon shift loading</b>	25	Shifts commencing between 1:00pm and 4:00pm: 12.5%	19.2	Shifts commencing at or after 12:00pm: 12.5%	Regis Support Services Agreement is more beneficial (12.5% loading applies to shifts commencing from 12:00pm (under the Rockpool Agreements, the 12.5% loading only applies from 1:00pm)

<b>Night shift loading</b>	25	<ul style="list-style-type: none"> <li>Shifts commencing between 4:00am and 6:00am: 10%</li> <li>Shifts commencing between 4pm and 4am: 12.5%</li> </ul>	19.3	Shifts commencing between 6:00pm and 7.30am the following day: 15%	Regis Support Services Agreement contains a higher night shift loading
<b>Overtime rates (full time and part time employees)</b>	20	<ul style="list-style-type: none"> <li>Monday to Friday: 150% for first two hours, 200% thereafter</li> <li>Saturday (for part time employees if work performed in excess of 10 hours per day): 150% for first two hours, 200% thereafter</li> <li>Saturday (if work performed in excess of 76 hours in a fortnight): 200%</li> <li>Sunday: 200%</li> <li>Public holiday: 250%</li> </ul>	18	<ul style="list-style-type: none"> <li>Monday to Friday - 150% for first two hours, 200% thereafter</li> <li>Saturday or Sunday - 200%</li> <li>Public holiday - 250%</li> </ul>	<p>Regis Support Services Agreement has higher overtime rates for:</p> <ul style="list-style-type: none"> <li>time worked in excess of 8 ordinary hours (or 10 ordinary hours, where applicable) for full-time employees;</li> <li>time worked in excess of rostered ordinary hours (for part-time employees); and</li> <li>Saturdays (in some cases)</li> </ul>
<b>Overtime (casual employees)</b>	20	<ul style="list-style-type: none"> <li>Monday to Friday: 187.5% for first two hours, 250% thereafter</li> <li>Saturday (if work performed in excess of 10 hours in a day): 187.5% for first two hours, 250% thereafter</li> <li>Saturday (if work performed in excess of 76 hours in the fortnight): 250%</li> <li>Sunday: 250%</li> <li>Public holiday: 312.5%</li> </ul>	18	<ul style="list-style-type: none"> <li>Monday to Friday - 175% for first two hours, 225% thereafter</li> <li>Saturday or Sunday - 225%</li> <li>Public holiday - 275%</li> </ul>	<ul style="list-style-type: none"> <li>Regis Support Services Agreement is more beneficial for overtime worked in excess of 8 hours per day (rather than 10 hours per day)</li> <li>Rockpool Agreements contain higher overtime rates for Sundays, Public Holidays and some Saturday hours - Regis will maintain these</li> </ul>

<b>Recall to work</b>	20.10	Recall when on call: <ul style="list-style-type: none"> <li>Minimum engagement of 4 hours paid as overtime</li> </ul>	N/A	N/A	Different
<b>Uniform and laundry allowance</b>	Sch B	<ul style="list-style-type: none"> <li>Uniform allowance - \$1.23 per shift (capped at \$6.24 per week)</li> <li>Laundry allowance - \$0.32 per shift (capped at \$1.49 per week)</li> </ul>	22 23	<ul style="list-style-type: none"> <li>Regis will provide employees with a uniform</li> <li>Laundry allowance - \$0.32 per shift (capped at \$1.49 per week)</li> </ul>	No material difference
<b>Overtime meal allowance</b>	14.5  Sch B	Meal supplied	16.2	\$12.48, or meal supplied	No material difference
<b>Nauseous work allowance</b>	14.12 - 14.13  Sch B	\$0.58 per hour or \$3.13 per week	24	\$0.43 per hour or part thereof	Regis Support Services Agreement is more beneficial (Rockpool Agreement caps weekly nauseous allowance at \$3.13 per week, whereas under the Regis Support Services Agreement it is uncapped)
<b>Other allowances</b>	14.7-14.11  14.14  14.15  Sch B	<b>Leading hand allowance</b> <ul style="list-style-type: none"> <li>\$30.94-\$68.13 per week (as at 1 March 2025; pro rata for part time employees)</li> </ul> <b>Tools allowance:</b> \$12.55 per week <b>Buddy allowance</b> <ul style="list-style-type: none"> <li>Where an employee is required to perform the role of 'buddy' to a new employee for an entire shift: \$15 per shift</li> </ul>	26	Regis employees are not required to work in circumstances where they would qualify for a leading hand or tools allowance	Different

