

# **Social, Community, Home Care and Disability Services Industry Award 2010**

NOTE: Transitional provisions may apply to certain clauses – see clause 2 and Schedule A

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## Part 1—Application and Operation

### 1. Title

This award is the *Social, Community, Home Care and Disability Services Industry Award 2010*.

### 2. Commencement and transitional

2.1 This award commences on 1 January 2010.

2.2 The monetary obligations imposed on employers by this award may be absorbed into overaward payments. Nothing in this award requires an employer to maintain or increase any overaward payment.

2.3 This award contains transitional arrangements which specify when particular parts of the award come into effect. Some of the transitional arrangements are in clauses in the main part of the award. There are also transitional arrangements in Schedule A. The arrangements in Schedule A deal with:

- minimum wages and piecework rates
- casual or part-time loadings
- Saturday, Sunday, public holiday, evening or other penalties
- shift allowances/penalties.

2.4 Neither the making of this award nor the operation of any transitional arrangements is intended to result in a reduction in the take-home pay of employees covered by the award. On application by or on behalf of an employee who suffers a reduction in take-home pay as a result of the making of this award or the operation of any transitional arrangements, Fair Work Australia may make any order it considers appropriate to remedy the situation.

2.5 Fair Work Australia may review the transitional arrangements in this award and make a determination varying the award.

2.6 Fair Work Australia may review the transitional arrangements:

- (a) on its own initiative; or
- (b) on application by an employer, employee, organisation or outworker entity covered by the modern award; or
- (c) on application by an organisation that is entitled to represent the industrial interests of one or more employers or employees that are covered by the modern award; or
- (d) in relation to outworker arrangements, on application by an organisation that is entitled to represent the industrial interests of one or more outworkers to whom the arrangements relate.

### 3. Definitions and interpretation

#### 3.1 In this award, unless the contrary intention appears:

**Act** means the *Fair Work Act 2009* (Cth)

**agreement-based transitional instrument** has the meaning in the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)

**award-based transitional instrument** has the meaning in the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)

**crisis assistance and supported housing sector** means the provision of crisis assistance and supported housing services

**disability services sector** means the provision of personal care and domestic and lifestyle support to a person with a disability in a community residential setting, including respite centre and day services but excluding a private residence

**employee** means a national system employee as defined in sections [13](#) and [30C](#) of the Act

**employer** means a national system employer as defined in sections [14](#) and [30D](#) of the Act

**enterprise award-based instrument** has the meaning in the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)

**family day care scheme sector** means the operation of a family day care scheme for the provision of family day care services

**home care sector** means the provision of personal care, domestic assistance or home maintenance to an aged person or a person with a disability in a private residence

**NES** means the National Employment Standards as contained in [sections 59 to 131](#) of the *Fair Work Act 2009* (Cth)

**on-hire** means the on-hire of an employee by their employer to a client, where such employee works under the general guidance and instruction of the client or a representative of the client

**social and community services sector** means the provision of social and community services including social work, recreation work, welfare work, youth work or community development work, including organisations which primarily engage in policy, advocacy or representation on behalf of organisations carrying out such work.

**standard rate** means the minimum wage for a Social and community services employee level 3 at pay point 3 in clause 15.3

**transitional minimum wage instrument** has the meaning in the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)

#### 3.2 Where this award refers to a condition of employment provided for in the NES, the NES definition applies.

## **4. Coverage**

**4.1** This industry award covers employers throughout Australia in the:

- (a) crisis assistance and supported housing sector;
- (b) social and community services sector;
- (c) home care sector;
- (d) family day care scheme sector;
- (e) disability services sector,

and their employees in the classifications listed in Schedule B to Schedule F to the exclusion of any other modern award.

**4.2** The award does not cover employers and employees covered by any of the following awards:

- (a) *Aged Care Award 2010*;
- (b) *Amusement, Events and Recreation Award 2010*;
- (c) *Fitness Industry Award 2010*;
- (d) *Health Professionals and Support Services Award 2010*; or
- (e) *Nurses Award 2010*.

**4.3** The award does not cover an employee excluded from award coverage by the Act.

**4.4** The award does not cover employees who are covered by a modern enterprise award, or an enterprise instrument (within the meaning of the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)), or employers in relation to those employees.

**4.5** The award does not cover employees who are covered by a State reference public sector modern award, or a State reference public sector transitional award (within the meaning of the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)), or employers in relation to those employees.

**4.6** This award covers any employer which supplies labour on an on-hire basis in the industry set out in clause 4.1 in respect of on-hire employees in classifications covered by this award, and those on-hire employees, while engaged in the performance of work for a business in that industry. This subclause operates subject to the exclusions from coverage in this award.

**4.7** Where an employer is covered by more than one award, an employee of that employer is covered by the award classification which is most appropriate to the work performed by the employee and to the environment in which the employee normally performs the work.

NOTE: Where there is no classification for a particular employee in this award it is possible that the employer and that employee are covered by an award with occupational coverage.

## **5. Access to the award and the National Employment Standards**

The employer must ensure that copies of this award and the NES are available to all employees to whom they apply either on a noticeboard which is conveniently located at or near the workplace or through electronic means, whichever makes them more accessible.

## **6. The National Employment Standards and this award**

The [NES](#) and this award contain the minimum conditions of employment for employees covered by this award.

## **7. Award flexibility**

**7.1** Notwithstanding any other provision of this award, an employer and an individual employee may agree to vary the application of certain terms of this award to meet the genuine individual needs of the employer and the individual employee. The terms the employer and the individual employee may agree to vary the application of are those concerning:

- (a) arrangements for when work is performed;
- (b) overtime rates;
- (c) penalty rates;
- (d) allowances; and
- (e) leave loading.

**7.2** The employer and the individual employee must have genuinely made the agreement without coercion or duress.

**7.3** The agreement between the employer and the individual employee must:

- (a) be confined to a variation in the application of one or more of the terms listed in clause 7.1; and
- (b) result in the employee being better off overall than the employee would have been if no individual flexibility agreement had been agreed to.

**7.4** The agreement between the employer and the individual employee must also:

- (a) be in writing, name the parties to the agreement and be signed by the employer and the individual employee and, if the employee is under 18 years of age, the employee's parent or guardian;
- (b) state each term of this award that the employer and the individual employee have agreed to vary;
- (c) detail how the application of each term has been varied by agreement between the employer and the individual employee;

- (d) detail how the agreement results in the individual employee being better off overall in relation to the individual employee's terms and conditions of employment; and
  - (e) state the date the agreement commences to operate.
- 7.5** The employer must give the individual employee a copy of the agreement and keep the agreement as a time and wages record.
- 7.6** Except as provided in clause 7.4(a) the agreement must not require the approval or consent of a person other than the employer and the individual employee.
- 7.7** An employer seeking to enter into an agreement must provide a written proposal to the employee. Where the employee's understanding of written English is limited the employer must take measures, including translation into an appropriate language, to ensure the employee understands the proposal.
- 7.8** The agreement may be terminated:
  - (a) by the employer or the individual employee giving four weeks' notice of termination, in writing, to the other party and the agreement ceasing to operate at the end of the notice period; or
  - (b) at any time, by written agreement between the employer and the individual employee.
- 7.9** The right to make an agreement pursuant to this clause is in addition to, and is not intended to otherwise affect, any provision for an agreement between an employer and an individual employee contained in any other term of this award.

## **Part 2—Consultation and Dispute Resolution**

### **8. Consultation regarding major workplace change**

#### **8.1 Employer to notify**

- (a) Where an employer has made a definite decision to introduce major changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, the employer must notify the employees who may be affected by the proposed changes and their representatives, if any.
- (b) **Significant effects** include termination of employment; major changes in the composition, operation or size of the employer's workforce or in the skills required; the elimination or diminution of job opportunities, promotion opportunities or job tenure; the alteration of hours of work; the need for retraining or transfer of employees to other work or locations; and the restructuring of jobs. Provided that where this award makes provision for alteration of any of these matters an alteration is deemed not to have significant effect.

## **8.2 Employer to discuss change**

- (a) The employer must discuss with the employees affected and their representatives, if any, the introduction of the changes referred to in clause 8.1, the effects the changes are likely to have on employees and measures to avert or mitigate the adverse effects of such changes on employees and must give prompt consideration to matters raised by the employees and/or their representatives in relation to the changes.
- (b) The discussions must commence as early as practicable after a definite decision has been made by the employer to make the changes referred to in clause 8.1.
- (c) For the purposes of such discussion, the employer must provide in writing to the employees concerned and their representatives, if any, all relevant information about the changes including the nature of the changes proposed, the expected effects of the changes on employees and any other matters likely to affect employees provided that no employer is required to disclose confidential information the disclosure of which would be contrary to the employer's interests.

## **9. Dispute resolution**

- 9.1** In the event of a dispute about a matter under this award, or a dispute in relation to the NES, in the first instance the parties must attempt to resolve the matter at the workplace by discussions between the employee or employees concerned and the relevant supervisor. If such discussions do not resolve the dispute, the parties will endeavour to resolve the dispute in a timely manner by discussions between the employee or employees concerned and more senior levels of management as appropriate.
- 9.2** If a dispute about a matter arising under this award or a dispute in relation to the NES is unable to be resolved at the workplace, and all appropriate steps under clause 9.1 have been taken, a party to the dispute may refer the dispute to Fair Work Australia.
- 9.3** The parties may agree on the process to be utilised by Fair Work Australia including mediation, conciliation and consent arbitration.
- 9.4** Where the matter in dispute remains unresolved, Fair Work Australia may exercise any method of dispute resolution permitted by the Act that it considers appropriate to ensure the settlement of the dispute.
- 9.5** An employer or employee may appoint another person, organisation or association to accompany and/or represent them for the purposes of this clause.
- 9.6** While the dispute resolution procedure is being conducted, work must continue in accordance with this award and the Act. Subject to applicable occupational health and safety legislation, an employee must not unreasonably fail to comply with a direction by the employer to perform work, whether at the same or another workplace, that is safe and appropriate for the employee to perform.



