

Proposed – Department of Education Cleaners' Certified Agreement 2025

CONSULTATION SESSION

Housekeeping

When not speaking please place your audio on mute

If you are suffering from bandwidth constriction turning
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Acknowledgement of Country

We acknowledge the Traditional Owners of the lands, seas, skies and waterways from across Queensland. We pay our respect to the Elders past and present, for they hold the memories, traditions, the culture and hopes of Aboriginal peoples and Torres Strait Islander peoples.

A better understanding and respect for Aboriginal and Torres Strait Islander cultures develops an enriched appreciation of Australia's cultural heritage and can lead to reconciliation. This is essential to the maturity of Australia as a nation and fundamental to the development of an Australian identity.

Why are we proposing a new certified Agreement?

Department of Education Cleaners' Certified Agreement (current agreement) nominally expired on 31 August 2025. This agreement continues until replaced. A replacement Agreement has been negotiated to set terms and conditions for the next three years

Who are the parties to the proposed Agreement

Employer

- Department of Education

Union

- United Workers' Union (UWU)

Employees

- Cleaners employed by the Department of Education

When will the proposed Agreement take effect?

- The proposed Agreement will take effect from the date of certification and will have a nominal expiry date of 31 October 2028.
- In the meantime, the current agreement continues to operate until the proposed Agreement is certified.

Consultation – proposed Agreement

The Department of Education has a legislative obligation to inform you about the content of the proposed Agreement before inviting you to vote.

This information session is for the proposed Agreement which covers cleaners employed in the Department of Education.

You need to be aware of the proposed agreement's content and what has changed compared to the current agreement - so you can cast an informed vote about whether you accept, or do not accept, the offer outlined in the proposed Agreement.

Assistance for employees

- Should any cleaners require assistance to read the proposed agreement and explanatory materials please contact your Business Manager or Regional HR who can arrange assistance

Key elements

Wage Increases

Consumer Price Index
Uplift Adjustment
(CUA)

Experienced Cleaners
Allowance – improved

Modernised Schedule
1 – Calculation of
Cleaning Time

Casual Employment

Enhanced Rest Pause
clause

Process for filling
vacant cleaning hours
– streamlined and
simpler

Employment Security

Stronger Dispute
Resolution

Wage Increases

Guaranteed wage increases under the proposed Agreement

- 3% on 1 November 2025
 - 2.5% on 1 November 2026
 - 2.5% on 1 November 2027
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- The first 3% wage increase will be back-dated to 1 November 2025.
 - Employees employed on the date of certification of the proposed Agreement are eligible for back pay.

Wages schedule – Full-time rate

Full-time rates									
	Effective 01/11/2025 (3% increase)			Effective 01/11/2026 (2.5% increase)			Effective 01/11/2027 (2.5% increase)		
Class	Per hour	Per fortnight	Per annum	Per hour	Per fortnight	Per annum	Per hour	Per fortnight	Per annum
002	\$	\$	\$	\$	\$	\$	\$	\$	\$
Pay point 1	31.0408	2359.10	61,547	31.8171	2418.10	63,087	32.6132	2478.60	64,665
Pay point 2	31.8724	2422.30	63,196	32.6697	2482.90	64,777	33.4868	2545.00	66,397
Pay point 3	32.7329	2487.70	64,902	33.5513	2549.90	66,525	34.3895	2613.60	68,187
Pay point 4	33.5632	2550.80	66,549	34.4026	2614.60	68,213	35.2632	2680.00	69,919

Wages schedule for Casual Cleaners

Casual rates (includes 25% loading)			
	Effective 01/11/2025	Effective 01/11/2026	Effective 01/11/2027
Class	Per hour	Per hour	Per hour
OO2	\$	\$	\$
Pay point 1	38.8010	39.7714	40.7665
Pay point 2	39.8405	40.8371	41.8585
Pay point 3	40.9161	41.9391	42.9869
Pay point 4	41.9540	43.0033	44.0790

Consumer Price Index (CPI) Uplift Adjustment (CUA)

In addition to the guaranteed annual wage increases, a Consumer Price Index (CPI) Uplift Adjustment (CUA) is payable where certain criteria are met and is a measure designed to top up the wage increases for Years 1, 2 and 3 of the Agreement.

The CUA is designed to respond to inflationary conditions. It responds by 'topping up' the wage increases (of 3% in Year 1 and 2.5% in Years 2 and 3) under the proposed Agreement to provide up to a maximum wage increase of 3.5% in Years 1, 2 and 3 of the proposed Agreement, when certain conditions are met.

