

**SCHEDULE OF DOCUMENTS**

<b>Doc No</b>	<b>Date of Document</b>	<b>Document Description</b>	<b>Full, Partial or Refused</b>	<b>Exemption(s) provision</b>	<b>Page numbers/part page numbers redacted</b>	<b>Comments</b>
1	23-04-2024	AWM Internal Documents	Partial Release	s22(1)(a)(ii) & s47F	1	Partial Release
1.1	08-06-2023	AWM Internal Documents	Partial Release	s22(1)(a)(ii) & s47F	1-3	Partial Release
2	30-05-2024	AWM Internal Documents	Partial Release	s22(1)(a)(ii) & s47F	1-2	Partial Release
2.1	28-05-2024	AWM Internal Documents	Partial Release	s22(1)(a)(ii) & s47F	2	Partial Release
3	30-05-2024	AWM Internal Documents	Partial Release	s22(1)(a)(ii) & s47F	1-6	Partial Release
4	27-06-2024	AWM Internal Documents	Partial Release	s22(1)(a)(ii) & s47F	1-8	Partial Release



**From:** [Leanne Patterson](#) s22(1)(a)(ii) & s47F  
**To:** [REDACTED]  
**Cc:** [Executive](#)  
**Subject:** Labour hire contract submission  
**Date:** Tuesday, 23 April 2024 6:40:00 PM  
**Attachments:** [RE AWM casual contractors from 1 July.msg](#)  
[RFQ AWM001209 Labour Hire Services with Attachments.docx](#)

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Hi [REDACTED] s22(1)(a)(ii) & s47F

Thanks for the update about timing of the Minister's consideration of the brief, I'll update the team tomorrow.

As discussed, the contract will reflect the statement of requirements included in the Request for Quote. This was included in the submission and is attached again for reference (see Attachment A from page 18).

The relevant sections we spoke of are:

- **Flexibility to allow future conversion:** s1.5, specifically s1.5.1, s1.5.2, s1.5.3 and s1.5.4 which state that the work is ad hoc, intermittent, unpredictable and involves irregular hours. It also states that the indicative shift hours should not be construed as a commitment of any agreed hours by the Memorial, so we're not committing to a minimum number of shifts or workers. Please note that I'll follow up on s1.7, receptionist shifts, before the contract is finalised to clarify that we're not committed to those either, because they are also roles that we've identified as an option to potentially move to permanent part time (ref s1.7).
- **Process to direct payment above award rates:** s1.13.1 states that the Memorial reserves the right to require that payment be above award rates at any time during the term of the contract, and this would be enacted by a contract amendment at the time. Note: as the amended contract limit will also exceed the legislative \$1m threshold, the amendment will need the Minister's approval before it could be executed, so we will need to allow sufficient time for the office to consider the request before it can be actioned.

I've also attached an earlier email re: differences in responsibilities of the casual versus permanent employees for info, but as I said, we understand the Minister's expectations and are working to achieve that change.

kind regards  
Leanne

**Leanne Patterson**

Assistant Director

Branch Head Corporate Services

[leanne.patterson@awm.gov.au](mailto:leanne.patterson@awm.gov.au) | t 02 6243 4233 | [REDACTED]

Australian War Memorial | GPO Box 345 Canberra ACT 2601 | [www.awm.gov.au](http://www.awm.gov.au)

s22(1)(a)(ii) & s47F



**From:** [Leanne Patterson](#)  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Cc:** [Matt Anderson](#)  
**Subject:** RE: AWM casual contractors from 1 July  
**Date:** Thursday, 8 June 2023 10:28:35 AM

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Hi [REDACTED] s22(1)(a)(ii) & s47F

Further to my emails below, outlined below are the specific differences between the responsibilities of AWM and casual labour hire Visitor Service Officers (VSOs). The following are the additional tasks/roles undertaken by AWM permanent VSOs:

- All Full time staff have additional morning duties assigned to them such as:
  - Uniform management
  - Visitor correspondence
  - Managing radios
  - Managing first aid room and supplies
- Preparing the building for opening which entails:
  - Checking all AVs to ensure they are on line
  - Ensuring the Ticketing Office is ready for operation, including putting relevant signs out, ensuring technology is working, checking stationery supplies
  - Ensuring the presentation of wreathes in the Commemorative Area and Hall of Memory are up to standard, or removing said wreathes
  - Placing bollards around areas of work or areas of Work Health Safety concerns
- First aid
- Training and mentoring new staff
- Participating in wreath laying ceremonies including Anzac Day and Remembrance Day
- Presenting wreaths to VIPs/dignitaries (this important commemorative activity cannot be assigned to casual labour hire due to the preparation, twice-weekly training and planning for wreath orderlies in the 7-8 weeks leading up to these major events; it would introduce reputational risk to draw on a casual workforce to deliver this critical function)
- Till cash up at end of day
- Military history course completion
- Undertaking a Mental health first aid course to manage complex visitor interactions
- Full time staff work a fixed roster of 7 Days on, 2 days off, 5 days on, 2 days off, 3 days on, 2 days off, 5 days on, 2 days off
- Expected to work over Christmas, Easter and school holiday periods, ANZAC and Remembrance Days
- Contributing to / providing feedback in relation to operational procedures
- Regular meetings are held with full time staff to ensure they are across changes and they are encouraged to convey this information to their casual counterparts. They act as role-models
- General management interactions to keep management abreast of what is happening on the floor
- Continual daily monitoring of gallery space and reporting anything that is out of normal operation
- Maintain back of house areas such as storage rooms, information desk, tours desk
- They are able to enable the set-up of our stand-by audio equipment for LPC

I trust this provides some additional context for the Minister.

kind regards  
Leanne

**Leanne Patterson**

Branch Head Corporate Services

[leanne.patterson@awm.gov.au](mailto:leanne.patterson@awm.gov.au) | t 02 6243 4233 | [REDACTED]

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s22(1)(a)(ii) & s47F

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**From:** Leanne Patterson

**Sent:** Wednesday, 24 May 2023 8:07 AM

**To:** [REDACTED]

s22(1)(a)(ii) & s47F

**Cc:** 'Matt Anderson' <[Matt.Anderson@awm.gov.au](mailto:Matt.Anderson@awm.gov.au)>

**Subject:** RE: AWM casual contractors from 1 July

Hi [REDACTED]

s22(1)(a)(ii) & s47F

Just following up on my email a few weeks ago.

In preparation for the end of the PersolKelly contract on 30 June, we've engaged Hoban Recruitment to deliver contractor management services as an interim measure until our future workforce requirements are agreed. Casual contractors are being briefed on the transition between providers this week and face to face info sessions with Hoban will be held this week.

I also wanted to let you know that in addition to the organisation-wide workforce planning exercise reported in previous briefings, we've established a Future Audience Engagement Working Group to formally evaluate and recommend options for how our front of house services will be delivered in the expanded Memorial. This is expected to involve a change in the nature of Visitor Service Officers tasks and responsibilities, so the current arrangements are unlikely to continue in the medium term.

Please let me know if you'd like to meet to discuss, or if you'd like more information to support a formal submission to the Minister.

kind regards  
Leanne

**Leanne Patterson**

Branch Head Corporate Services

[leanne.patterson@awm.gov.au](mailto:leanne.patterson@awm.gov.au) | t 02 6243 4233 | [REDACTED]

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s22(1)(a)(ii) & s47F

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**From:** Leanne Patterson

**Sent:** Tuesday, 9 May 2023 5:59 PM

**To:** [REDACTED]

s22(1)(a)(ii) & s47F

**Cc:** Matt Anderson <[Matt.Anderson@awm.gov.au](mailto:Matt.Anderson@awm.gov.au)>

**Subject:** AWM casual contractors

Hi [REDACTED] s22(1)(a)(ii) & s47F

Following our discussions early last month regarding the Minister's request to cost the conversion of casual AWM contractors to employees, please find a paper attached which outlines the considerations and estimated additional funding required.

I'm forwarding to you informally prior to formal submission to ensure it meets the Minister's expectations, and welcome your comments and advice on the next steps, noting that the Minister's proposal is in advance of a broader organisational review currently underway.

I look forward to hearing from you,

kind regards  
Leanne

**Leanne Patterson**

Branch Head Corporate Services

[leanne.patterson@awm.gov.au](mailto:leanne.patterson@awm.gov.au) | t 02 6243 4233 | [REDACTED]

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s22(1)(a)(ii) & s47F





**From:** [Leanne Patterson](#) s22(1)(a)(ii) & s47F  
**To:** [REDACTED]  
**Cc:**  
**Subject:** CMG approval: Proposed realignment of base salary rate for Hoban casual contractors  
**Date:** Thursday, 30 May 2024 4:28:02 PM

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Hi [REDACTED] s22(1)(a)(ii) & s47F

Confirming my verbal advice, CMG considered the proposal to realign the base salary rate for casual VSOs today and have approved the recommendation.