<b>Higher duties</b>	26	<p>Employees engaged in any duties carrying a higher wage rate than their ordinary classification will be paid at the higher wage rate for:</p> <ul style="list-style-type: none"> <li>the time so worked for two hours or less; or</li> <li>a full day or shift where the time so worked exceeds two hours</li> </ul>	17	<p>Employees engaged in any duties carrying a higher wage rate than their ordinary classification will be paid at the higher wage rate for:</p> <ul style="list-style-type: none"> <li>the time so worked for two hours or less; or</li> <li>a full day or shift where the time so worked exceeds two hours</li> </ul>	No difference
<b>Annual leave</b>	27	<ul style="list-style-type: none"> <li>Ordinary employees: <ul style="list-style-type: none"> <li>4 weeks per year (pro rata for part time)</li> <li>17.5% annual leave loading</li> </ul> </li> <li><b>“Shift workers”</b>: <ul style="list-style-type: none"> <li>5 weeks per year (pro rata for part time)</li> <li>Defined as employees regularly rostered to work 7 days of the week and who work regularly on weekends</li> <li>17.5% annual leave loading, or and weekend/shift penalties (whichever is higher)</li> </ul> </li> </ul>	28	<ul style="list-style-type: none"> <li>Ordinary employees: <ul style="list-style-type: none"> <li>4 weeks per year (pro rata for part time)</li> <li>17.5% annual leave loading, or weekend/shift penalties (whichever is higher)</li> </ul> </li> <li><b>“Shift workers”</b>: <ul style="list-style-type: none"> <li>5 weeks per year (pro rata for part time)</li> <li>Defined as employees regularly rostered to work ordinary hours outside 6:00am - 6:00pm and/or who work more than 4 ordinary hours on 10 or more weekends</li> <li>17.5% annual leave loading, or weekend/shift penalties (whichever is higher)</li> </ul> </li> </ul>	<p>Regis Support Services Agreement is more beneficial:</p> <ul style="list-style-type: none"> <li>It contains higher annual leave pay in some instances, for non-“shift workers”</li> <li>More employees are likely to qualify as “shift workers” and so be eligible for additional leave</li> </ul>



<b>Personal/ carer's leave</b>	29	10 days' paid leave per year (pro rata for part time)	30.2.1	10 days' paid leave per year (pro rata for part time)	No difference
<b>Family and domestic violence leave</b>	31	10 days' paid leave per year	40	10 days' paid leave per year	No difference
<b>Long service leave</b>	32	In accordance with the <i>Industrial Relations Act 2016</i> (Qld)	29	All permanent employees: <ul style="list-style-type: none"> <li>10 weeks' leave after 10 years' service (with one week accrued for each year thereafter)</li> <li>Employees with 7 to 10 years' service entitled to pro rata leave (including payment on termination)</li> </ul>	Regis Support Services Agreement is more beneficial
<b>Paid parental leave</b>	35	4 weeks' paid leave (full time and part time employees only)	33	6 weeks' paid leave (all employees who qualify for parental leave under the NES)	Regis Support Services Agreement is more beneficial
<b>Training</b>	36	All mandatory training must be undertaken during rostered hours	42(e)	<ul style="list-style-type: none"> <li>Training during ordinary shift - paid at base rate plus applicable loading or penalty</li> <li>Training completed outside ordinary rostered hours - minimum engagement of 1 hour plus applicable loading or penalty</li> </ul>	No significant difference

<b>Professional development leave</b>	37	3 days' paid professional development leave per year (pro rata for part-time employees)	36	5 days' paid professional development leave per year (pro rata for part time employees)	Regis Support Services Agreement is more beneficial
<b>Union Representation Training Leave</b>	38	One hour per week of duty time to perform representative duties	35	2 days' paid leave per year	Regis Support Services Agreement is more beneficial
<b>Redundancy pay</b>	39	National Employment Standards	44	<ul style="list-style-type: none"> <li>Under 9 years' service: National Employment Standards</li> <li>9+ years' service: 16 weeks (higher than National Employment Standards)</li> </ul>	Regis Support Services Agreement is more beneficial (for employees with 9+ years' service). Otherwise, no difference