For all intents and purposes the CUA is considered and treated as a wage increase under the Agreement. Therefore, when the CUA is payable, the Experienced Cleaners allowance will be adjusted. The department will publish new rates on its public facing website when CUA has been triggered.

CUA Effect of terms consultation material (Fact Sheet) and CUA Frequently Asked Questions (FAQ) is available on [OnePortal](#).

If CUA becomes payable

- If the CUA is triggered and a person is either eligible, or an exception applies the CUA becomes payable and essentially becomes a 'top up' to the guaranteed wage increase.

*Example salary schedule before
CUA is payable*

30 June 2025	1 July 2025
\$60,000	\$61,800
\$70,000	\$72,100
\$80,000	\$82,400

CUA becomes
payable

*Example salary schedule after
CUA is payable*

1 July 2025	1 July 2026
\$62,100	\$63,652.50
\$72,450	\$74,261.25
\$82,800	\$84,870

Experienced Cleaners Allowance

From the date of certification of the proposed Agreement

- existing allowance of \$25 per fortnight will increase to \$31 per fortnight and be indexed in year 2 and year 3, and
- the service period required for Cleaners to be eligible for the allowance has been reduced from 10 years at classification OO2 / paypoint 4 to 8 years at classification OO2/paypoint 4.
- Completing a Certificate III – Cleaning Operations will continue to make cleaners (excl casuals) eligible for the allowance upon obtaining the qualification (as currently exists)

Effective as at date of certification of the Agreement	Effective date 1 November 2026	Effective date 1 November 2027
per fortnight	per fortnight	per fortnight
\$31.00	\$31.80	\$32.60

Schedule 1 – Calculation of cleaning time

- New methodology for measuring schools to calculate cleaning time
- Amendments to calculation of cleaning time to align with contemporary cleaning practices in schools
- Revised and enhanced productivity rates
- A new approach for calculating school cleaning time requirements using 'Measurable surfaces' and 'inaccessible areas' definitions
- Increase rubbish allocation for schools with enrolments greater than 3201 students
- Introduce a new Difficulty Factor which considers a school's waste program, including number of bins, layout / topography
- Introduction of a non-cleaning time allocation

Casual employment

- Maximum outer limit for casual employment is changed: Ability to engage casual employees for up to 6 months (maximum outer limit). Currently, the limit is a school term or up to 12 weeks, whichever is the lesser.
- Removed clause dealing with backfilling a cleaner on workers' compensation with a casual as the new 6 month maximum outer limit will apply to all casual employment.
- Introduced new sub-clause to ensure that Principals undertake the filling of vacant hours process (clause 8.9 (e(ii))), if it is identified that the vacancy may extend beyond 6 months.

Employment Security

Retain existing commitments to employment security with an amendment to provide for:

- External cleaning services can be used in certain emergent circumstances (specified in the clause), **where the emergent circumstances exceed the capability or resources of directly employed cleaners**, without prior consultation with the union
- The department will notify UWW that an external cleaning service is on site, expected duration and reason for engagement as soon as practicable
- These new clauses do not permit the routine contracting out of cleaning services

Rest Pauses

- Changed 'ordinary hours' to 'rostered hours' to clarify a workday for a cleaners is ordinary hours plus any ADO hours rostered to be worked on that day.
- A new sub-clause provides for cleaners (day shift workers working single continuous shift) to elect to take the two 10-minute rest pauses per day as one 20-minute block by mutual agreement.
 - Split shift cleaners – 10 minute rest pauses will continue to apply to each shift and cannot be combined.
- Clause amended to provide that all rest pauses are to be rostered and new provisions for changes to rostered rest pauses.

Process for filling permanent vacant cleaning hours

- Revised process that is simpler, efficient and succinct for the filling vacancies process to assist cleaners, Principals (or their delegates). Replaces existing 7-step process in the current agreement.
- Retain 'opt-out' model, however cleaners will only be required to notify at the beginning of the year that they do not want more hours. This notification can be updated at any time during the year in writing if circumstances change.
- Removal of existing Step 5 – 'Consider permanent cleaners in nearby schools' before recruiting. A new clause added stating cleaners may be offered hours across more than one school to facilitate employment on full-time basis.
- Included in the process is a mechanism for existing cleaners to pursue should they have a grievance about a Principal's decision to recruit new cleaners. School Supervisor required to consult Uwu before giving approval to Principal to continue the process.
- As is currently the case, where more than one permanent cleaner could increase hours, the distribution of hours will be in accordance with the employee's length of service with the Department of Education as a cleaner, with the longest serving offered hours in the first instance.