As discussed, please formally advise Hoban to pay casual contractors at the revised rate from 1 July, and also discuss how they will be communicating with their staff. We will also need to advise AWM staff, and the Director may choose to do this on Monday at SMG in advance of any questions we may get at senate estimates.

thanks  
Leanne

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Tuesday, 28 May 2024 11:01 AM  
**To:** Leanne Patterson <[Leanne.Patterson@awm.gov.au](mailto:Leanne.Patterson@awm.gov.au)> s22(1)(a)(ii) & s47F  
**Cc:** [REDACTED] s22(1)(a)(ii) & s47F  
[REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: FOR REVIEW: Proposed realignment of base salary rate for Hoban casual contractors

Thanks Leanne

I have added the document to the CMG SharePoint folder. This is the [new link](#).

Thanks

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** Leanne Patterson <[Leanne.Patterson@awm.gov.au](mailto:Leanne.Patterson@awm.gov.au)>  
**Sent:** Tuesday, 28 May 2024 10:48 AM s22(1)(a)(ii) & s47F  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Cc:** [REDACTED] s22(1)(a)(ii) & s47F  
[REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: FOR REVIEW: Proposed realignment of base salary rate for Hoban casual contractors

Thanks [REDACTED], I'll add to this week's CMG agenda.

regards  
Leanne

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Tuesday, 28 May 2024 10:14 AM  
**To:** Leanne Patterson <[Leanne.Patterson@awm.gov.au](mailto:Leanne.Patterson@awm.gov.au)>

s22(1)(a)(ii) & s47F

Cc:

s22(1)(a)(ii) & s47F

**Subject:** FOR REVIEW: Proposed realignment of base salary rate for Hoban casual contractors

Good morning Leanne

At our meeting on 15 May 2024, you advised of the Minister's expectation regarding the realignment of base salary rates for Hoban Casual Contractors to that of the APS3.1 rate and requested I review the requirements and provide a recommendation for consideration.

s22(1)(a)(ii) & s47F

After engagement with [REDACTED] and review of relevant contracts and legislation, I have drafted the [proposed brief](#) that recommends the realignment and includes the proposed rate of pay based on our current APS 3.1 salary and relevant penalty rates.

Please find attached the proposed brief proposing the changes for approval.

s22(1)(a)(ii) & s47F

Once approved, I will commence engagement with [REDACTED] and Hoban to implement the recommendation and update the existing contract to reflect the new base salary scales.

Kind regards

[REDACTED] s22(1)(a)(ii) & s47F

[REDACTED] s22(1)(a)(ii) & s47F

Work Health and Safety Manager Human Resources

s22(1)(a)(ii) & s47F

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## Realignment of Hoban casual salary rates

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### PURPOSE

1. To recommend the approach to realign salary rates for Hoban casual contractors to achieve the equal work for equal pay priority.

### RECOMMENDATION

2. It is recommended that the hourly salary rate for Hoban casual contractors be approved for implementation on 1 July 2024.

### BACKGROUND

3. To support the business of the Memorial, approximately 40 casual employees are engaged via a labour hire arrangement with Hoban Recruitment Pty Ltd (Hoban) in the following APS 3 work roles:
  - a. Visitor Services Officer (VSO), and
  - b. Reception Officers.
4. In 2021, the Australian Government passed the *Fair Work Amendment (Same Job, Same Pay) Bill* (the Bill) that aims to address pay disparities and ensure that employees performing the same or substantially similar roles are remunerated equally, irrespective of their employment status.

### REPORT

5. The work completed by Hoban contract staff is commensurate to the work of other APS engaged employees.
6. Based on the work roles fulfilled by Hoban contract staff, to achieve the 'same work, same pay' requirements, the calculation of the hourly rate should be at the APS 3.1 classification consistent with the Australian War Memorial Teamwork Agreement (AWMTA).

### Calculation of base salary

7. Hoban contract staff are paid in accordance with the *Amusement, Events and Recreation Award 2020* at an hourly rate of \$30.10 per hour, comprising of:
  - a. \$24.08 (base salary), and
  - b. \$6.02 (25 per cent casual loading).
8. By comparison, the AWMTA specifies that a casual APS 3.1 APS employee (who may be entitled to penalty rates) has an hourly rate of pay of \$41.60, comprising of:
  - a. \$33.28 (base salary), and
  - b. \$8.32 (25 per cent casual loading).