## **Part 3—Types of Employment and Termination of Employment**

### **10. Types of employment**

#### **10.1 Employment categories**

- (a) Employees under this award will be employed in one of the following categories:
  - (i) full-time employment;
  - (ii) part-time employment; or
  - (iii) casual employment.
- (b) At the time of engagement, an employer will inform each employee the basis of their employment. An employer may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training, consistent with the respective classification.

#### **10.2 Full-time employment**

A full-time employee is one who is engaged to work 38 hours per week or an average of 38 hours per week.

#### **10.3 Part-time employment**

- (a) A part-time employee is one who is engaged to work less than 38 hours per week or an average of less than 38 hours per week and who has reasonably predictable hours of work.
- (b) The terms of this award will apply to part-time employees on a pro rata basis on the basis that the ordinary weekly hours of work for full-time employees are 38.

#### **10.4 Casual employment**

- (a) A casual employee is one who is engaged and paid as such but will not include a part-time or full-time employee.
- (b) A casual employee will be paid per hour calculated at the rate of 1/38th of the weekly rate appropriate to the employee's classification. In addition, a loading of 25% of that rate will be paid instead of the paid leave entitlements accrued by full-time employees.
- (c) Casual employees will be paid the following minimum number of hours, at the appropriate rate, for each engagement:
  - (i) social and community services employees—3 hours;
  - (ii) home care employees—1 hour; or
  - (iii) all other employees—2 hours.

## **11. Termination of employment**

**11.1** Notice of termination is provided for in the NES.

### **11.2 Notice of termination by an employee**

The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under this award or the NES, an amount not exceeding the amount the employee would have been paid under this award in respect of the period of notice required by this clause less any period of notice actually given by the employee.

### **11.3 Job search entitlement**

Where an employer has given notice of termination to an employee, an employee must be allowed up to one day's time off without loss of pay for the purpose of seeking other employment. The time off is to be taken at times that are convenient to the employee after consultation with the employer.

## **12. Redundancy**

**12.1** Redundancy pay is provided for in the NES.

### **12.2 Transfer to lower paid duties**

Where an employee is transferred to lower paid duties by reason of redundancy, the same period of notice must be given as the employee would have been entitled to if the employment had been terminated and the employer may, at the employer's option, make payment instead of an amount equal to the difference between the former ordinary time rate of pay and the ordinary time rate of pay for the number of weeks of notice still owing.

### **12.3 Employee leaving during notice period**

An employee given notice of termination in circumstances of redundancy may terminate their employment during the period of notice. The employee is entitled to receive the benefits and payments they would have received under this clause had they remained in employment until the expiry of the notice, but is not entitled to payment instead of notice.

### **12.4 Job search entitlement**

- (a)** An employee given notice of termination in circumstances of redundancy must be allowed up to one day's time off without loss of pay during each week of notice for the purpose of seeking other employment.
- (b)** If the employee has been allowed paid leave for more than one day during the notice period for the purpose of seeking other employment, the employee must, at the request of the employer, produce proof of attendance at an interview or they will not be entitled to payment for the time absent. For this purpose a statutory declaration is sufficient.

- (c) This entitlement applies instead of clause 11.3.

## 12.5 Transitional provisions

- (a) Subject to clause 12.5(b), an employee whose employment is terminated by an employer is entitled to redundancy pay in accordance with the terms of a notional agreement preserving a State award:
- (i) that would have applied to the employee immediately prior to 1 January 2010, if the employee had at that time been in their current circumstances of employment and no agreement-based transitional instrument or enterprise agreement had applied to the employee; and
  - (ii) that would have entitled the employee to redundancy pay in excess of the employee's entitlement to redundancy pay, if any, under the NES.
- (b) The employee's entitlement to redundancy pay under the notional agreement preserving a State award is limited to the amount of redundancy pay which exceeds the employee's entitlement to redundancy pay, if any, under the NES.
- (c) This clause does not operate to diminish an employee's entitlement to redundancy pay under any other instrument.
- (d) Clause 12.5 ceases to operate on 31 December 2014.

## 12.6 Small employer—Social and Community Services—Western Australia Award 2002

- (a) For the purposes of clause 12.6(b), **small employer** means an employer to whom Subdivision B of Division 11 of the NES does not apply because of the provisions of s.121(1)(b) of the NES.
- (b) Despite the terms of s.121(1)(b) of the Act and subject to clause 12.6(b), the remaining provisions of Subdivisions B and C of Division 11 of the NES apply in relation to an employee of a small employer who performs any of the work within the *Social, Community, Home Care and Disability Services Industry Award 2010* which immediately prior to 1 January 2010 was in clauses 5 and 14 of the *Social and Community Services – Western Australia Award 2002*, except that the amount of redundancy pay to which such an employee is entitled must be calculated in accordance with the following table:

Employee's period of continuous service with the employer on termination	Redundancy pay period
Less than 1 year	Nil
At least 1 year but less than 2 years	4 weeks pay
At least 2 years but less than 3 years	6 weeks pay
At least 3 years but less than 4 years	7 weeks pay
At least 4 years and over	8 weeks pay

- (c) Clause 12.6 ceases to operate on 31 December 2014.

## Part 4—Minimum Wages and Related Matters

### 13. Classifications

**13.1** The definitions for the classification levels in clauses 15 to 18 are contained in Schedule B to Schedule F.

**13.2** Employers must advise their employees in writing of their classification upon commencement and of any subsequent changes to their classification.

### 13.3 Progression

(a) At the end of each 12 months' continuous employment, an employee will be eligible for progression from one pay point to the next within a level if the employee has demonstrated competency and satisfactory performance over a minimum period of 12 months at each level within the level and:

(i) the employee has acquired and satisfactorily used new or enhanced skills within the ambit of the classification, if required by the employer; or

(ii) where an employer has adopted a staff development and performance appraisal scheme and has determined that the employee has demonstrated satisfactory performance for the prior 12 months' employment.

(b) Movement to a higher classification will only occur by way of promotion or re-classification.

### 14. Salary Packaging

Where agreed between the employer and a full-time or part-time employee, an employer may introduce remuneration packaging in respect of salary, as provided for in clauses 15 to 18. The terms and conditions of such a package must not, when viewed objectively, be less favourable than the entitlements otherwise available under this award.

### 15. Minimum weekly wages for social and community services employees and crisis accommodation employees

#### 15.1 Social and community services employee level 1

	Per week
	\$
Pay point 1	593.90
Pay point 2	614.75
Pay point 3	637.62

#### 15.2 Social and community services employee level 2

	Per week
	\$
Pay point 1	637.62

	<b>Per week</b>
	<b>\$</b>
Pay point 2	658.48
Pay point 3	679.33
Pay point 4	698.22
<b>15.3 Social and community services employee level 3</b>	
<b>Crisis accommodation employee level 1</b>	
	<b>Per week</b>
	<b>\$</b>
Pay point 1 (associate diploma/advanced certificate)	698.22
Pay point 2 (3 year degree)	719.07
Pay point 3 (4 year degree)	734.93
Pay point 4	750.39
<b>15.4 Social and community services employee level 4</b>	
<b>Crisis accommodation employee level 2</b>	
	<b>Per week</b>
	<b>\$</b>
Pay point 1	771.24
Pay point 2	792.12
Pay point 3	812.97
Pay point 4	831.84
<b>15.5 Social and community services employee level 5</b>	
<b>Crisis accommodation employee level 3</b>	
	<b>Per week</b>
	<b>\$</b>
Pay point 1	852.69
Pay point 2	871.56
Pay point 3	892.43
<b>15.6 Social and community services employee level 6</b>	
<b>Crisis accommodation employee level 4</b>	
	<b>Per week</b>
	<b>\$</b>
Pay point 1	913.29
Pay point 2	934.14

		<b>Per week</b>
		<b>\$</b>
	Pay point 3	955.00
<b>15.7</b>	<b>Social and community services employee level 7</b>	
		<b>Per week</b>
		<b>\$</b>
	Pay point 1	975.86
	Pay point 2	996.71
	Pay point 3	1017.59
<b>15.8</b>	<b>Social and community services employee level 8</b>	
		<b>Per week</b>
		<b>\$</b>
	Pay point 1	1038.44
	Pay point 2	1059.30
	Pay point 3	1080.16
<b>16.</b>	<b>Minimum weekly wages for family day care employees</b>	
<b>16.1</b>	<b>Family day care employee level 1</b>	
		<b>Per week</b>
		<b>\$</b>
	Pay point 1	594.59
	Pay point 2	615.50
	Pay point 3	638.58
	Pay point 4	661.13
<b>16.2</b>	<b>Family day care employee level 2</b>	
		<b>Per week</b>
		<b>\$</b>
	Pay point 1	680.68
	Pay point 2	703.68
	Pay point 3	726.68
	Pay point 4	744.69
<b>16.3</b>	<b>Family day care employee level 3</b>	
		<b>Per week</b>
		<b>\$</b>
	Pay point 1	764.21

		<b>Per week</b>
		\$
	Pay point 2	789.13
	Pay point 3	814.05
	Pay point 4	836.97
<b>16.4</b>	<b>Family day care employee level 4</b>	
		<b>Per week</b>
		\$
	Pay point 1	861.89
	Pay point 2	871.38
	Pay point 3	892.24
	Pay point 4	907.65
<b>16.5</b>	<b>Family day care employee level 5</b>	
		<b>Per week</b>
		\$
	Pay point 1	974.13
	Pay point 2	1002.00
	Pay point 3	1029.88
	Pay point 4	1057.75
<b>17.</b>	<b>Minimum weekly wages for disability services employees</b>	
<b>17.1</b>	<b>Disability services employee level 1</b>	
		<b>Per week</b>
		\$
	Pay point 1	587.90
<b>17.2</b>	<b>Disability services employee level 2</b>	
		<b>Per week</b>
		\$
	Pay point 1	616.50
	Pay point 2	620.10
	Pay point 3	623.90
<b>17.3</b>	<b>Disability services employee level 3</b>	
		<b>Per week</b>
		\$
	Pay point 1 (certificate 3)	637.60