Stronger Dispute Resolution process

- Replaced 'union delegate' with 'union representative' – reflects the cleaners right to consult or be represented by the union
- New provision requiring all relevant documentation to be provided during the process
- New provision requiring all parties to be provided written communication outlining the outcome at Stages 1 to 3

Absence Relief

- New clause providing that Principals may approve the school providing immediate relief in any circumstance to support continuity of cleaning service and having consideration to workplace, health and safety requirements for staff and students
- No changes otherwise to existing relief thresholds
- New clause outlining priority cleaning areas as per the School Cleaning Frequencies Guideline where cleaners are absent.

Other

- Existing online Education and Training Package to be updated within 3 months of certification of the Agreement to reflect the new agreement conditions.
- Part 13 – School Crossing Supervisors has been removed as this covers employees in the Department of Transport and Main Roads and the review has been completed.

School Resourcing Review

- A review of state school resourcing arrangements and review of cleaners resourcing were completed under the 2022 certified Agreement and provided to the Minister of Education as has been omitted
- A new sub-clause has been added to the proposed Agreement requiring the recommendations being reported to JCCC following Executive Government approval

Relationship between Agreement and Award

The proposed Agreement is to be read in conjunction with the *General Employees (Queensland Government Departments) and Other Employees Award – State 2015 (Award)*

Where there is any inconsistencies between the proposed Agreement and the *Award*, the provisions of the proposed Agreement would apply to the extent of any inconsistency

This is the case with the current certified agreement.

Minor and technical amendments to the Agreement

Bargaining provides the opportunity to rectify issues and provide clarification where necessary to clauses

These can include updates to legislative references, clarifying information or removing clauses that were only intended for a particular reason, such as a review.

For example, the legislative references in Schedule 2-Leave Entitlements have been updated.

Matters agreed by the parties outside the proposed agreement

Audit of Bin Lifters and Washing Machines

- Workplace Health and Safety (WHS) is a priority for the department.
- Department committed to conduct an audit of bin lifters and washing machines in schools which will commence in 2026

Consultation, Ballot and Certification

Consultation



As required by the *Industrial Relations Act 2016*, employees will be provided with at least 14 days to access the proposed Agreement before the ballot.



The consultation period commences on Tuesday 10 February 2026 and runs until Wednesday 25 February 2026 (inclusive)

Ballot Process

Ballot conducted by CorpVote Pty Ltd

The ballot period is:

Opens	Closes
8:00 am (AEST QLD time), Thursday, 26 February 2026	5:00 pm (AEST QLD time), Thursday, 12 March 2026

- Employees can vote online or via telephone
- Voting information will be sent to your work email address by CorpVote on 25 February 2026.
- Staff on leave during the entire ballot period will be contacted via post with voting instructions

Ballot Process - continuation

Ballot support

Available during business hours Monday to Friday 08:30 AEDT to 17:30 AEDT:

Email: support@corpvote.com.au

Phone: 1300 710 950

Privacy

CorpVote Pty Ltd is independently conducting this ballot process to protect your privacy and ensure a fair and equitable ballot result. All votes are anonymous and the method by which you cast your vote is secure.

QIRC – Application for Certification

- Certification of the proposed Agreement by the QIRC will follow if the ballot is successful
- The proposed Agreement operates from date of certification with a nominal expiry of 31 October 2028.
- Anticipated timing for certification: **April 2026** (subject to QIRC)
- An application to terminate the current certified agreement will be made at the same time as applying to certify the proposed agreement.

Further information

- [OnePortal > Awards, certified Agreements and pay rates > Cleaners](#)
 - Proposed *Department of Education Cleaners' Certified Agreement 2025*
 - Explanatory Notes - Reflects the changes in the proposed Agreement compared with the current agreement.
 - Effect of Terms – Operation and Wages (CUA) provisions Fact Sheet
 - Frequently Asked Questions
 - These consultation presentation slides
- Contact: Industrial Relations Strategy team [on SCO](#) for any questions

Thank you

Remember the ballot opens on **Thursday 26 February**

A **'YES' vote** required to get your wage increase

Every vote counts!

Questions?