



Security Team Member Pocket Handbook

The Star Gold Coast Enterprise Agreement 2026
explained for Asset Protection & Security

APS Voice — your independent Security voice
Second edition, July 2026

Updated for FWC approval of the Agreement — 23 July 2026

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Every rule in this handbook carries its EA clause reference. When in doubt, check the source — and if it still doesn't add up, come and see us.

1. About this handbook

This handbook belongs to every Asset Protection & Security team member at The Star Gold Coast. It explains, in plain language, what the Enterprise Agreement 2026 means for you: your pay, your roster, your breaks, every type of leave and your rights at work. Every figure and rule in here comes straight from the approved EA text, with the clause reference next to it so you can always check the source.

The Agreement was approved by the Fair Work Commission on **23 July 2026** (matter AG2026/1254) and operates from **30 July 2026**, with a nominal expiry of 30 June 2030 (clause 1.1(c)). The Star implemented the new wage rates and classification structure early, from **6 July 2026**. The Agreement is read together with the National Employment Standards — where the NES gives you a greater benefit, the NES applies (clause 1.1(e)) — and with an undertaking accepted by the FWC on approval, which is taken to be a term of the Agreement.

What Security achieved in this Agreement

- **A 7% wage increase in Year 1** — the standard 4.5% plus an additional 2.5% Security uplift. APS Voice achieved the additional 2.5% uplift for Security Officers. More than 80 Security Officers participated in APS Voice surveys during the EA bargaining process.
- A dedicated **Safety & Security Classification Table** (Attachment D) with a clear L1–L5 career path, including Level 5 for KE / Shift Team Leaders.
- Further guaranteed increases in **July 2027, July 2028 and July 2029** (Attachments I, J, K).

This handbook is a guide, not a substitute for the EA. If anything here ever appears to differ from the Agreement, the EA text prevails — and tell us, so we can fix it.

2. Your classification — L1 to L5

Your level is defined in **Attachment D — Safety and Security Classification Table**. In summary:

Level	In short
L1	Completing basic training and within the qualification period; undergoing or completed core casino training; holds relevant qualifications. May hold a Security licence.
L2	Proficient in core security and casino operations duties; assists and supports new officers.
L3	Highly proficient, works independently in Team Entry or Lost Property; highly proficient in regulatory matters; provides training and mentorship.
L4	Coordinates department functions as directed; leads and coordinates incident response; performs competency assessments on lower levels. May hold KE licence.
L5	Must hold KE. Coordinates and oversees full-shift department functions; leads and trains lower levels and new KEs; leads responses to serious incidents with delegated authority.

Higher duties: directed to work at a higher level for 2+ hours in a shift → the higher rate for the entire shift; under 2 hours → the higher rate for the time worked (clause 5.3).

3. Your pay

Ordinary hourly rates — July 2026 (Attachment H)

Level	Permanent	Casual (incl. 25%)
L1	\$31.11	\$38.89
L2	\$33.08	\$41.35
L3	\$34.24	\$42.80
L4	\$36.31	\$45.39
L5	\$38.58	\$48.23

Weekend and public holiday rates (clause 6.10(a))

Level	Saturday 125%	Sunday 175%	Public Hol. 250%
L1	\$38.89	\$54.44	\$77.78
L2	\$41.35	\$57.89	\$82.70
L3	\$42.80	\$59.92	\$85.60
L4	\$45.39	\$63.54	\$90.78
L5	\$48.22	\$67.52	\$96.45

Casual: Mon–Fri 125%, Saturday 150%, Sunday 175%, Public Holiday 275% of the permanent rate.

Shift penalties and allowances — all levels

Item	Rate	Clause
Morning Shift Penalty (Mon–Fri, midnight–7am)	+\$4.55/hr	6.10(b)
Afternoon Shift Penalty (Mon–Thu, 7pm–midnight)	+\$3.04/hr	6.10(b)
Friday Night Penalty (Fri, 7pm–midnight)	+\$3.04/hr	6.10(b)
First Aid Allowance (appointed officers)	+\$0.59/hr	5.4(d)
Advanced First Aid (appointed, permanent)	+\$1.56/hr	5.4(e)
Biohazard Allowance (per major incident)	\$20.00	5.4(c)
Split Shift Allowance (2–3 hrs / 3+ hrs break)	\$3.68 / \$5.57	5.4(g)

The Friday Night Penalty steps up each year: \$3.04 → \$4.73 (2027) → \$6.53 (2028) → \$8.45 (2029).