	<b>Per week</b>
	<b>\$</b>
Pay point 2	641.20
Pay point 3	645.00

**17.4 Disability services employee level 4**

**Per week**

**\$**

Pay point 1	657.70
Pay point 2	660.30
Pay point 3	664.10

**17.5 Disability services employee level 5**

**Per week**

**\$**

Pay point 1 (diploma)	723.50
Pay point 2	727.10
Pay point 3	730.90

**18. Minimum weekly wages for home care employees**

**18.1 Home care employee level 1**

**Per week**

**\$**

Pay point 1	587.40
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**18.2 Home care employee level 2**

**Per week**

**\$**

Pay point 1	624.30
Pay point 2	628.80

**18.3 Home care employee level 3**

**Per week**

**\$**

Pay point 1 (certificate 3)	637.60
Pay point 2	658.10



**18.4 Home care employee level 4**

	<b>Per week</b>
	<b>\$</b>
Pay point 1	698.10
Pay point 2	712.50

**18.5 Home care employee level 5**

	<b>Per week</b>
	<b>\$</b>
Pay point 1 (degree or diploma)	750.20
Pay point 2	781.00

**19. Supported wage system**

See Schedule G

**20. Allowances**

**20.1 Adjustment of expense related allowances**

- (a) At the time of any adjustment to the standard rate, each expense related allowance will be increased by the relevant adjustment factor. The relevant adjustment factor for this purpose is the percentage movement in the applicable index figure most recently published by the Australian Bureau of Statistics since the allowance was last adjusted.
- (b) The applicable index figure is the index figure published by the Australian Bureau of Statistics for the Eight Capitals Consumer Price Index (Cat No. 6401.0), as follows:

<b>Allowance</b>	<b>Applicable Consumer Price Index figure</b>
Board and lodging	Weighted average eight capital cities—CPI
Clothing, equipment and tools allowance	Clothing and footwear group
Meal allowances	Take away and fast foods sub-group
Vehicle/travel allowance	Private motoring sub-group

**20.2 Clothing and equipment**

- (a) Employees required by the employer to wear uniforms will be supplied with an adequate number of uniforms appropriate to the occupation free of cost to employees. Such items are to remain the property of the employer and be laundered and maintained by the employer free of cost to the employee.
- (b) Instead of the provision of such uniforms, the employer may, by agreement with the employee, pay such employee a uniform allowance at the rate of \$1.23 per shift or part thereof on duty or \$6.24 per week, whichever is the lesser amount. Where such employee's uniforms are not laundered by or at the

expense of the employer, the employee will be paid a laundry allowance of \$0.32 per shift or part thereof on duty or \$1.49 per week, whichever is the lesser amount.

- (c) The uniform allowance, but not the laundry allowance, will be paid during all absences on leave, except absence on long service leave and absence on personal/carer's leave beyond 21 days. Where, prior to the taking of leave, an employee was paid a uniform allowance other than at the weekly rate, the rate to be paid during absence on leave will be the average of the allowance paid during the four weeks immediately preceding the taking of leave.
- (d) Where an employer requires an employee to wear rubber gloves, special clothing or where safety equipment is required for the work performed by an employee, the employer must reimburse the employee for the cost of purchasing such special clothing or safety equipment, except where such clothing or equipment is provided by the employer.

### **20.3 Meal allowances**

- (a) An employee will be supplied with an adequate meal where an employer has adequate cooking and dining facilities or be paid a meal allowance of \$10.00 in addition to any overtime payment as follows:
  - (i) when required to work more than one hour after the usual finishing hour of work or, in the case of shiftworkers, when the overtime work on any shift exceeds one hour; and
  - (ii) provided that where such overtime work exceeds four hours a further meal allowance of \$10.00 will be paid.
- (b) Clause 20.3(a) will not apply when an employee could reasonably return home for a meal within the meal break.
- (c) On request, meal allowance will be paid on the same day as overtime is worked.

### **20.4 First aid allowance**

An employee who holds a current first aid certificate issued by St John Ambulance or Australian Red Cross Society or equivalent qualification, and who is required by their employer to perform first aid duty at their workplace, will be paid an allowance of 1.67% of the standard rate per week.

### **20.5 Travelling, transport and fares**

- (a) Where an employee is required and authorised by their employer to use their motor vehicle in the course of their duties, the employee is entitled to be reimbursed at the rate of \$0.74 per kilometre.
- (b) When an employee is involved in travelling on duty, if the employer cannot provide the appropriate transport, all reasonably incurred expenses in respect to fares, meals and accommodation will be met by the employer on production of receipted account(s) or other evidence acceptable to the employer.

- (c) Provided that the employee will not be entitled to reimbursement for expenses referred to in clause 20.5(b) which exceed the mode of transport, meals or the standard of accommodation agreed with the employer for these purposes.
- (d) An employee required to stay away from home overnight will be reimbursed the cost of reasonable accommodation and meals. Reasonable proof of costs so incurred is to be provided to the employer by the employee.

**20.6 Telephone allowance**

Where the employer requires an employee to install and/or maintain a telephone for the purpose of being on call, the employer will refund the installation costs and the subsequent rental charges on production of receipted accounts.

**20.7 Heat allowance**

- (a) Where work continues for more than two hours in temperatures exceeding 46 degrees Celsius employees will be entitled to 20 minutes rest after every two hours' work without deduction of pay.
- (b) It will be the responsibility of the employer to ascertain the temperature.
- (c) The following amounts will be paid to employees employed at their current place of work prior to 8 August 1991, in the prescribed circumstances in addition to any other amounts specified elsewhere in this award. Where an employee works for more than one hour in the shade in places where the temperature is raised by artificial means and:
  - (i) exceeds 40 degrees Celsius but does not exceed 46 degrees Celsius—0.05% of the standard rate per hour or part thereof; or
  - (ii) exceeds 46 degrees Celsius—0.06% of standard rate per hour or part thereof.

**20.8 Board and lodging**

Where the employer provides board and lodging, the wage rates prescribed in this award will be reduced by the following amounts per week:

- (a) employees receiving full adult rate of pay—\$20.40; or
- (b) where the employee buys their meals at ruling cafeteria rates, by an additional amount of—\$12.70.

**20.9 On call allowance**

- (a) An employee required by the employer to be on call (i.e. available for recall to duty) will be paid an allowance of 2.0% of the standard rate in respect to any 24 hour period or part thereof during the period from the time of finishing ordinary duty on Monday to the time of finishing ordinary duty on Friday.
- (b) The allowance will be 3.96% of the standard rate in respect of any other 24 hour period or part thereof, or any public holiday or part thereof.

## **21. District allowances**

### **21.1 Northern Territory**

An employee in the Northern Territory is entitled to payment of a district allowance in accordance with the terms of an award made under the *Workplace Relations Act 1996* (Cth):

- (a) that would have applied to the employee immediately prior to 1 January 2010, if the employee had at that time been in their current circumstances of employment and no agreement-based transitional instrument or enterprise agreement had applied to the employee; and
- (b) that would have entitled the employee to payment of a district allowance.

### **21.2 Western Australia**

An employee in Western Australia is entitled to payment of a district allowance in accordance with the terms of a notional agreement preserving a State award or an award made under the *Workplace Relations Act 1996* (Cth):

- (a) that would have applied to the employee immediately prior to 1 January 2010, if the employee had at that time been in their current circumstances of employment and no agreement-based transitional instrument or enterprise agreement had applied to the employee; and
- (b) that would have entitled the employee to payment of a district allowance.

**21.3** This clause ceases to operate on 31 December 2014.

## **22. Accident pay**

**22.1** Subject to clause 22.2, an employee is entitled to accident pay in accordance with the terms of:

- (a) a notional agreement preserving a State award that would have applied to the employee immediately prior to 1 January 2010 or an award made under the *Workplace Relations Act 1996* (Cth) that would have applied to the employee immediately prior to 27 March 2006, if the employee had at that time been in their current circumstances of employment and no agreement-based transitional instrument or enterprise agreement had applied to the employee; and
- (b) that would have entitled the employee to accident pay in excess of the employee's entitlement to accident pay, if any, under any other instrument.

**22.2** The employee's entitlement to accident pay under the notional agreement preserving a State award or the award is limited to the amount of accident pay which exceeds the employee's entitlement to accident pay, if any, under any other instrument.

**22.3** This clause does not operate to diminish an employee's entitlement to accident pay under any other instrument.

**22.4** This clause ceases to operate on 31 December 2014.

## **23. Superannuation**

### **23.1 Superannuation legislation**

- (a) Superannuation legislation, including the *Superannuation Guarantee (Administration) Act 1992* (Cth), the *Superannuation Guarantee Charge Act 1992* (Cth), the *Superannuation Industry (Supervision) Act 1993* (Cth) and the *Superannuation (Resolution of Complaints) Act 1993* (Cth), deals with the superannuation rights and obligations of employers and employees. Under superannuation legislation individual employees generally have the opportunity to choose their own superannuation fund. If an employee does not choose a superannuation fund, any superannuation fund nominated in the award covering the employee applies.
- (b) The rights and obligations in these clauses supplement those in superannuation legislation.

### **23.2 Employer contributions**

An employer must make such superannuation contributions to a superannuation fund for the benefit of an employee as will avoid the employer being required to pay the superannuation guarantee charge under superannuation legislation with respect to that employee.

### **23.3 Voluntary employee contributions**

- (a) Subject to the governing rules of the relevant superannuation fund, an employee may, in writing, authorise their employer to pay on behalf of the employee a specified amount from the post-taxation wages of the employee into the same superannuation fund as the employer makes the superannuation contributions provided for in clause 23.2.
- (b) An employee may adjust the amount the employee has authorised their employer to pay from the wages of the employee from the first of the month following the giving of three months' written notice to their employer.
- (c) The employer must pay the amount authorised under clauses 23.3(a) or 23.3(b) no later than 28 days after the end of the month in which the deduction authorised under clauses 23.3(a) or (b) was made.

