

FAQs

BETTER PAY

BETTER
CONDITIONS

BETTER
RECOGNITION



What does the EBA offer mean for our pay?

There will be yearly salary increases that will total 16% over the period of the EBA. Further to this, Aviation Security Officer's will be re-graded from level 2 to level 3, Team Leaders will be re-graded from level 3 to level 4, and Supervisor allowance will see an increase of 10% on 1 January 2024, which delivers a further boost to pay.

What are the yearly increases?

1 January 2024	6%	Back paid based on the hours worked from 1 January 2024
1 January 2025	5.5%	Or CPI/Fair Work wage review – whichever is the highest
1 January 2026	4.5%	Or CPI/Fair Work wage review – whichever is the highest

Will the 2024 increase of 6% be back paid to me if I vote yes?

Yes, the 6% increase will be applied to the hours you worked from 1 January 2024 and back paid. This will be approximately \$1,300 based on average hours.

Why would I vote yes to the agreement?

At the heart of the overall offer is better pay, better conditions and better recognition for you. It's much more than the percentage increase and reflects our commitment to you.

Equally important is the reclassification for ASOs from grade 2 to grade 3, Team Leaders from grade 3 to grade 4, and a 10% increase to Supervisors allowance, delivering a further boost to pay.

When does the EBA expire?

The new EBA expires 31 August 2026, after which it will be re-negotiated for you to ensure your working conditions are protected and refreshed.

What if CPI is higher than the agreed increases?

Salary increases will either be the agreed increase or will match CPI/Fair Work wage review – whichever of the two is higher, so that Certis staff will receive genuine gains. For example, in 2025 if the CPI increase is 6%, you will then receive a 6% increase, rather than the agreed 5.5% increase.

How will conditions be better?

- Minimum hours will increase – 6 hours for part time and 7 hours for full time.
- Improved rostering to promote work-life balance.
- Allowance rate increase – in line with the wage increase percentages.
- Meal breaks to be paid on the hour, not in excess of one hour, for e.g. if you work an hour's extension, you will receive the meal break payment.
- 4 full sets of uniforms for every employee.
- Introduction of a salary packaging program.
- Income protection contribution increase to 1.75% from 1 October 2024.

How do I know that this EBA offer is genuine?

The EBA is a legal agreement we are obliged to adhere to as your employer. After much consultation, and benchmarking across the broader sector pay levels, we have committed to making our staff an exceptional offer to vote on, reflecting our commitment to significantly better wages, terms and conditions, with meaningful long-term benefits.

What is the voting process?

Before the agreement goes to vote there is a 7-day consultation period where you will be sent a copy of the proposed agreement and a document that explains the changes. During this period you can review and ask any questions on the proposed agreement. This is called the "Access Period". Once the Access Period is complete, we will move to a vote.

How do I vote?

We have engaged an external company GoVote to run the vote electronically. They will contact every employee covered by the agreement with information on the voting process. You will receive a link via a text message or email, from which you will be able to vote directly on your device. GoVote will contact you directly to set up a login so you can only vote on the agreement.

What if I lose my voting link and ID?

This is easily accessed by contacting GoVote with dedicated contact details.

What happens if I'm away during the voting period?

You will still be able to vote on the agreement through your personal device. You will just need to follow the login information.

How can I determine if the offer is the best we can get?

Throughout the EBA negotiations with the UWW and independent bargaining representatives, Certis has worked hard to offer our staff a comprehensive package that underscores our commitment to fostering a thriving and supportive workplace for the long term. Reaching an in-principle agreement with the UWW means we both agree that this is a good and fair offer that sets a new benchmark across airports in Australia.

What happens if I vote no?

It is up to you to make a decision on whether you accept the agreement. For the agreement to be approved a majority (50% + 1) of employees who vote for the agreement, must vote yes.

If the agreement does not achieve a majority of voter support, then we move back to the beginning of the process. This puts at risk any back payment and changes to the current agreed terms and conditions.

Where do I go if I have any other questions?

The HR team, Union representatives and Management will be attending the break rooms throughout the Access period. They will be available to answer any questions you may have. You can also reach out to HR directly through the HR email: AU_airporthr@certisgroup.com