### Superannuation contribution rate


9. The current contract with Hoban prescribes the rate of base salary consistent with the Award. This rate does not include superannuation contributions that are listed with other additional employment oncosts (for example, Workers compensation insurance and payroll tax).
10. For superannuation purposes, Hoban is the employer and therefore responsible for determining the rate of superannuation consistent with the relevant Award. The rate of superannuation while salary, is separate to the agreed base salary.
11. Clauses 43 and 44 of the AWMTA confirms the rate of superannuation for employees is 15.4 per cent. As Hoban contract staff are not Memorial employees, the Memorial is not required to also match the superannuation entitlement.

## PROPOSED ACTIONS AND NEXT STEPS

12. The Memorial is committed to achieving pay parity consistent with the updated legislation, and recently allocated additional funding has enabled this to occur as a priority.
13. Clause 1.13.1 of the current contract with Hoban states that the Memorial reserves the right to require that payment be above award rates at any time over the term of the contract for salary.
14. Therefore, to achieve pay parity for Hoban contract staff, the following actions are proposed:
  - a. Amendment of the existing Hoban Contract (signed 8 May 2024) to realign the base salary rates from the existing Award to the equivalent of an APS 3.1 (and penalty rates) consistent with the AWMTA (\$41.60 per hour) from 1 July 2024, and
  - b. Engagement with Hoban to coordinate the implementation and communication with Hoban employees on the salary alignment process and changes.
15. Following the realignment of salary rates, work will commence on workforce planning activities to determine the viability of converting some current contractor occupied positions to permanent APS positions.

## ATTACHMENTS

Nil

Author:  s22(1)(a)(ii) & s47F  
Head, Human Resources (a/g)  
22 May 2024

Cleared by: Leanne Patterson  
Assistant Director, Corporate Services  
28 May 2024





### Meeting Details

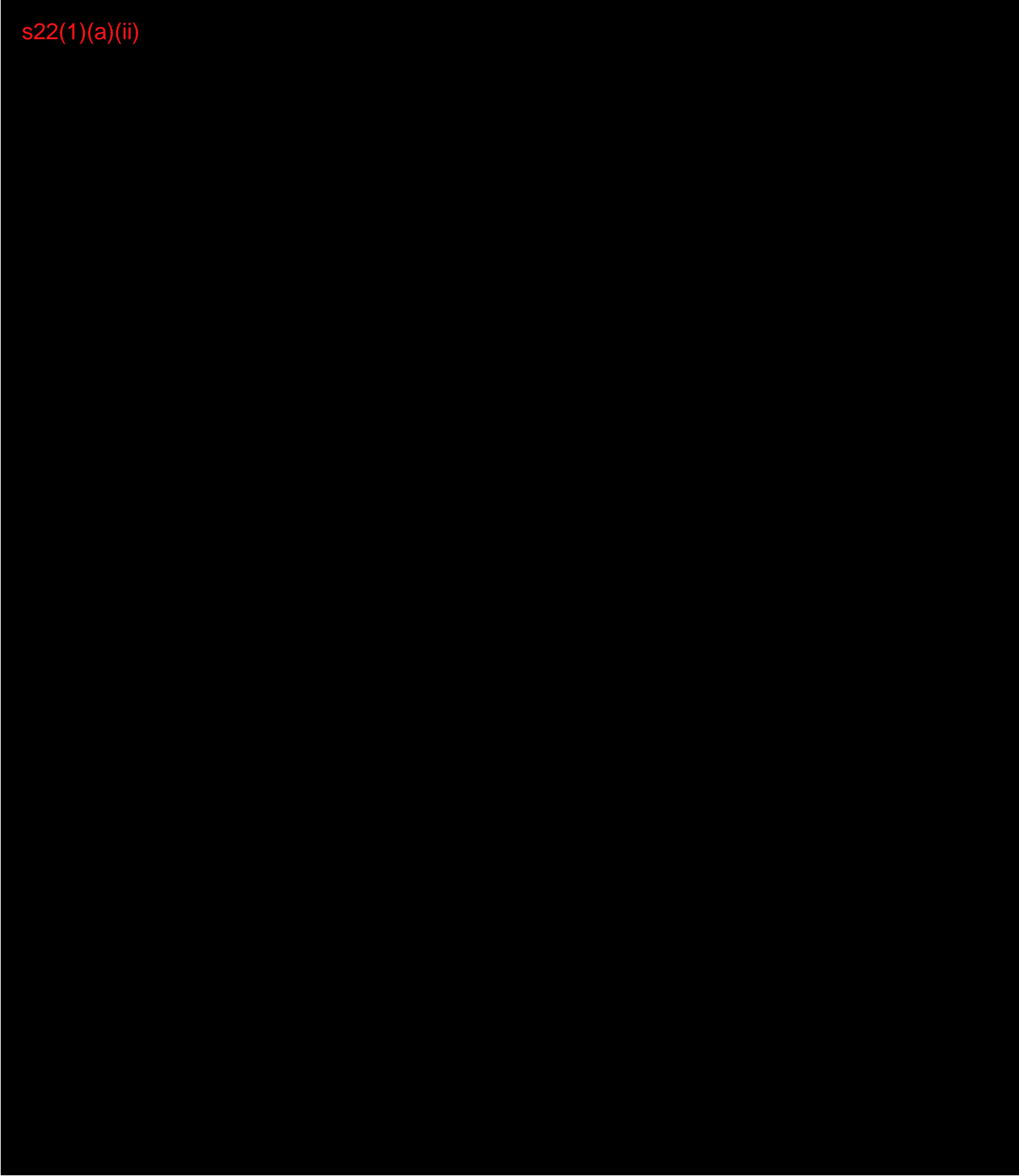
**GROUP:** Corporate Management Group  
**MEETING:** CMG  
**LOCATION:** Australian War Memorial, ACT  
**DATE:** 30 May 2024  
**START:** 1015 AEDT  
**END:** 1245 AEDT