### **23.4 Superannuation fund**

Unless, to comply with superannuation legislation, the employer is required to make the superannuation contributions provided for in clause 23.2 to another superannuation fund that is chosen by the employee, the employer must make the superannuation contributions provided for in clause 23.2 and pay the amount authorised under clauses 23.3(a) or (b) to one of the following superannuation funds or its successor:

- (a) FSS Trustee Corporation;
- (b) Health Industry Plan (HIP);
- (c) HESTA Super Fund;
- (d) Health Super Pty Ltd;

- (e) National Catholic Superannuation Fund;
- (f) Sisters of Mercy Staff Superannuation Scheme;
- (g) Sunsuper;
- (h) Tasplan;
- (i) Asset Super;
- (j) UCSuper;
- (k) CARE Super;
- (l) AustralianSuper; or
- (m) any superannuation fund to which the employer was making superannuation contributions for the benefit of its employees before 12 September 2008, provided the superannuation fund is an eligible choice fund.

### **23.5 Absence from work—Social and community services employees**

Subject to the governing rules of the relevant superannuation fund, the employer must also make the superannuation contributions provided for in clause 23.2 and pay the amount authorised under clauses 23.3(a) or (b):

- (a) **Paid leave**—while the employee is on any paid leave;
- (b) **Work-related injury or illness**—for the period of absence from work (subject to a maximum of 52 weeks) of the employee due to work-related injury or work-related illness provided that:
  - (i) the employee is receiving workers compensation payments or is receiving regular payments directly from the employer in accordance with the statutory requirements; and
  - (ii) the employee remains employed by the employer.

## **24. Payment of wages**

Wages will be paid weekly or fortnightly by cash, cheque or electronic funds transfer into the bank or financial institution account nominated by the employee.

## **Part 5—Hours of Work and Related Matters**

### **25. Ordinary hours of work and rostering**

#### **25.1 Ordinary hours of work**

- (a) The ordinary hours of work will be 38 hours per week or an average of 38 hours per week and will be worked either:
  - (i) in a week of five days in shifts not exceeding eight hours each;

- (ii) in a fortnight of 76 hours in 10 shifts not exceeding eight hours each; or
  - (iii) in a four week period of 152 hours to be worked as 19 shifts of eight hours each, subject to practicality.
- (b) By agreement, the ordinary hours in clause 25.1(a) may be worked up to 10 hours per shift.

**25.2 Span of hours**

**(a) Day worker**

The ordinary hours of work for a day worker will be worked between 6.00 am and 8.00 pm Monday to Sunday.

**(b) Shiftworker**

A shiftworker is an employee who works shifts in accordance with clause 29—Shiftwork.

**25.3 Rostered days off**

Employees, other than a casual employee, will be free from duty for not less than two full days in each week or four full days in each fortnight or eight full days in each 28 day cycle. Where practicable, days off will be consecutive.

**25.4 Rest breaks between rostered work**

An employee will be allowed a break of not less than 10 hours between the end of one shift or period of duty and the commencement of another.

**25.5 Rosters**

- (a) The ordinary hours of work for each employee will be displayed on a fortnightly roster in a place conveniently accessible to employees. The roster will be posted at least two weeks before the commencement of the roster period.
- (b) Rostering arrangements and changes to rosters may be communicated by telephone, direct contact, mail, email or facsimile.
- (c) It is not obligatory for the employer to display any roster of the ordinary hours of work of casual or relieving staff.
- (d) **Change in roster**
  - (i) Seven days' notice will be given of a change in a roster. However, a roster may be altered at any time to enable the service of the organisation to be carried on where another employee is absent from duty on account of illness, or in an emergency.
  - (ii) This clause will not apply where the only change to the roster of a part-time employee is the mutually agreed addition of extra hours to be worked such that the part-time employee still has four rostered days off in that fortnight or eight rostered days off in a 28 day roster cycle, as the case may be.

- (e) Where practicable, accrued days off (ADOs) will be displayed on the roster.
- (f) **Client cancellation**
  - (i) Where a client cancels or changes the rostered home care service, an employee will be provided with notice of a change in roster by 5.00 pm the day prior and in such circumstances no payment will be made to the employee. If a full-time or part-time employee does not receive such notice, the employee will be entitled to receive payment for their minimum specified hours on that day.
  - (ii) The employer may direct the employee to make-up time equivalent to the cancelled time, in that or the subsequent fortnightly period. This time may be made up working with other clients or in other areas of the employer's business providing the employee has the skill and competence to perform the work.

## 25.6 Broken shifts

This clause only applies to disability services and home care employees.

- (a) A **broken shift** means a shift worked by an employee that includes one or more breaks (other than a meal break) and where the span of hours is not more than 12 hours.
- (b) Payment for a broken shift will be at ordinary pay with penalty rates and shift allowances in accordance with clause 29—Shiftwork, with shift allowances being determined by the commencing time of the broken shift.
- (c) All work performed beyond the maximum span of 12 hours for a broken shift will be paid at double time.
- (d) An employee must receive a minimum break of 10 hours between broken shifts rostered on successive days.

## 25.7 Sleepovers

- (a) A **sleepover** means when an employee is required to sleep overnight on the employer's premises.
- (b) The span for a sleepover will be a continuous period of eight hours.
- (c) Employees will be provided with a separate room with a bed, use of staff facilities and free board and lodging for each night when the employee sleeps over.
- (d) The employee will be entitled to a sleepover allowance of 4.90% of the standard rate for each night on which they sleep over.
- (e) In the event of the employee on sleepover being required to perform work during the sleepover period, the employee will be paid for the time worked at the prescribed overtime rate with a minimum payment as for one hour worked. Where such work exceeds one hour, payment will be made at the prescribed overtime rate for the duration of the work.



- (f) An employee on sleepover will be provided with, or paid for, at least four hours' work for each instance where the employee is required. Such work will be performed immediately before or immediately after the sleepover period. The payment prescribed by 24.7(d) will be in addition to the minimum payment prescribed by this subclause.

## **25.8 24 hour care**

- (a) A **24 hour care** shift requires an employee to be available for duty in a client's home for a 24 hour period. During this period, the employee is required to provide the client with the services specified in the care plan. The employee is required to provide a total of no more than eight hours of care during this period.
- (b) The employee will normally have the opportunity to sleep during a 24 hour care shift and, where appropriate, a bed in a private room will be provided for the employee.
- (c) The employee engaged will be paid eight hours work at 155% of their appropriate rate for each 24 hour period.

## **25.9 Excursions**

Where an employee agrees to supervise clients in excursion activities involving overnight stays from home, the following provisions will apply:

### **(a) Monday to Friday excursions**

- (i) Payment at the ordinary rate of pay for time worked between the hours of 8.00 am to 6.00 pm Monday to Friday up to a maximum of 10 hours per day.
- (ii) The employer and employee may agree to accrual of time instead of overtime payment for all other hours.
- (iii) Payment of sleepover allowance in accordance with the provision of clause 25.7.

### **(b) Weekend excursions**

Where an employee involved in overnight excursion activities is required to work on a Saturday and/or Sunday, the days worked in the two week cycle, including that weekend, will not exceed 10 days.

## **26. Saturday and Sunday work**

- 26.1** Employees whose ordinary working hours include work on a Saturday and/or Sunday, will be paid for ordinary hours worked between midnight on Friday and midnight on Saturday at the rate of time and a half, and for ordinary hours worked between midnight on Saturday and midnight on Sunday at the rate of double time. These extra rates will be in substitution for and not cumulative upon the shift premiums prescribed in clause 29—Shiftwork.

- 26.2** Casual employees who work less than 38 hours per week will not be entitled to payment in addition to any casual loading in respect of their employment between midnight on Friday and midnight on Sunday.

## **27. Breaks**

### **27.1 Meal breaks**

- (a) Each employee who works in excess of five hours will be entitled to an unpaid meal break of not less than 30 minutes and not more than 60 minutes duration, to be taken at a mutually agreed time after commencing work.
- (b) Where an employee is required to work during a meal break and continuously thereafter, they will be paid overtime for all time worked until the meal break is taken.
- (c) Where an employee is required by the employer to have a meal with a client or clients as part of the normal work routine or client program, they will be paid for the duration of the meal period at the ordinary rate of pay, and clause 27.1(a) does not apply.

### **27.2 Tea breaks**

- (a) Every employee will be entitled to a paid 10 minute tea break in each four hours worked at a time to be agreed between the employer and employee.
- (b) Tea breaks will count as time worked.

## **28. Overtime and penalty rates**

### **28.1 Overtime rates**

#### **(a) Full-time employees**

A full-time employee will be paid the following payments for all work done in addition to their rostered ordinary hours on any day:

- (i) disability services, home care and day care employees—for all authorised overtime on Monday to Saturday, payment will be made at the rate of time and a half for the first two hours and double time thereafter;
- (ii) social and community services and crisis accommodation employees—for all authorised overtime on Monday to Saturday, payment will be made at the rate of time and a half for the first three hours and double time thereafter;
- (iii) for all authorised overtime on a Sunday, payment will be made at the rate of double time;
- (iv) for all authorised overtime on a public holiday, payment will be made at the rate of double time and a half; and
- (v) overtime rates under this clause will be in substitution for, and not cumulative upon, the shift premiums prescribed in clause 29—Shiftwork

and Saturday and Sunday work premiums prescribed in clause 26—  
Saturday and Sunday work.

**(b) Part-time employees**

- (i) All time worked by part-time employees in excess of 38 hours per week or 76 hours per fortnight will be paid for at the rate of time and a half for the first two hours and double time thereafter, except that on Sundays such overtime will be paid for at the rate of double time and on public holidays at the rate of double time and a half.
- (ii) All time worked by part-time employees which exceeds 10 hours per day, will be paid at the rate of time and a half for the first two hours and double time thereafter, except on Sundays when overtime will be paid for at the rate of double time, and on public holidays at the rate of double time and a half.
- (iii) Time worked up to the hours prescribed in clause 28.1(b)(ii) will not be regarded as overtime but an extension of the contract hours for that day and will be paid for at the ordinary rate of pay.