Meals: on any shift of 5+ hours you are supplied a free hot meal, and a second one if you work more than 2 hours of overtime (clause 5.4(a)). **Clothing & equipment:** supplied by The Star and replaced for genuine wear and tear (clause 5.4(f)).

Payment of wages: fortnightly in arrears, by EFT at no cost to you (clause 5.6).

Superannuation is paid on top of everything shown, to your chosen fund (default HostPlus) per the Superannuation Guarantee (clause 5.5).

4. Overtime (clause 6.11)

When worked	Rate
Mon–Fri — first 2 hours of each occasion	150%
Mon–Fri — after the first 2 hours	200%
Midnight Friday to midnight Sunday — all hours	200%
On your RDO — all hours	200%

Level	150%	200%
L1	\$46.67	\$62.22
L2	\$49.62	\$66.16
L3	\$51.36	\$68.48
L4	\$54.47	\$72.62
L5	\$57.87	\$77.16

- Overtime on each day **stands alone** (6.11(f)) — every weekday occasion starts again at 150%.
- Overtime on an RDO: minimum **4 hours' pay** (6.11(g)).
- Recalled to work after leaving the premises: minimum **4 hours at overtime rates** (6.11(h)).
- You may refuse unreasonable overtime, considering health & safety, family responsibilities and notice given (6.11(d)).
- Casuals: overtime applies beyond 76 ordinary hours per fortnight or 11.5 hours in a shift (6.11(c)).

5. Hours, rosters and breaks

Rostering rules (clause 6.1)

- Shifts between **6 and 11.5 hours** for full time (min 4 consecutive hours for part time); longer only by your agreement.
- No more than **20 days each 4-week roster cycle** (full time) / 10 days per fortnight (part time).
- Minimum **10-hour break between shifts** (8 hours only by mutual agreement). If a swap breaks this, you start later without loss of pay or get overtime until the break is received (6.1(e), 6.1(j)).
- Roster posted at least **7 days** before the cycle starts. Once posted it changes only by mutual agreement, circumstances outside The Star's control, or after consultation plus 7 days' notice (6.1(f)–(g)).

Breaks (clause 6.7) — Security structure

Shift length	Paid rest	Unpaid meal
4 to under 6 hours	1 × 30 min	—
6 to 8 hours	1 × 30 min	1 × 30 min
9 and 10 hours	2 × 30 min	1 × 30 min
12 hours	3 × 30 min	1 × 30 min

Security's break structure as confirmed in writing by The Star; EA clause 6.7 sets the minimum entitlement. Meal break no earlier than 1 hour and no later than 6 hours after starting. Extra 20-minute paid break if you work 2+ hours of overtime after your shift. If a break is impacted for operational reasons, make-up time is at The Star's discretion.

Flexibility that works for you

- **ADO:** work 160 hours over 4 weeks and receive an Additional Day Off; ADOs accrue, can be taken in half days by agreement, or paid out on request (6.3).
- **Shift give-away / pick-up** between permanent team members (to casuals only with approval) (6.4); roster swaps by agreement (6.5).
- **Early outs** on request — paid for actual hours worked, or use annual leave / TOIL / ADO balance to cover (6.2).
- **Multi-hire:** extra casual hours in a different role, capped at 100 hours per fortnight total (125 in peak by mutual agreement), only after officers in the home department have had the chance to take the hours (6.9).
- **Part time:** guaranteed minimum contracted ordinary hours agreed in writing (e.g. 32 or 48 per fortnight) — hours beyond 76/fortnight or 11.5/shift are overtime (3.4, 6.6).

6. Leave — your complete guide

Annual leave (7.1)

5 weeks per year for permanent team members, accruing progressively. Paid at your ordinary rate **plus 20% leave loading**. Requests can't be unreasonably refused. A public holiday falling during your leave doesn't count as a leave day. You can cash out a portion (keeping at least 4 weeks accrued), with loading paid on the cash-out. Star can direct leave only with 4 weeks' notice, for a close-down or if you have over 8 weeks accrued. Paid out (with loading) on termination.

Personal leave — sick & carer's (7.2)

10 days paid per year for permanent team members, accruing progressively and accumulating year to year. Use it when you're not fit for work, or to care for immediate family or household members who are ill, injured or in an unexpected emergency. Contact The Star as soon as practicable (ideally 2 hours before start for carer's leave). Evidence is required for absences over 1 day, a single day beside a non-working day, or on a public holiday. 2 days' unpaid carer's leave per occasion when paid leave is exhausted (casuals: 2 days unpaid per occasion).