### Attendance

Name	Attending		Apologies	Absent
	Physical	Remote		
Matt Anderson, Director	X			
Leanne Patterson, ADCS	X			
Brian Dawson, ADNC	X			
Anne Bennie, ADPP	X			
Wayne Hitches, EPD (Items 1- s22(1)(a)(ii) & s47F	X			
[REDACTED] EO Director s22(1)(a)(ii) & s47F	X			
[REDACTED] TPD (Item 6) s22(1)(a)(ii) & s47F	X			
[REDACTED] (Items 3 and 4) s22(1)(a)(ii) & s47F	X			
[REDACTED] (Item 3) s22(1)(a)(ii) & s47F				
[REDACTED], Transition Project Manager B&S s22(1)(a)(ii) & s47F (new item)	X			

1 Welcome / Apologies

s22(1)(a)(ii)





s22(1)(a)(ii)

s22(1)(a)(ii)

## 9 Contractor Salary Realignment

CMG discussed the proposal including:

- the proposal is to only match the hourly rate not the other conditions of employment such as superannuation. Matching of other conditions blurs the lines between who is the employer.
- The final total cost will depend on usage but the current estimate is \$500k

CMG approved the proposed hourly salary rate for Hoban casual contractors for implementation on 1 July 2024, including the two proposed actions to achieve this:

- a. Amendment of the existing Hoban Contract (signed 8 May 2024) to realign the base salary rates from the existing Award to the equivalent of an APS 3.1 (and penalty rates) consistent with the AWMTA (\$41.60 per hour) from 1 July 2024, and
- b. Engagement with Hoban to coordinate the implementation and communication with Hoban employees on the salary alignment process and changes.

