

FREQUENTLY ASKED QUESTIONS (FAQS)

ENHANCED SCHOOL HOLIDAY OVERTIME INCENTIVE

Why is Airservices introducing this incentive?

The Enhanced School Holiday Overtime Incentive has been introduced to support service resilience during the September/October 2026 school holiday period, when leave demand is traditionally higher and workforce availability can be more constrained. The initiative is intended to encourage voluntary availability for overtime and recognise employees who provide additional flexibility during these periods.

Who is eligible for the incentive?

Eligible employees are all ATC's Enroute, TCUs and Towers along with Shift Managers, System Supervisors, and Flight Data Coordinators nationally (Eligible Employees).

What period is the trial for?

The trial period is for the following dates only;

- ACT/NSW/SA/WA – Saturday, 26 September to Sunday, 11 October 2026
- VIC/QLD/NT – Saturday, 19 September to Sunday, 4 October 2026
- TAS – Saturday, 3 October to Sunday, 18 October 2026

The Incentive does not apply outside of the trial periods above.

Does this initiative reduce employee leave entitlements or leave availability?

No.

The initiative does not reduce employee leave entitlements or reduce the overall leave available under the Enterprise Agreement, nor does it reduce access to leave. The purpose of the initiative is to encourage additional voluntary workforce availability to support service resilience and coverage during periods of heightened service demand.

How will the incentive operate?

Eligible Employees who meet the following criteria will receive the Incentive:

- have worked their full ordinary rostered hours within the applicable roster cycle as originally rostered;
- have in addition worked approved overtime during the designated school holiday period;

If an employee meets the above criteria, they will be paid an enhanced rate of 300% of their ordinary hourly rate for the approved overtime hours, rather than 190% as per current EA entitlement.

How is the trial incentive being implemented?

The incentive will be applied to Eligible Employees nationally.

Does the enhanced rate apply to all hours worked during the school holiday period?

No.

The enhanced rate applies only to eligible overtime hours worked in excess of an Eligible Employee's ordinary rostered hours during the trial period, being the designated state school holiday periods listed above.

Ordinary rostered hours continue to be paid in accordance with normal employment arrangements.

Are part-time employees eligible?

Yes.

Part-time employees who are Eligible Employees are also eligible.

Will participation affect leave approvals?

No.

The incentive will not affect an employee's access to leave, leave approvals, performance outcomes, career opportunities, or any other employment entitlement.

Leave management processes will continue to operate separately from this initiative.

What if an employee agrees to work a shift but later becomes unavailable?

Employees should notify their leader as soon as practicable if circumstances change after committing to a shift.

Normal attendance, notification and roster management processes will continue to apply.

Employees will only receive the incentive if they work their full rostered hours in the cycle and perform the approved overtime.

This is because the incentive is for the purpose of improving service resilience and coverage and workforce availability during periods of high demand.

What happens if I do not meet the criteria for the Incentive?

If you choose not to participate or you do not meet the criteria for the Incentive, you will be paid in the normal way in accordance with the ATC Enterprise Agreement.

Who can employees or leaders contact for further information?

Questions regarding operational requirements should be directed to the relevant leader in the first instance.

Questions regarding the eligibility requirements, or payment arrangements should be directed to Service Lead.