**28.2 Time off instead of payment for overtime**

By mutual agreement, an employee may be compensated by way of time off instead of payment of overtime (time for time) on the following basis:

- (a) time off instead of payment for overtime must be taken at ordinary rates within three months of it being accrued;
- (b) where it is not possible for an employee to take the time off instead of payment for overtime within the three month period, it is to be paid out at the appropriate overtime rate based on the rates of pay applying at the time payment is made; and
- (c) an employee cannot be compelled to take time off instead of payment for overtime.

**28.3 Rest period after overtime**

- (a) An employee, other than a casual, who works so much overtime between the termination of their ordinary work on any day or shift and the commencement of their ordinary work on the next day or shift that they have not had at least 10 consecutive hours off duty between those times, will be released after completion of such overtime until they have had 10 consecutive hours off duty without loss of pay for rostered ordinary hours occurring during such absence.
- (b) If, on the instructions of the employer, such an employee resumes or continues work without having had 10 consecutive hours off duty, they will be paid at the rate of double time until they are released from duty for such rest period and they will then be entitled to be absent until they have had 10 consecutive hours off duty without loss of pay for rostered ordinary hours occurring during such absence.

**28.4 Recall to work overtime**

An employee recalled to work overtime after leaving the employer's or client's premises will be paid for a minimum of two hours' work at the appropriate rate for each time so recalled. If the work required is completed in less than two hours the employee will be released from duty.

**28.5 Rest break during overtime**

- (a) An employee recalled to work overtime after leaving the employer's or client's premises and who is required to work for more than four hours will be allowed 20 minutes for the partaking of a meal and a further 20 minutes after each subsequent four hours' overtime; all such time will be counted as time worked.
- (b) The meals referred to in clause 28.5(a) will be allowed to the employee free of charge. Where the employer is unable to provide such meals, a meal allowance, as prescribed in clause 20.3, will be paid to the employee concerned.

**29. Shiftwork**

**29.1 Engagement in shiftwork**

Where an employer wishes to engage an employee in shiftwork, the employer will advise the employee in writing, specifying the period over which the shift is ordinarily worked.

**29.2 Definitions**

- (a) **Day shift** means any shift that commences earlier than 12 noon and finishes at or before 7.00 pm.
- (b) **Afternoon shift** means any shift which finishes after 8.00 pm and at or before 12 midnight Monday to Friday.
- (c) **Night shift** means any shift which finishes after 12 midnight or commences before 6.00 am Monday to Friday.
- (d) A **public holiday shift** means any time worked between midnight on the night prior to the public holiday and midnight of the public holiday.

**29.3 Shift allowances and penalty rates**

- (a) An employee who works an afternoon shift will be paid a loading of 12.5% of their ordinary rate of pay for the whole of such shift.
- (b) An employee who works a night shift will be paid a loading of 15% of their ordinary rate of pay for the whole of such shift.
- (c) An employee who works a public holiday shift will be paid a loading of 150% of their ordinary rate of pay for that part of such shift which is on the public holiday.

**29.4 Shifts are to be worked in one continuous block of hours that may include meal breaks and sleepover.**

### **30. Higher duties**

**30.1** A home care employee engaged in any duties carrying a higher wage rate than the classification in which they are ordinarily employed in any one day or shift will be paid at the higher wage rate as follows:

- (a) for two hours or less—the time so worked; or
- (b) where the time so worked exceeds two hours—a full day or shift.

**30.2** All other employees who are called upon to perform the duties of another employee in a higher classification under this award for a period of five consecutive working days or more will be paid for the period for which duties are assumed at a rate not less than the minimum rate prescribed for the classification applying to the employee so relieved.

## **Part 6—Leave and Public Holidays**

### **31. Annual leave**

**31.1** Annual leave is provided for in the NES. This clause contains additional provisions.

#### **31.2 Quantum of leave**

For the purpose of the NES, a shiftworker is an employee who works for more than four ordinary hours on 10 or more weekends and is entitled to an additional week's annual leave on the same terms and conditions.

#### **31.3 Annual leave loading**

- (a) In addition to their ordinary pay, an employee, other than a shiftworker, will be paid an annual leave loading of 17.5% of their ordinary rate of pay.
- (b) Shiftworkers, in addition to their ordinary pay, will be paid the higher of:
  - (i) an annual leave loading of 17.5% of their ordinary rate of pay; or
  - (ii) the weekend and shift penalties the employee would have received had they not been on leave during the relevant period.

### **32. Personal/carer's leave and compassionate leave**

Personal/carer's leave and compassionate leave are provided for in the NES.

### **33. Community service leave**

Community service leave is provided for in the NES.

**34. Public holidays**

**34.1** Public holidays are provided for in the NES. This clause contains additional provisions.

**34.2 Payment for working on a public holiday**

- (a) An employee required to work on a public holiday will be paid double time and a half of their ordinary rate of pay for all time worked.
- (b) Payments under this clause are instead of any additional rate for shift or weekend work which would otherwise be payable had the shift not been a public holiday.

**35. Ceremonial leave**

An employee who is legitimately required by Aboriginal tradition to be absent from work for Aboriginal ceremonial purposes will be entitled to up to 10 working days' unpaid leave in any one year, with the approval of the employer.

## **Schedule A—Transitional Provisions**

### **A.1 General**

**A.1.1** The provisions of this schedule deal with minimum obligations only.

**A.1.2** The provisions of this schedule are to be applied:

- (a) when there is a difference, in money or percentage terms, between a provision in a relevant transitional minimum wage instrument (including the transitional default casual loading) or award-based transitional instrument on the one hand and an equivalent provision in this award on the other;
- (b) when a loading or penalty in a relevant transitional minimum wage instrument or award-based transitional instrument has no equivalent provision in this award;
- (c) when a loading or penalty in this award has no equivalent provision in a relevant transitional minimum wage instrument or award-based transitional instrument; or
- (d) when there is a loading or penalty in this award but there is no relevant transitional minimum wage instrument or award-based transitional instrument.

### **A.2 Minimum wages – existing minimum wage lower**

**A.2.1** The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:

- (a) was obliged,
- (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or
- (c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by a transitional minimum wage instrument and/or an award-based transitional instrument to pay a minimum wage lower than that in this award for any classification of employee.

**A.2.2** In this clause minimum wage includes:

- (a) a minimum wage for a junior employee, an employee to whom training arrangements apply and an employee with a disability;
- (b) a piecework rate; and
- (c) any applicable industry allowance.

**A.2.3** Prior to the first full pay period on or after 1 July 2011 the employer must pay no less than the minimum wage in the relevant transitional minimum wage instrument and/or award-based transitional instrument for the classification concerned.

**A.2.4** The difference between the minimum wage for the classification in this award and the minimum wage in clause A.2.3 is referred to as the transitional amount.

- A.2.5** From the following dates the employer must pay no less than the minimum wage for the classification in this award minus the specified proportion of the transitional amount:

**First full pay period on or after**

1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

- A.2.6** The employer must apply any increase in minimum wages in this award resulting from an annual wage review.

- A.2.7** These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

**A.3 Minimum wages – existing minimum wage higher**

- A.3.1** The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:

- (a) was obliged,
- (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or
- (c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by a transitional minimum wage instrument and/or an award-based transitional instrument to pay a minimum wage higher than that in this award for any classification of employee.

- A.3.2** In this clause minimum wage includes:

- (a) a minimum wage for a junior employee, an employee to whom training arrangements apply and an employee with a disability;
- (b) a piecework rate; and
- (c) any applicable industry allowance.

- A.3.3** Prior to the first full pay period on or after 1 July 2011 the employer must pay no less than the minimum wage in the relevant transitional minimum wage instrument and/or award-based transitional instrument for the classification concerned.

- A.3.4** The difference between the minimum wage for the classification in this award and the minimum wage in clause A.3.3 is referred to as the transitional amount.



- A.3.5** From the following dates the employer must pay no less than the minimum wage for the classification in this award plus the specified proportion of the transitional amount:

**First full pay period on or after**

1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

- A.3.6** The employer must apply any increase in minimum wages in this award resulting from an annual wage review. If the transitional amount is equal to or less than any increase in minimum wages resulting from the 2010 annual wage review the transitional amount is to be set off against the increase and the other provisions of this clause will not apply.

- A.3.7** These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

**A.4 Loadings and penalty rates**

For the purposes of this schedule loading or penalty means a:

- casual or part-time loading;
- Saturday, Sunday, public holiday, evening or other penalty;
- shift allowance/penalty.

**A.5 Loadings and penalty rates – existing loading or penalty rate lower**

- A.5.1** The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:

- (a) was obliged,
- (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or
- (c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by the terms of a transitional minimum wage instrument or an award-based transitional instrument to pay a particular loading or penalty at a lower rate than the equivalent loading or penalty in this award for any classification of employee.

- A.5.2** Prior to the first full pay period on or after 1 July 2010 the employer must pay no less than the loading or penalty in the relevant transitional minimum wage instrument or award-based transitional instrument for the classification concerned.

- A.5.3** The difference between the loading or penalty in this award and the rate in clause A.5.2 is referred to as the transitional percentage.

- A.5.4** From the following dates the employer must pay no less than the loading or penalty in this award minus the specified proportion of the transitional percentage:

**First full pay period on or after**

1 July 2010	80%
1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

- A.5.5** These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

**A.6 Loadings and penalty rates – existing loading or penalty rate higher**

- A.6.1** The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:

- (a) was obliged,
- (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or
- (c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by the terms of a transitional minimum wage instrument or an award-based transitional instrument to pay a particular loading or penalty at a higher rate than the equivalent loading or penalty in this award, or to pay a particular loading or penalty and there is no equivalent loading or penalty in this award, for any classification of employee.

- A.6.2** Prior to the first full pay period on or after 1 July 2010 the employer must pay no less than the loading or penalty in the relevant transitional minimum wage instrument or award-based transitional instrument.

