

July 2019

## Health Professionals and Support Services Award 2010

This award is generally used for Health Professional Employees (e.g. Counsellor, Occupational Therapist, Physiotherapist, Psychologist, Social Worker, Speech Pathologist and Others.)

Wage rates from the start of the first full pay period that starts on or after 1 July 2019.

Health Professional employee—level 1	Weekly	Hourly	Casual
Pay point 1 (UG 2 qualification)	904.80	23.81	29.76
Pay point 2 (three year degree entry)	939.80	24.73	30.91
Pay point 3 (four year degree entry)	981.20	25.82	32.28
Pay point 4 (masters degree entry)	1015.10	26.71	33.39
Pay point 5 (PhD entry)	1105.80	29.10	36.38
Pay point 6	1145.20	30.14	37.68
Health Professional employee—level 2			
Pay point 1	1151.40	30.30	37.88
Pay point 2	1193.20	31.40	39.25
Pay point 3	1238.70	32.60	40.75
Pay point 4	1288.00	33.89	42.36
Health Professional employee—level 3			
Pay point 1	1343.90	35.37	44.21
Pay point 2	1381.50	36.36	45.45
Pay point 3	1411.30	37.14	46.43
Pay point 4	1473.90	38.79	48.49
Pay point 5	1528.40	40.22	50.28
Health Professional employee—level 4			
Pay point 1	1627.10	42.82	53.53
Pay point 2	1736.50	45.70	57.13
Pay point 3	1888.40	49.69	62.11
Pay point 4	2084.60	54.86	68.58

Support Services Employees (e.g. Cleaner, Gardener, Clerical Officer, Receptionist, Interpreter and others.)

Support Services employees	Weekly	Hourly	Casual
Level 1	787.60	20.73	25.91
Level 2	820.20	21.58	26.98
Level 3	852.40	22.43	28.04

Level 4	862.50	22.70	28.38
Level 5	891.70	23.47	29.34
Level 6	939.80	24.73	30.91
Level 7	956.70	25.18	31.48
<b>Level 8</b>			
Pay point 1	989.10	26.03	32.54
Pay point 2	1015.10	26.71	33.39
Pay point 3	1086.50	28.59	35.74
<b>Level 9</b>			
Pay point 1	1105.80	29.10	36.38
Pay point 2	1145.20	30.14	37.68
Pay point 3	1154.20	30.37	37.96

## Definitions

### Full time employee (clause 10.2)

A full time employee is one who is engaged to work 38 hours per week or an average of 38 hours per week in a fortnight or four week period.

### Part-time employee (clause 10.3)

A part time employee is an employee who is engaged to work less than the full-time hours of an average of 38 hours per week and who has reasonably predictable hours of work.

### Casual employee (clause 10.4)

A casual employee is an employee engaged as such on an hourly basis, other than as a part-time, full time or fixed term employee to work up to and including 38 ordinary hours per week. The minimum engagement period of a casual employee is three hours.

## Allowances

### Travel allowance (clause 18.13)

An employee who is authorised by the employer to use his/her own motor vehicle in the course of his/her duties shall be paid an allowance \$0.78 per kilometre.

### Clothing allowance (clause 18.3)

If an employer requires an employee to wear a uniform, the employer must provide the uniform or reimburse the employee for the cost of the uniform.

Instead of the provision of a uniform, the employer may, be agreement with the employee

pay the employee an allowance of \$6.24 per week or \$1.23 per shift whichever is the lesser amount.

### Laundering allowance (clause 18.3)

If the employee is required to launder the uniform, then the employee will be paid an allowance of \$1.49 per week (\$0.32 per shift) whichever is the lesser amount (clause 18.3).

### Meal allowance (clause 18.7)

Employees who are required to work more than one hour overtime are provided with a meal or paid an allowance of \$13.29.

If overtime exceeds 4 hours a further meal allowance of \$11.98 is paid.

## Overtime (clause 28)

Employees (including part time employees) who work additional hours or are required to work after 6:00pm are paid time and a half for the first two hours and double time thereafter. All overtime worked on a Sunday will be paid at the rate of double time. Each day that overtime is worked is calculated separately.

## Superannuation (clause 22)

Employers are required to contribute 9.5% for all employees who are paid more than \$450 in any calendar month. All new employees must be provided with a standard superannuation choice form within 28 days of commencement of employment. Employees who have made a superannuation choice cannot alter that choice within 12 months of making the choice.

## Leave

### Annual (clause 31)

Employees are entitled to four weeks annual leave with 17.5% leave loading (pro-rata for part time employees).

### Personal/carers (clause 33)

Employees are entitled to 10 days personal/carer's leave per year (pro-rata for part-time employees). Unused personal leave is fully cumulative. Personal/carer's leave is accrued progressively during the year.