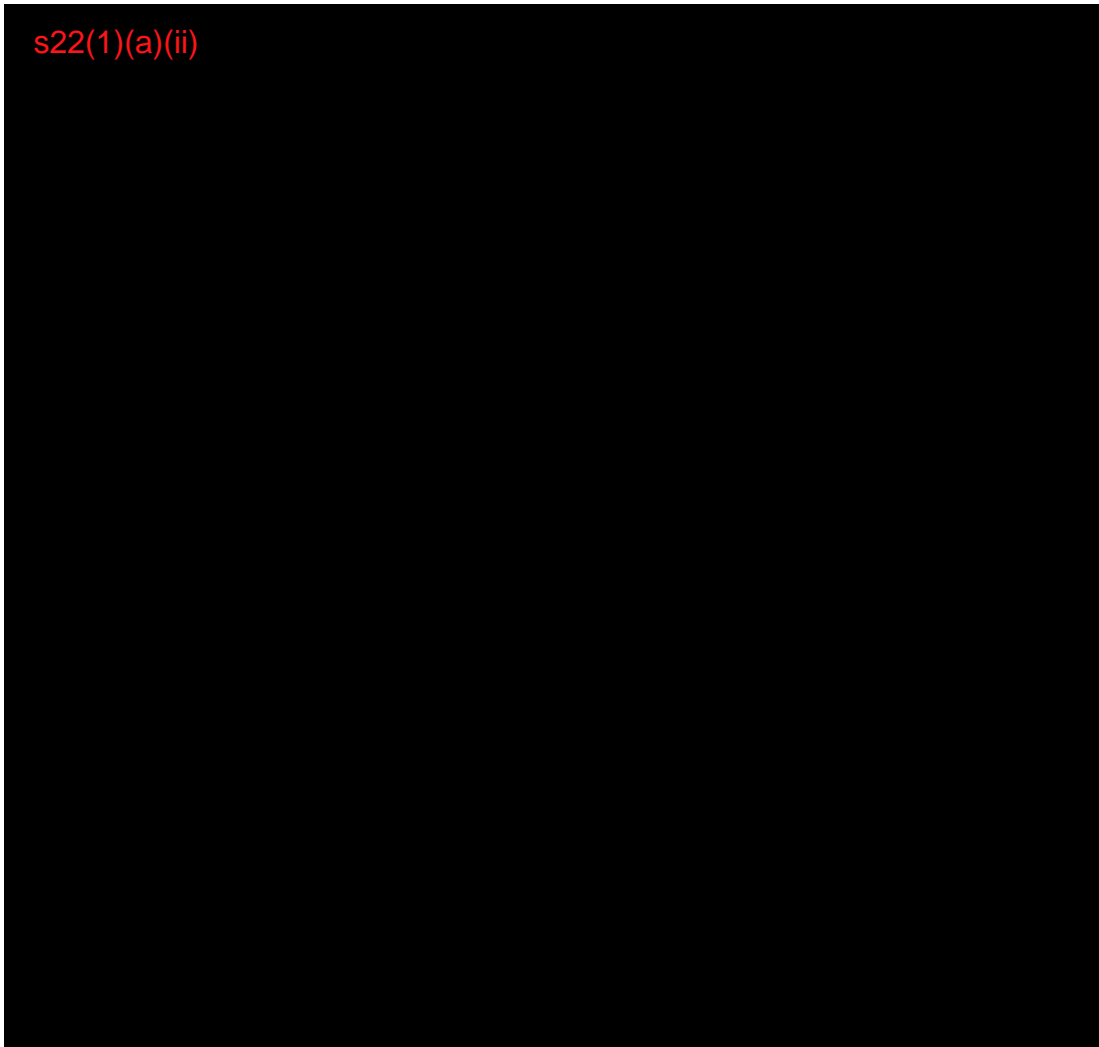
**Action:** Confirm if changes to pay for casual staff also mean a change the payment to Hoban.

**Assigned to: ADCS**  
**Due Date: 06/06/2024**  
**Action ID: A210**

## 10 Items of Other Business

ADPP

s22(1)(a)(ii)



DRAFT



**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**To:** [REDACTED]  
**Subject:** RE: Employment Award for Retail staff  
**Date:** Thursday, 27 June 2024 3:14:15 PM  
**Attachments:** [~WRD1700.jpg](#)  
[image001.jpg](#)  
[AWM001209 Hoban Variation Order 1.docx](#)

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No problem at all [REDACTED] s22(1)(a)(ii) & s47F

Please see attached.

Many thanks,

[REDACTED] s22(1)(a)(ii) & s47F  
Area Manager, NSW & ACT

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Thursday, June 27, 2024 3:07 PM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

No worries [REDACTED] s22(1)(a)(ii) & s47F

My Procurement Team have asked that we have a table for the Training Rate as well in the Order for Service. Therefore can you complete the figures in Page 4 of the attached for me.

Many thanks

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Thursday, 27 June 2024 2:51 PM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Thanks [REDACTED] s22(1)(a)(ii) & s47F  
[REDACTED] appreciate it.

[REDACTED] s22(1)(a)(ii) & s47F  
Area Manager, NSW & ACT

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Thursday, June 27, 2024 2:01 PM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F

I can confirm the APS2.3 hourly rate is \$32.58.

I can confirm that penalty rates should be in line with the Award.

I will send the amended later this afternoon,

Thanks

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Thursday, 27 June 2024 9:11 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F

Nice to catch up quickly yesterday.