- A.6.3** The difference between the loading or penalty in this award and the rate in clause A.6.2 is referred to as the transitional percentage. Where there is no equivalent loading or penalty in this award, the transitional percentage is the rate in A.6.2.

- A.6.4** From the following dates the employer must pay no less than the loading or penalty in this award plus the specified proportion of the transitional percentage:

**First full pay period on or after**

1 July 2010	80%
1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

- A.6.5** These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

**A.7 Loadings and penalty rates – no existing loading or penalty rate**

**A.7.1** The following transitional arrangements apply to an employer not covered by clause A.5 or A.6 in relation to a particular loading or penalty in this award.

**A.7.2** Prior to the first full pay period on or after 1 July 2010 the employer need not pay the loading or penalty in this award.

**A.7.3** From the following dates the employer must pay no less than the following percentage of the loading or penalty in this award:

**First full pay period on or after**

1 July 2010	20%
1 July 2011	40%
1 July 2012	60%
1 July 2013	80%

**A.7.4** These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

## **Schedule B—Classification Definitions—Social and Community Services Employees**

### **B.1 Social and community services employee level 1**

#### **B.1.1 Characteristics of the level**

- (a) A person employed as a Social and community services employee level 1 works under close direction and undertakes routine activities which require the practical application of basic skills and techniques. They may include the initial recruit who may have limited relevant experience.
- (b) General features of work in this level consist of performing clearly defined activities with outcomes being readily attainable. Employees' duties at this level will be closely monitored with instruction and assistance being readily available.
- (c) Freedom to act is limited by standards and procedures. However, with experience, employees at this level may have sufficient freedom to exercise judgment in the planning of their own work within those confines.
- (d) Positions at this level will involve employees in extensive on-the-job training including familiarisation with the goals and objectives of the workplace.
- (e) Employees will be responsible for the time management of their work and required to use basic numeracy, written and verbal communication skills.
- (f) Supervision of other staff or volunteers is not a feature at this level. However, an experienced employee may have technical oversight of a minor work activity.
- (g) At this level, employers are expected to offer substantial internal and/or external training.

#### **B.1.2 Responsibilities**

A position at this level may include some of the following inputs or those of a similar value:

- (a) undertake routine activities of a clerical and/or support nature;
- (b) undertake straightforward operation of keyboard equipment including data input and word processing at a basic level;
- (c) provide routine information including general reception and telephonist duties;
- (d) provide general stenographic duties;
- (e) apply established practices and procedures;
- (f) undertake routine office duties involving filing, recording, checking and batching of accounts, invoices, orders, stores requisitions and maintenance of an existing records system.

### **B.1.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

**(a) Skills, knowledge, experience, qualifications and/or training**

- (i)** developing knowledge of the workplace function and operation;
- (ii)** basic knowledge of administrative practices and procedures relevant to the workplace;
- (iii)** a developing knowledge of work practices and policies of the relevant work area;
- (iv)** basic numeracy, written and verbal communication skills relevant to the work area;
- (v)** at this level employers are required to offer substantial on-the-job training.

**(b) Organisational relationships**

Work under direct supervision.

**(c) Extent of authority**

- (i)** Work outcomes are clearly monitored.
- (ii)** Freedom to act is limited by standards and procedures.
- (iii)** Solutions to problems are found in established procedures and instructions with assistance readily available.
- (iv)** Project completion according to instructions and established procedures.
- (v)** No scope for interpretation.

## **B.2 Social and community services employee level 2**

### **B.2.1 Characteristics of the level**

- (a)** A person employed as a Social and community services employee level 2 will work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge.
- (b)** General features at this level consist of performing functions which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.
- (c)** Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.

- (d) Employees will be responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers. Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.
- (e) Employees who have completed an appropriate certificate and are required to undertake work related to that certificate will be appointed to this level.
- (f) Employees who have completed an appropriate diploma and are required to undertake work related to the diploma will commence at the second pay point of this level and will advance after 12 full-time equivalent months' satisfactory service.

### **B.2.2 Responsibilities**

A position at this level may include some of the following:

- (a) undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;
- (b) achieve outcomes which are clearly defined;
- (c) respond to enquiries;
- (d) assist senior employees with special projects;
- (e) prepare cash payment summaries, banking reports and bank statements, post journals to ledger etc. and apply purchasing and inventory control requirements;
- (f) perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;
- (g) provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work;
- (h) perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients;
- (i) assist in calculating and maintaining wage and salary records;
- (j) assist with administrative functions.

### **B.2.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

- (a) **Skills, knowledge, experience, qualification and/or training**
  - (i) basic skills in oral and written communication with clients and other members of the public;
  - (ii) knowledge of established work practices and procedures relevant to the workplace;

- (iii) knowledge of policies relating to the workplace;
- (iv) application of techniques relevant to the workplace;
- (v) developing knowledge of statutory requirements relevant to the workplace;
- (vi) understanding of basic computing concepts.

**(b) Prerequisites**

- (i) an appropriate certificate relevant to the work required to be performed;
- (ii) will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;
- (iii) appropriate on-the-job training and relevant experience; or
- (iv) entry point for a diploma without experience.

**(c) Organisational relationships**

- (i) work under regular supervision;
- (ii) provide limited guidance to a limited number of lower classified employees.

**(d) Extent of authority**

- (i) work outcomes are monitored;
- (ii) have freedom to act within established guidelines;
- (iii) solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.

### **B.3 Social and community services employee level 3**

#### **B.3.1 Characteristics of this level**

- (a) A person employed as a Social and community services employee level 3 will work under general direction in the application of procedures, methods and guidelines which are well established.
- (b) General features of this level involve solving problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees. Employees may receive instruction on the broader aspects of the work. In addition, employees may provide assistance to lower classified employees.
- (c) Positions at this level allow employees the scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

- (d) At this level, employees may be required to supervise lower classified staff or volunteers in their day-to-day work. Employees with supervisory responsibilities may undertake some complex operational work and may undertake planning and co-ordination of activities within a clearly defined area of the organisation.
- (e) Employees will be responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.
- (f) Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training. They may be required to supervise more than one component of the work program of the organisation.
- (g) Graduates with a three year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 2. Graduates with a four year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 3.

### **B.3.2 Responsibilities**

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- (a) undertake responsibility for various activities in a specialised area;
- (b) exercise responsibility for a function within the organisation;
- (c) allow the scope for exercising initiative in the application of established work procedures;
- (d) assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of such an employee within the workplace;
- (e) provide secretarial and/or administrative support requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work;
- (f) assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee;
- (g) proficient in the operation of the computer to enable modification and/or correction of computer software systems or packages and/or identification problems. This level could include systems administrators in small to medium sized organisations whose responsibility includes the security/integrity of the system;
- (h) apply computing programming knowledge and skills in systems development, maintenance and implementation under direction of a senior employee;
- (i) supervise a limited number of lower classified employees or volunteers;



- (j) allow the scope for exercising initiative in the application of established work procedures;
- (k) deliver single stream training programs;
- (l) co-ordinate elementary service programs;
- (m) provide assistance to senior employees;
- (n) where prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
  - (i) undertake some minor phase of a broad or more complex assignment;
  - (ii) perform duties of a specialised nature;
  - (iii) provide a range of information services;
  - (iv) plan and co-ordinate elementary community-based projects or programs;
  - (v) perform moderately complex functions including social planning, demographic analysis, survey design and analysis.

### **B.3.3 Requirements of the job**

Some or all of the following are needed to perform work at this level:

- (a) **Skills, knowledge, experience, qualifications and/or training**
  - (i) thorough knowledge of work activities performed within the workplace;
  - (ii) sound knowledge of procedural/operational methods of the workplace;
  - (iii) may utilise limited professional or specialised knowledge;
  - (iv) working knowledge of statutory requirements relevant to the workplace;
  - (v) ability to apply computing concepts.
- (b) **Prerequisites**
  - (i) entry level for a relevant three year degree—pay point 2;
  - (ii) entry level for a relevant four year degree—pay point 3;
  - (iii) associate diploma with relevant experience; or
  - (iv) relevant certificate with relevant experience, or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.
- (c) **Organisational relationships**
  - (i) graduates work under direct supervision;
  - (ii) works under general supervision;
  - (iii) operate as member of a team;

- (iv) supervision of other employees.
- (d) **Extent of authority**
  - (i) graduates receive instructions on the broader aspects of the work;
  - (ii) freedom to act within defined established practices;
  - (iii) problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

## **B.4 Social and community services employee level 4**

### **B.4.1 Characteristics of this level**

- (a) A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- (b) General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- (c) Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- (d) Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- (e) Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- (f) Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

### **B.4.2 Responsibilities**

To contribute to the operational objectives of the workplace, a position at this level may include some of the following:

- (a) undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- (b) perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- (c) identification of specific or desired performance outcomes;

- (d) contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- (e) expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- (f) although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- (g) provide administrative support of a complex nature to senior employees;
- (h) exercise responsibility for various functions within a work area;
- (i) provide assistance on grant applications including basic research or collection of data;
- (j) undertake a wide range of activities associated with program activity or service delivery;
- (k) develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- (l) undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- (m) apply computer programming knowledge and skills in systems development, maintenance and implementation;
- (n) provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- (o) where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
  - (i) liaise with other professionals at a technical/professional level;
  - (ii) discuss techniques, procedures and/or results with clients on straight forward matters;
  - (iii) lead a team within a specialised project;
  - (iv) provide a reference, research and/or technical information service;
  - (v) carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
  - (vi) perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
  - (vii) assist senior employees with the planning and co-ordination of a community program of a complex nature.

#### **B.4.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

**(a) Skills, knowledge, experience, qualifications and/or training**

- (i) knowledge of statutory requirements relevant to work;
- (ii) knowledge of organisational programs, policies and activities;
- (iii) sound discipline knowledge gained through experience, training or education;
- (iv) knowledge of the role of the organisation and its structure and service;
- (v) specialists require an understanding of the underlying principles in the discipline.