### Progression through pay points (clause 14.1)

Progression for all classifications for which there is more than one pay point will be by annual movement to the next pay point having regard to the acquisition and use of skills, or in the case of a part-time or casual employee, 1824 hours of similar experience.

## Classification definitions (Schedule B)

### Health Professional - level 1

Positions at level 1 are regarded as entry level health professionals and for initial years of experience.

This level is the entry level for new graduates who meet the requirement to practise as a health professional (where appropriate in accordance with their professional association's rules and be eligible for membership of their professional association) or such qualification as deemed acceptable by the employer. It is also the level for the early stages of the career of a health professional.

### Health Professional - level 2

A health professional at this level works independently and is required to exercise independent judgment on routine matters. They may require professional supervision from more senior members of the profession or health team when performing novel, complex, or critical tasks. They have demonstrated a commitment to continuing professional development and may

have contributed to workplace education through provision of seminars, lectures or in-services. At this level the health professional may be actively involved in quality improvement activities or research. At this level the health professional contributes to the evaluation and analysis of guidelines, policies and procedures applicable to their clinical/professional work and may be required to contribute to the supervision of discipline specific students.

### Health Professional -level 3

A health professional at this level would be experienced and be able to independently apply professional knowledge and judgment when performing novel, complex, or critical tasks specific to their discipline. At this level health professionals will have additional responsibilities.

An employee at this level:

- works in an area that requires high levels of specialist knowledge and skill as recognised by the employer;
- is actively contributing to the development of professional knowledge and skills in their field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes;
- may be a sole discipline specific health professional in a metropolitan, regional or rural setting who practices in professional isolation from health professionals from the same discipline;
- is performing across a number of recognised specialties within a discipline;
- may be accountable for allocation and/or expenditure of resources and ensuring targets are met and is responsible for ensuring optimal budget outcomes for their customers and communities;
- may be responsible for providing regular feedback and appraisals for senior staff to improve health outcomes for customers and for maintaining a performance management system; and
- is responsible for providing support for the efficient, cost effective and timely delivery of services.

### Health Professional - level 4

A health professional at this level applies a high level of professional judgment and knowledge

when performing a wide range of novel, complex, and critical tasks, specific to their discipline. An employee at this level:

- has a proven record of achievement at a senior level;
- has the capacity to allocate resources, set priorities and ensure budgets are met within a large and complex organisation;
- may be responsible to the executive for providing effective services and ensuring budget/strategic targets are met;
- supervises staff where required; and
- is expected to develop/implement and deliver strategic business plans which increase the level of care to customers within a budget framework.

## Support Services employee - level 1

### Entry level:

An employee with less than three months work experience in the industry and who performs basic duties.

An employee at this level:

- works within established routines, methods and procedures;
- has minimal responsibility, accountability or discretion;
- works under direct or routine supervision, either individually or in a team; and
- is not required to have previous experience or training.

Indicative roles at this level are:

- Assistant gardener
- Cleaner
- General clerk

## Support Services employee - level 2

An employee at this level:

- is capable of prioritising work within established routines, methods and procedures;
- is responsible for work performed with a limited level of accountability or discretion;
- works under limited supervision, either individually or in a team;
- possesses sound communication skills; and
- requires specific on-the-job training and/or relevant skills training or experience. In addition to level 1, other indicative roles at this level are:

- Gardener (non-trade)
- General clerk/Typist (between 3 months and less than 1 years' service)
- Maintenance/Handyperson (unqualified)

## Support Services employee - level 3

An employee, other than an administrative/clerical employee, at this level:

- is capable of prioritising work within established routines, methods and procedures;
- is responsible for work performed with a medium level of accountability or discretion;
- works under limited supervision, either individually or in a team;
- possesses sound communication and/or arithmetic skills; and
- requires specific on-the-job training and/or relevant skills training or experience.

An administrative/clerical employee at this level undertakes a range of basic clerical functions within established routines, methods and procedures.

Indicative roles performed at this level are:

- General clerk/typist (second and subsequent years of service)
- Receptionist

## Support Services employee—level 4

An employee at this level:

- is capable of prioritising work within established policies, guidelines and procedures;
- is responsible for work performed with a medium level of accountability or discretion;
- works under limited supervision, either individually or in a team;
- possesses good communication, interpersonal and/or arithmetic skills; and
- requires specific on-the-job training, may require formal qualifications and/or relevant skills training or experience at Certificate III level.

Indicative roles performed at this level are:

- Clerk (ward, casualty, medical records etc.)
- Gardener (trade)

### Support Services employee - level 5

An employee at this level:

- is capable of functioning semi autonomously, and prioritising their own work within established policies, guidelines and procedures;
- is responsible for work performed with a substantial level of accountability;
- works either individually or in a team;
- in the case of an administrative/clerical employee, requires a comprehensive knowledge of medical terminology and/or a working knowledge of health insurance schemes;
- may require basic computer knowledge or be required to use a computer on a regular basis;
- possesses administrative skills and problem solving abilities;
- possesses well developed communication, interpersonal and/or arithmetic skills; and
- requires substantial on-the-job training and may require formal qualifications at trade or certificate level and/or relevant skills training or experience.