Just to confirm our conversation regarding HOBAN casual VSO pay conditions and penalty rates for Sunday and Public Holiday. AWM have advised that HOBAN are to apply all pay conditions and penalty rate percentages as per the Amusement, Events and Recreation Award.

This meaning we will apply the applicable loading (Sunday 150% and public holiday 250%) to the pay rate in line with APS 3.1 (or 2.3 for trainees).

If you can please confirm back in writing, we will communicate new pay rates to the current team this afternoon.

We will also wait to hear from you regarding the trainee (APS 2.3) rate to be applied to new staff before they have passed their EVAC training.

Many thanks,

[REDACTED] s22(1)(a)(ii) & s47F  
Area Manager, NSW & ACT

[REDACTED] s22(1)(a)(ii) & s47F

---

**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Wednesday, June 26, 2024 2:10 PM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Thanks [REDACTED] s22(1)(a)(ii) & s47F

The increase to the margin is confirmed so I'll keep it in the Wo. We weren't aware of it as the Department of Finance will not let us have a copy of the Deed due to Commercial in Confidence arrangements!! Unbelievable!

Also, is your super rate quoted at the increased rate of 11.5%?

Thanks

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Tuesday, 25 June 2024 11:32 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F

The increase on the margin is in line with the People Panel Contract that we were asked use for this contract quoting.

The calculator supplied by the Government is set up to increase per level, so because we quoted a level 2 rate for the original contract price and now we are quoting level 3, the margin has increased.

Let me know how you go with that internally and I can start some conversations internally at HOBAN too and we can discuss.

Hope this helps.

Many thanks,

[REDACTED] s22(1)(a)(ii) & s47F  
Area Manager, NSW & ACT

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Tuesday, June 25, 2024 11:29 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F

Many thanks for this. I noticed for the Hoban Supplied – clause 14.19 Gross Profit Margin there is an increase from \$3.50 to \$4.00. Can you explain this increase? I'm not sure it's been agreed to this end.

Thanks



s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Tuesday, 25 June 2024 11:13 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F

Please see attached rates schedule for the new VSO casual pay rate that is in line with APS 3.1.

The attached are for HOBAN Supplied and Transitioned and are for normal time pay rates only.

I will wait to hear from you regarding the training rate.

Please confirm in return email that the attached rates are to be implemented from 1 July 2024.

If there is anything else you need, please let me know.

I will be onsite tomorrow to see the VSO team at 2pm so can pop in at 1.30pm or after 3pm if you or anyone on the team would like to discuss in person.

Many thanks,

[REDACTED] s22(1)(a)(ii) & s47F

[REDACTED]  
Area Manager, NSW & ACT

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Tuesday, June 25, 2024 10:08 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Thanks [REDACTED] s22(1)(a)(ii) & s47F

Please see the attached and complete 14.13 to 14.22 boxes for the new salaries. This only applies to VSOs NOT Reception or Retail staff. I'm not sure regarding the Training Rate, it seems it wasn't mentioned when the approval was given for this, but I'm checking and will let you know asap.

Many thanks

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Monday, 24 June 2024 5:22 PM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F

**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F

I can do up the rates for you.

Just to confirm that the new rate for VSOs will be below for normal time and we will apply Sunday and public holiday loading and pay conditions as per the award?

Base rate: \$33.28 (in line with APS 3.1)  
25% Casual Loading: \$8.32  
Total pay rate: \$41.06

s22(1)(a)(ii) & s47F

This rate and the pay conditions were verbally discussed with [REDACTED] however I don't have confirmation in writing.

We also currently pay new VSO staff who have not passed their training (EVAC) a lower "training" rate. Can you please confirm if this rate will be applied under the new APS pay rates and if so, what that rate will be.

Many thanks,

[REDACTED] s22(1)(a)(ii) & s47F  
Area Manager, NSW & ACT

[REDACTED] s22(1)(a)(ii) & s47F

s22(1)(a)(ii) & s47F

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**From:** [REDACTED]  
**Sent:** Monday, June 24, 2024 3:56 PM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F

Many thanks for this, and that's all good as discussed.

Also - I'm drawing up the Work Order Variation for the increase to the VSOs hourly rate. Do you have the new rates for the attached?

Many thanks

[REDACTED] s22(1)(a)(ii) & s47F

s22(1)(a)(ii) & s47F

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**From:** [REDACTED]  
**Sent:** Monday, 24 June 2024 1:28 PM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F

Thanks for your time on the phone.