**(b) Prerequisites**

- (i) relevant four year degree with one years relevant experience;
- (ii) three year degree with two years of relevant experience;
- (iii) associate diploma with relevant experience;
- (iv) lesser formal qualifications with substantial years of relevant experience;  
or
- (v) attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,

**(c)** Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.

**(d)** Employees working as sole employees will commence at this level.

**(e) Organisational relationships**

- (i) works under general direction;
- (ii) supervises other staff and/or volunteers or works in a specialised field.

**(f) Extent of authority**

- (i) required to set outcomes within defined constraints;
- (ii) provides specialist technical advice;
- (iii) freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;

- (iv) solutions to problems generally found in precedents, guidelines or instructions;
- (v) assistance usually available.

## **B.5 Social and community services employee level 5**

### **B.5.1 Characteristics of the level**

- (a) A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- (b) Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- (c) General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- (d) Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- (e) Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.
- (f) Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

### **B.5.2 Responsibilities**

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- (a) responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- (b) undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;
- (c) undertake a minor phase of a broader or more complex professional assignment;
- (d) assist with the preparation of or prepare organisation or program budgets in liaison with management;

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- (e) set priorities and monitor work flow in the areas of responsibility;
- (f) provide expert advice to employees classified at lower levels and/or volunteers;
- (g) exercise judgment and initiative where procedures are not clearly defined;
- (h) understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- (i) monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- (j) undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation
- (k) undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;
- (l) operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;
- (m) undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- (n) plan, co-ordinate, implement and administer the activities and policies including preparation of budget;
- (o) develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- (p) plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- (q) where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
  - (i) under general direction undertake a variety of tasks of a specialised and/or detailed nature;
  - (ii) exercise professional judgment within prescribed areas;
  - (iii) carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
  - (iv) provide reports on progress of program activities including recommendations;
  - (v) exercise a high level of interpersonal skills in dealing with the public and other organisations;
  - (vi) plan, develop and operate a community service organisation of a moderately complex nature.

### **B.5.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

**(a) Skills, knowledge, experience, qualifications and/or training**

- (i)** knowledge of organisational programs, policies and activities;
- (ii)** sound discipline knowledge gained through experience;
- (iii)** knowledge of the role of the organisation, its structure and services.

**(b) Prerequisites**

- (i)** relevant degree with relevant experience;
- (ii)** associate diploma with substantial experience;
- (iii)** qualifications in more than one discipline;
- (iv)** less formal qualifications with specialised skills sufficient to perform at this level; or
- (v)** attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

**(c) Organisational relationships**

- (i)** work under general direction;
- (ii)** supervise other employees and/or volunteers.

**(d) Extent of authority**

- (i)** exercise a degree of autonomy;
- (ii)** control projects and/or programs;
- (iii)** set outcomes for lower classified staff;
- (iv)** establish priorities and monitor work flow in areas of responsibility;
- (v)** solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

## **B.6 Social and community services employee level 6**

### **B.6.1 Characteristics of the level**

- (a)** A person employed as a Social and community services employee level 6 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- (b)** General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be

involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.

- (c) Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.
- (d) Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.
- (e) Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.

#### **B.6.2 Responsibilities**

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- (a) undertake significant projects and/or functions involving the use of analytical skills;
- (b) undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;
- (c) exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;
- (d) undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;
- (e) negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- (f) provide advice on matters of complexity within the work area and/or specialised area;



- (g) control and co-ordinate a work area or a larger organisation within budgetary constraints;
- (h) exercise autonomy in establishing the operation of the work area;
- (i) provide a consultancy service for a range of activities and/or to a wide range of clients;
- (j) where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
  - (i) provide support to a range of activities or programs;
  - (ii) control and co-ordinate projects;
  - (iii) contribute to the development of new procedures and methodology;
  - (iv) provide expert advice and assistance relevant to the work area;
  - (v) supervise/manage the operation of a work area and monitor work outcomes;
  - (vi) supervise on occasions other specialised staff;
  - (vii) supervise/manage the operation of a discrete element which is part of a larger organisation;
  - (viii) provide consultancy services for a range of activities.

### **B.6.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

- (a) **Skills, knowledge, experience, qualification and/or training**
  - (i) comprehensive knowledge of organisation policies and procedures;
  - (ii) specialist skills and/or supervision/management abilities exercised within a multi disciplinary or major single function operation;
  - (iii) specialist knowledge gained through experience, training or education;
  - (iv) appreciation of the long term goals of the organisation;
  - (v) detailed knowledge of program activities and work practices relevant to the work area;
  - (vi) knowledge of organisation structures and functions;
  - (vii) comprehensive knowledge of requirements relevant to the discipline.
- (b) **Prerequisites**
  - (i) degree with substantial experience;
  - (ii) post graduate qualification;
  - (iii) associate diploma with substantial experience;

- (iv) attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.
- (c) **Organisational relationships**
  - (i) works under limited direction from senior employees of the Committee of Management or Board;
  - (ii) supervision of staff.
- (d) **Extent of authority**
  - (i) exercise a degree of autonomy;
  - (ii) may manage a work area or medium to large organisation or multi-worksite organisation;
  - (iii) has significant delegated authority;
  - (iv) selection of methods and techniques based on sound judgment;
  - (v) manage significant projects and/or functions;
  - (vi) solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.

## **B.7 Social and community services employee level 7**

### **B.7.1 Characteristics of the level**

- (a) A person employed as a Community services employee level 7 will operate under limited direction and exercise managerial responsibility for various functions within a section and/or organisation or operate as a specialist, a member of a specialised professional team or independently.
- (b) General features at this level require employees' involvement in establishing operational procedures which impact on activities undertaken and outcomes achieved by the organisation and/or activities undertaken by sections of the community served by the organisation.
- (c) Employees are involved in the formation/establishment of programs, the procedures and work practices within the organisation and will be required to provide assistance to other employees and/or sections.
- (d) Positions at this level will demand responsibility for decision-making and the provision of expert advice to other areas of the organisation. Employees would be expected to undertake the control and co-ordination of the organisation and major work initiatives. Employees require a good understanding of the long term goals of the organisation.
- (e) In addition, positions at this level may be identified by the level of responsibility for decision-making, the exercise of judgment and delegated authority and the provision of expert advice.

- (f) The management of staff is normally a feature at this level. Employees are required to set outcomes in relation to the organisation and may be required to negotiate matters on behalf of the organisation.

#### **B.7.2 Responsibilities**

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- (a) undertake managerial or specialised functions under a wide range of conditions to achieve results in line with divisional/corporate goals;
- (b) exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single discipline or multi-discipline operation;
- (c) develop work practices and procedures for various projects;
- (d) establish work area outcomes;
- (e) prepare budget submissions for senior officers and/or the organisation;
- (f) develop and implement significant operational procedures;
- (g) review operations to determine their effectiveness;
- (h) develop appropriate methodology and apply proven techniques in providing specialised services
- (i) where prime responsibility lies in a professional field an officer at this level:
  - (i) controls and co-ordinates projects/programs within an organisation in accordance with corporate goals;
  - (ii) provides a consultancy service to a wide range of clients;
  - (iii) functions may involve complex professional problem solving;
  - (iv) provides advice on policy method and contributes to its development.

#### **B.7.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

- (a) **Skills, knowledge, experience, qualification and/or training**
  - (i) comprehensive knowledge of policies and procedures;
  - (ii) application of a high level of discipline knowledge;
  - (iii) qualifications are generally beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience;
  - (iv) lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard; or

- (v) a combination of experience, expertise and competence sufficient to perform the duties required at this level.
- (b) Organisational relationships**
  - (i) works under limited direction;
  - (ii) normally supervises other employees and establishes and monitors work outcomes.
- (c) Extent of authority**
  - (i) may manage section or organisation;
  - (ii) has significant delegated authority;
  - (iii) selection of methods and techniques based on sound judgment (guidance not always readily available within the organisation). Decisions and actions taken at this level may have significant effect on program/project/work areas being managed.

## **B.8 Social and community services employee level 8**

### **B.8.1 Characteristics of this level**

- (a) A person employed as a Social and community services employee level 8 is subject to broad direction from senior officers and will exercise managerial responsibility for the organisation's relevant activity. In addition, employees may operate as a senior specialist providing multi-functional advice to either various departments or directly to the organisation.
- (b) A person employed as a Social and community services employee level 8 will be subject to broad direction from management/the employer and will exercise managerial responsibility for an organisation. In addition, employees may operate as a senior specialist providing multi-functional advice to other professional employees, the employer, Committee or Board of Management.
- (c) General features of this level require the employee's involvement in the initiation and formulation of extensive projects or programs which impact on the organisation's goals and objectives. Employees are involved in the identification of current and future options and the development of strategies to achieve desired outcomes.
- (d) Additional features include providing financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation and/or about external organisations such as government policy.
- (e) In addition, employees will be required to develop and implement techniques, work practices and procedures in all facets of the work area.
- (f) Employees at this level require a high level of proficiency in the application of theoretical approaches in the search of optimal solutions to new problems and opportunities which may be outside of the original field of specialisation.
- (g) Positions at this level will demand responsibility for decision-making within the constraints of organisational policy and require the employees to provide

advice and support to all facets of the organisation. Employees will have significant impact upon policies and programs and will be required to provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs.

- (h) Positions at this level may be identified by the significant independence of action within the constraints of organisational policy.

### **B.8.2 Responsibilities**

A position at this level may include some of or similar responsibilities to:

- (a) undertake work of significant scope and complexity. A major portion of the work requires initiative;
- (b) undertake duties of innovative, novel and/or critical nature with little or no professional direction;
- (c) undertake functions across a range of administrative, specialist or operational areas which include specific programs or activities, management of services delivery and the provision of high level advice;
- (d) provide authoritative specialist advice on policy matters and contribute to the development and review of policies, both internal and external;
- (e) manage extensive programs or projects in accordance with organisational goals. This may require the development, implementation and evaluation of those goals;
- (f) administer complex policy and program matters;
- (g) may offer consultancy service;
- (h) evaluate and develop/revise methodology techniques with the organisation. The application of high level analytical skills in the attainment and satisfying of organisational objectives;
- (i) where the prime responsibility is in a specialised field, employees at this level would undertake at least some of the following:
  - (i) contribute to the development of operational policy;
  - (ii) assess and review the standards of work of other specialised personnel/external consultants;
  - (iii) initiate and formulate organisational programs;
  - (iv) implement organisational objectives within corporate goals;
  - (v) develop and recommend ongoing plans and programs.