Compassionate leave (7.3)

3 days paid per occasion (permanent) when an immediate family or household member suffers a life-threatening illness or injury, passes away, a child is stillborn, or you or your partner experience a miscarriage. Taken as 3 consecutive or 3 single days. Casuals: unpaid.

Public holidays (7.4)

13 recognised days including Easter Saturday, Easter Sunday, Gold Coast Show Day and Christmas Eve from 6pm. Work a public holiday → **250%** with a minimum 4 hours' pay. RDO falls on a public holiday → an extra day's pay. Christmas Day on a weekend (not gazetted): +50% loading on top of the weekend rate plus a substitute day — e.g. a Sunday Christmas pays 225%.

Parental leave (7.6–7.7)

Up to **12 months' unpaid** parental leave, extendable by request up to a further 12 months. **Paid parental leave: 16 weeks** as principal carer or **4 weeks** as secondary carer, at your ordinary rate, flexible payment options, plus superannuation on up to 18 weeks. Return-to-work guarantee to your previous position. Keeping-in-touch days available.

Family violence leave (7.10)

10 days paid per year from day one of employment, at your full pay rate including penalties, loadings and overtime you would have earned. Can be used for safety, legal, medical, housing and childcare needs. Treated with strict confidentiality.

Community service & jury (7.9)

Leave for jury service and voluntary emergency management activity, plus reasonable travel and rest time. Jury service is paid for permanent team members (less any jury pay received).

Long service leave (7.8)

In accordance with the Queensland Industrial Relations Act 2016 — broadly 8.67 weeks after 10 years' continuous service, with access provisions from 7 years under the QLD Act.

Flexible work arrangements (7.5)

After 12 months' service, if you're a parent/carers, have a disability, are 55+, are experiencing or supporting someone through family violence, or are returning from parental leave — you can request changed hours, patterns or location in writing. Star must respond in writing within 21 days and can refuse only on reasonable business grounds, with reasons.

7. Your rights and protections

Right to disconnect (2.5)

Outside your working hours you may **refuse to monitor, read or respond** to work contact — calls, emails, texts or apps — unless refusal is unreasonable in the circumstances.

Investigations & support person (8.4)

If an investigation is required into alleged misconduct, you may be placed on **special paid leave at full pay** while it runs. The investigation must be confidential, balanced and fair, and you may be accompanied by a **support person** at any stage.

Consultation (2.2–2.3)

Major workplace change, and changes to rosters or hours, require **genuine consultation** with affected team members before decisions are implemented.

Disputes procedure (2.4)

Workplace disputes follow a structured resolution process, with escalation to the Fair Work Commission if unresolved. Normal work continues while a dispute is being resolved.

Casual conversion (3.6)

Eligible casuals with 6+ months' service can request conversion to permanent employment in writing under the Fair Work Act pathway.

8. Employment security and final entitlements

Notice of termination (clause 8.1)

Continuous service	Notice
Not more than 1 year	1 week
More than 1, less than 3 years	2 weeks
More than 3, less than 5 years	3 weeks
More than 5 years	4 weeks

Plus **1 extra week** if you are over 45 with at least 2 years' service. Payment in lieu is calculated including the penalties, loadings and allowances you would have earned. During notice given by The Star, you are entitled to **1 paid day off** to look for other work (8.1(g)). The notice you owe is the same scale, without the age loading.

Redundancy (clause 8.5 — NES schedule)

Continuous service	Redundancy pay
Less than 1 year	Nil
1–2 years	4 weeks
2–3 years	6 weeks
3–4 years	7 weeks
4–5 years	8 weeks
5–6 years	10 weeks
6–7 years	11 weeks
7–8 years	13 weeks
8–9 years	14 weeks

Continuous service	Redundancy pay
9+ years	16 weeks

Redundancy applies when your job is **no longer required to be done by anyone** (not ordinary turnover), on top of your notice entitlement and paid-out leave.

Deductions from wages (clause 8.3)

No deductions for breakages or cashiering shortfalls except by your mutual agreement in cases of wilful misconduct. Any overpayment must be notified to you in writing, with the breakdown, and you have the right to use the Disputes Procedure if you disagree with the amount or the recovery method.