As discussed, HOBAN applied the Amusement, Events and Recreation Award for retail staff working at the Memorial to ensure we aligned with existing rates and conditions applied by PersolKelly, prior to us taking on the contract.

It was mutually agreed by HOBAN and the Memorial that we would apply this award moving forward.

This decision was deemed appropriate because retail staff working at the Memorial can be covered by the Amusement, Events and Recreation Award. Please see snippet from the award below.

### **Who the Amusement Award covers**

The Amusement Award covers employers in the amusement, events and recreation industry and their employees who fit within the classifications of the award.

The amusement, events and recreation industry means:

- leisure and recreation facilities and centres
- sports, exhibition, convention and amusement complexes
- theme parks
- heritage, tourism and cultural centres
- museums and galleries
- zoos, animal parks and aquariums
- agricultural and horticultural shows
- carnivals and amusement parks
- ten pin bowling venues
- go-kart racing venues
- amusement arcades, including video game and pinball parlours
- golf facilities such as golf clubs, golf shops and driving ranges.

**It includes providing services within the main venue, such as photo services and the selling of food, beverages and merchandising**

If you have any other questions or need any more information please let me know.

Many thanks,

s22(1)(a)(ii) & s47F

Area Manager, NSW & ACT

s22(1)(a)(ii) & s47F

From:

s22(1)(a)(ii) & s47F

**Sent:** Monday, June 24, 2024 11:25 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Thanks [REDACTED] much appreciated.  
[REDACTED] s22(1)(a)(ii) & s47F  
[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Monday, 24 June 2024 11:00 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** RE: Employment Award for Retail staff

Hi [REDACTED] s22(1)(a)(ii) & s47F  
[REDACTED] s22(1)(a)(ii) & s47F

I am literally following up on this now with [REDACTED]. Unfortunately, given it is fair work increase time, their response times are a bit slower than usual.

We are looking through the advice we have previously received from Fair Work on this.

We got advice from them in June 2023 when quoting for the business, we are just making our way through all the communication to find the correct answer for you.

I will definitely be in touch today with the answer for you.

Many thanks,

[REDACTED] s22(1)(a)(ii) & s47F  
Area Manager, NSW & ACT

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Monday, June 24, 2024 10:55 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** FW: Employment Award for Retail staff  
**Importance:** High

Hi [REDACTED] s22(1)(a)(ii) & s47F

s22(1)(a)(ii) & s47F

[REDACTED] tells me you were getting advise from Fair Work on this. Any news?

I'm the contract manager from our end so have been asked to follow this up. We need to get the Work Order signed by the end of this week apparently!

Many thanks

[REDACTED] s22(1)(a)(ii) & s47F

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Monday, 24 June 2024 10:34 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** FW: Employment Award for Retail staff  
**Importance:** High

s22(1)(a)(ii) & s47F

[REDACTED]  
Recruitment Manager Human Resources s22(1)(a)(ii) & s47F  
[REDACTED]  
Australian War Memorial | GPO Box 345 Canberra ACT 2601 | [www.awm.gov.au](http://www.awm.gov.au)

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**From:** [REDACTED] s22(1)(a)(ii) & s47F  
**Sent:** Wednesday, 19 June 2024 11:43 AM  
**To:** [REDACTED] s22(1)(a)(ii) & s47F  
**Subject:** Employment Award for Retail staff  
**Importance:** High

Hi [REDACTED] s22(1)(a)(ii) & s47F

Hope you are well.

I have been asked to reach out to you in regards to the Award for the Retail casuals.

They are currently under the Amusement, Events and Recreation Award, however should they be sitting under the Retail Award instead?

Happy to have a chat about this one.

Cheers

[REDACTED] s22(1)(a)(ii) & s47F  
[REDACTED] s22(1)(a)(ii) & s47F  
Recruitment Manager | Human Resources s22(1)(a)(ii) & s47F  
[REDACTED]  
Australian War Memorial | GPO Box 345 Canberra ACT 2601 | [www.awm.gov.au](http://www.awm.gov.au)



*The Australian War Memorial acknowledges the veterans who have served, those that are still serving; and the families that love and support them.*

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*The Australian War Memorial acknowledges the traditional custodians of Country throughout Australia. We recognise their continuing connection to land, sea and waters. We pay our respect to Elders past and present.*

*The Australian War Memorial acknowledges the veterans who have served, those that are still serving; and the families that love and support them.*

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