Indicative roles performed at this level are:

- Interpreter (unqualified)
- Secretary

### Support Services employee—level 6

An employee at this level:

- is capable of functioning with a high level of autonomy, and prioritising their work within established policies, guidelines and procedures;
- is responsible for work performed with a substantial level of accountability and responsibility;
- works either individually or in a team;
- may require comprehensive computer knowledge or be required to use a computer on a regular basis;
- possesses administrative skills and problem solving abilities;
- possesses well developed communication, interpersonal and/or arithmetic skills; and
- may require formal qualifications at post-trade or Advanced Certificate or Associate Diploma level and/or relevant skills training or experience.

Indicative roles performed at this level are:

- Computer clerk (advanced)

- Gardener (advanced)
- Pay clerk (advanced)

### Support Services employee - level 7

An employee at this level:

- is capable of functioning autonomously, and prioritising their work and the work of others within established policies, guidelines and procedures;
- is responsible for work performed with a substantial level of accountability and responsibility;
- may supervise the work of others, including work allocation, rostering and guidance;
- works either individually or in a team;
- may require comprehensive computer knowledge or be required to use a computer on a regular basis;
- possesses developed administrative skills and problem solving abilities;
- possesses well developed communication, interpersonal and/or arithmetic skills; and
- may require formal qualifications at trade or Advanced Certificate or Associate Diploma level and/or relevant skills training or experience.

Indicative roles performed at this level are:

- Gardener superintendent
- General clerical supervisor
- General services supervisor
- Interpreter (qualified)
- Supervisor

### Support Services employee—level 8

Employees at this level will typically have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to independently advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field/s of their expertise. They are responsible and accountable for their own work; and may have delegated responsibility for the work under their control or supervision, in terms of, inter alia, scheduling workloads, resolving operations problems, monitoring the quality of work produced as well as counselling staff for performance as well as work related matters. They would also be able to train and to supervise employees in lower levels by means of

personal instruction and demonstration. They often exercise initiative, discretion and judgment in the performance of their duties. The possession of relevant post-secondary qualifications may be appropriate but not essential.

Indicative typical duties and skills in this level may include:

- operating and having responsibility for a complex and diverse payroll system;
- applying detailed knowledge of the organisation's objectives, performance, projected areas of growth, product trends and general industry conditions for the purposes of assisting in developing policy or new products and services to meet changing market needs or other circumstances;
- using computer software packages including evaluating and determining optimum software solutions or the integration of complex word processing/data/graphics text;
- finalising quotations or costings by applying a detailed knowledge of variable inputs, margins, market conditions, supply and delivery arrangements; or
- preparing internal reports for management in any or all of the following areas:
  - a) account/financial;
  - b) staffing;
  - c) legislative requirement; and
  - d) other significant company activities / operations.

### Support Services employee—level 9

Work at this level is usually performed in relation to established priorities, task methodology and work practices to achieve results in line with organisational goals. The work may include preparing papers and reports, drafting complex correspondence for senior employees, undertaking activities of a specialist or detailed nature, assisting in the preparation of procedural guidelines, providing, interpreting and analysing information for clients or other interested parties, exercising specific process responsibilities, and overseeing and co-ordinating the work of subordinate staff. Work at this level includes supervision of a work group, small work area or office within the total organisational structure and co-ordination of a range of organisation functions.

Work is performed under general direction as to work priorities and may be of a technical or professional, project, procedural or processing nature, or a combination of these.

Direction exercised over work performed at this level may be less direct than at lower levels and is usually related to task methodologies and work practices. Employees at this level are expected to set priorities and to monitor work flow in the area of responsibility.

The work at this level requires the application of knowledge usually gained through previous experience in the discipline or from post-secondary or tertiary study. The work may require the co-ordination of a range of organisation functions and the exercising of judgment and/or delegated authority in areas where precedents or procedures are not clearly defined. Independent action may be exercised at this level, e.g. developing procedures, management strategies and guidelines.

Indicative typical duties and skills at this level may include:

- supervising staff, setting priorities, monitoring work flow, and the development of strategies or work practices;
- having responsibility for the development of appropriate training programs related to group development;
- applying equal employment opportunity and industrial relations principles;
- providing advice in relation to personal and career development related to work requirements;
- liaising or communicating with clients or other interested groups;
- general knowledge of the organisation's operations, combined with specialist knowledge of major activities within the work area; or
- being able to investigate interpret or evaluate information where legislation, regulations, instructions or procedural guidelines do not give adequate or specific answers.

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