Protect yourself — always make contact (clause 8.2)

Being absent for **3 consecutive rostered shifts** without consent and without notifying The Star is treated as prima facie abandonment of employment. Whatever is happening — illness, emergency, anything — **always make contact**, even a brief message. If you have a legitimate explanation, re-employment applies.

Individual Flexibility Arrangements (clause 2.1)

An IFA can only be made by **genuine agreement after employment has started**, must leave you better off overall, must be in writing, and can be terminated by you. It can never be a condition of getting or keeping a job. Talk to us before signing one.

9. Q&A — the questions everyone asks

Q. Is the Agreement officially approved now?

Yes — the Fair Work Commission approved the Agreement on 23 July 2026 (AG2026/1254) and it operates from 30 July 2026. Your new rates have applied since 6 July 2026, because The Star implemented them early. Nothing changes on your payslip because of the approval itself.

Q. Why did my 16 July payslip show every line twice?

That pay period (29 June–12 July) straddled the changeover: hours up to 5 July were paid at the old rates and hours from 6 July at the new rates, so each earnings line appears once at each rate. It was the only hybrid payslip — from period 03/2026 the whole fortnight is at the new rates. Nothing is missing and no back pay is owed.

Q. When do rates increase again?

July 2027, July 2028 and July 2029 (Attachments I–K). Penalties and allowances rise with them.

Q. What do I actually get for a Sunday shift?

175% of your level's ordinary rate for every hour — e.g. \$59.92 at L3, \$63.54 at L4. It's the single most valuable regular shift on the roster.

Q. And a public holiday?

250% of your rate, minimum 4 hours' pay. If it falls on your RDO you get an extra day's pay instead.

Q. How does the leave loading work?

Every hour of annual leave is paid at your ordinary rate + 20% (clause 7.1(d)). At L3 that's \$41.09/hr, at L4 \$43.57/hr. It also applies to cash-outs and unused leave paid on termination.

Q. When do I need a medical certificate?

For an absence of more than 1 day, a single day immediately before or after a non-working day, or an absence on a public holiday (clause 7.2(h)).

Q. Can my roster be changed after it's posted?

Only by mutual agreement, where The Star has no control over the circumstances, or after consultation with you plus 7 days' notice (clause 6.1(g)). Rosters must be posted at least 7 days before the cycle.

Q. What's my minimum break between shifts?

10 hours (8 only if you agree). If a swap means you can't get it, you either start later with no loss of pay or are paid overtime until you've had the break (clauses 6.1(e), 6.1(j)).

Q. Do I have to answer work calls on my day off?

No — the right to disconnect (clause 2.5) lets you refuse to monitor or respond to work contact outside your working hours, unless refusal would be unreasonable.

Q. Who gets the Advanced First Aid Allowance?

Appointed Advanced First Aid Officers who are permanent — \$1.56 for every rostered hour (clause 5.4(e)). The standard First Aid Allowance (\$0.59/hr) applies to appointed First Aid Officers.

Q. I'm called to a meeting about my conduct. What are my rights?

You may bring a support person at any stage, the process must be confidential, balanced and fair, and any investigation-related stand-down is on special paid leave at full pay (clause 8.4). Talk to us before the meeting — that's what we're here for.

Q. Can money be taken out of my pay for a breakage or a shortfall?

No — not without your mutual agreement, and only in cases of wilful misconduct (clause 8.3). Overpayments must be notified in writing and you can dispute both the amount and the recovery method.

Q. If I resign, how much notice do I give?

The same scale as The Star's notice to you — 1 to 4 weeks depending on your service (clause 8.1(e)) — unless your written contract says more. Your final pay, including accrued annual leave with loading, is paid in the next normal pay cycle.

Q. Something on my payslip doesn't match this handbook. What now?

Bring the payslip to APS Voice. We check every case line by line against the EA tables — exactly as written — and if something is wrong we pursue it with People & Culture in writing until it's fixed.

Notes



APS Voice

APS Voice is an independent, employee-led group.

More than 80 Security Officers participated in APS Voice surveys during the EA bargaining process.

Questions about your pay, roster, leave or rights?

Contact APS Voice for information and workplace support.

Based on The Star Gold Coast Enterprise Agreement 2026 (AG2026/1254), approved by the Fair Work Commission on 23 July 2026 and read together with an undertaking accepted on approval. This guide summarises the Agreement in good faith; the EA text prevails.

Second edition — July 2026.

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www.apsvoice.com