**B.8.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

**(a) Skills, knowledge, experience, qualification and/or training**

- (i) detailed knowledge of policy, programs, guidelines, procedures and practices of the organisation and external bodies;
- (ii) detailed knowledge of statutory requirements.

**(b) Prerequisites**

- (i) qualifications are generally beyond those normally acquired through a degree course and experience in the field of specialist expertise;
- (ii) substantial post graduate experience;
- (iii) lesser formal qualifications and the acquisition of considerable skills and extensive and diverse experience relative to an equivalent standard; or
- (iv) attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties of the position.

## **Schedule C—Classification Definitions—Crisis Accommodation Employees**

### **C.1 Crisis accommodation employee level 1**

#### **C.1.1 Characteristics of this level**

- (a) A person employed as a Crisis accommodation employee level 1 will work under general direction in the application of procedures, methods and guidelines that are well established. They would have obtained organisation or industry specific knowledge sufficient for them to give advice and/or information.
- (a) General features of this level involve solving problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees.
- (b) Positions at this level allow employees the scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.
- (c) Employees will be responsible for managing and planning their own work.
- (d) Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training. They may be required to supervise more than one component of the work program of the organisation.
- (e) Graduates with a four year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 2.

#### **C.1.2 Responsibilities**

A position at this level may include some of the following:

- (a) undertake responsibility for various activities in a specialised area;
- (b) exercise responsibility for a function within the organisation;
- (c) allow the scope for exercising initiative in the application of established work procedures;
- (d) assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of such an employee within the workplace;
- (e) assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee;

- (f) proficient in the operation of the computer to enable modification and/or correction of computer software systems or packages and/or identification of problems;
- (g) apply computing programming knowledge and skills in systems development, maintenance and implementation under direction of a senior employee;
- (h) supervise a limited number of volunteers;
- (i) allow the scope for exercising initiative in the application of established work procedures;
- (j) implement elementary service programs;
- (k) provide assistance to senior employees;
- (l) where prime responsibility lies in a specialised field, employees at this level will undertake at least some of the following:
  - (i) undertake some minor phase of a broad or more complex assignment;
  - (ii) perform duties of a specialised nature;
  - (iii) provide a range of information services;
  - (iv) plan and implement elementary community-based projects or programs;
  - (v) perform moderately complex functions including social planning, demographic analysis, survey design and analysis.

### **C.1.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

- (a) **Skills, knowledge, experience, qualifications and/or training**
  - (i) thorough knowledge of work activities performed within the organisation;
  - (ii) sound knowledge of procedural methods of the organisation;
  - (iii) may utilise professional or specialised knowledge;
  - (iv) working knowledge of guidelines or statutory requirements relevant to the organisation;
  - (v) ability to apply computing concepts.
- (b) **Prerequisites**
  - (i) entry level three year degree: the entry level for holders of a relevant three year degree or equivalent, will be pay point 2;
  - (ii) entry levels four year degree: the entry level for holders of a relevant four year degree will be pay point 3;
  - (iii) associate diploma with experience;



- (iv) Advanced Certificate in Community Services with experience or its equivalent; or
  - (v) attained through previous appointments, service and/or study an equivalent level of expertise and experience to undertake the range of activities required.
- (c) **Organisational relationships**
  - (i) works under general direction;
  - (ii) operate as a member of a team;
  - (iii) supervision of volunteers.
- (d) **Extent of authority**
  - (i) receive instructions on the broader aspects of the work;
  - (ii) freedom to act within defined established practices; that is, freedom to arrange work in a manner the employee feels most comfortable with provided there is no change to defined established work practices;
  - (iii) may set outcomes or objectives for specific projects;
  - (iv) problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

## **C.2 Crisis accommodation employee level 2**

### **C.2.1 Characteristics of this level**

- (a) A person employed as a Crisis accommodation employee level 2 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- (b) General features at this level require the application of knowledge and skills, which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- (c) Positions may involve a range of work functions, which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- (d) Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed within a function or a number of work areas.
- (e) Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.

- (f) Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

### **C.2.2 Responsibilities**

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- (a) undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- (b) perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- (c) identification of specific or desired performance outcomes;
- (d) contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- (e) expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- (f) although still under general direction, there is a greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- (g) provide administrative support of a complex nature to senior employees;
- (h) exercise responsibility for various functions within a work area;
- (i) provide assistance to a more senior employee in planning, co-ordinating, implementing and administering the activities and policies including preparation of budgets;
- (j) provide assistance on grant applications including basic research or collection of data;
- (k) undertake a wide range of activities and policies including preparation of budgets;
- (l) case manage clients under supervision;
- (m) develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- (n) undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- (o) apply computer programming knowledge and skills in systems development, maintenance and implementation;
- (p) provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;

- (q)** where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
  - (i)** liaise with other professionals at a technical/professional level;
  - (ii)** discuss techniques, procedures and/or results with clients on straight forward matters;
  - (iii)** lead a team within a specialised project;
  - (iv)** provide a reference, research and/or technical information service;
  - (v)** carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
  - (vi)** perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
  - (vii)** assist senior employees with the planning and co-ordination of a community program of a complex nature.

### **C.2.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

- (a) Skills, knowledge, experience, qualifications and/or training**
  - (i)** knowledge of statutory requirements relevant to work;
  - (ii)** knowledge of organisation policies and activities;
  - (iii)** knowledge of the role of the organisation and its services and/or functions;
  - (iv)** specialists require an understanding of the underlying principles in the discipline;
  - (v)** sound discipline knowledge gained through previous experience, training or education.
- (b) Prerequisites**
  - (i)** relevant four year degree with two years relevant experience;
  - (ii)** three year degree with three years of relevant experience;
  - (iii)** associate diploma with relevant experience;
  - (iv)** lesser formal qualifications with substantial years of relevant experience;  
or
  - (v)** attained through previous appointments, service and/or study an equivalent level of expertise and experience to undertake a range of activities.

- (c) employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level;
- (d) employees working as sole employees will commence no lower than this level.
- (e) **Organisational relationships**
  - (i) works under general direction;
  - (ii) supervises other staff and/or volunteers or works in a specialised field.
- (f) **Extent of authority**
  - (i) required to set outcomes within defined constraints;
  - (ii) provides specialist technical advice;
  - (iii) freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
  - (iv) solutions to problems generally found in precedents, guidelines or instructions. Assistance usually available.

### **C.3 Crisis accommodation employee level 3**

#### **C.3.1 Characteristics of the level**

- (a) A person employed as a Crisis accommodation employee level 3 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- (b) Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- (c) General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- (d) Positions at this level demand the application of knowledge, which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility.
- (e) Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.

- (f) Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

### **C.3.2 Responsibilities**

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- (a) responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- (b) undertake responsibility for a complex project, including planning, co-ordination, implementation and administration;
- (c) assist with the preparation of or prepare organisation or program budgets;
- (d) set priorities and monitor work flow in the areas of responsibility;
- (e) provide expert advice to employees classified at lower levels and/or volunteers;
- (f) exercise judgment and initiative where procedures are not clearly defined;
- (g) understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- (h) monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- (i) undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation;
- (j) undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;
- (k) operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;
- (l) undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- (m) plan, co-ordinate, implement and administer the activities and policies which may include preparation of budget;
- (n) develop, plan and supervise the implementation of educational and/or developmental programs for clients or community;
- (o) case management of clients.

### **C.3.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

**(a) Skills, knowledge, experience, qualifications and/or training:**

- (i) knowledge of organisational programs, policies and activities;
- (ii) sound discipline knowledge gained through experience;
- (iii) knowledge of the role of the organisation, its structure and services.

**(b) Prerequisites**

- (i) relevant degree with relevant experience;
- (ii) associate diploma with substantial experience;
- (iii) qualifications in more than one discipline;
- (iv) less formal qualifications with specialised skills sufficient to perform at this level; or
- (v) attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

**(c) Organisational relationships**

Supervise other employees and/or volunteers.

**(d) Extent of authority**

- (i) exercise a degree of autonomy;
- (ii) control projects and/or programs;
- (iii) set outcomes for lower classified staff;
- (iv) establish priorities and monitor work flow in areas of responsibility;
- (v) solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

## **C.4 Crisis accommodation employee level 4**

### **C.4.1 Characteristics of the level**

- (a) A person employed as a Crisis accommodation employee level 4 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- (b) General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at

this level will be expected to contribute to management of the organisation or a section thereof, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.

- (c) Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.
- (d) Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this level may be identified by impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.
- (e) Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.
- (f) Graduates required to perform duties relevant to their qualification and undertake work related to the responsibilities under this level will commence at no lower than pay point 2.

#### **C.4.2 Responsibilities**

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- (a) undertake significant projects and/or functions involving the use of analytical skills;
- (b) undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;
- (c) exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation; provide advice on matters of complexity within the work area and/or specialised area;
- (d) undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;

- (e) negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- (f) control and co-ordinate a work area or a larger organisation within budgetary constraints;
- (g) exercise autonomy in establishing the operation of the work area;
- (h) plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- (i) provide a consultancy service for a range of activities and/or to a wide range of clients;
- (j) where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
  - (i) provide support to a range of activities or programs;
  - (ii) control and co-ordinate projects;
  - (iii) contribute to the development of new procedures and methodology;
  - (iv) provide expert advice and assistance relevant to the work area;
  - (v) supervise/manage the operation of a work area and monitor work outcomes;
  - (vi) supervise on occasions other specialised staff;
  - (vii) supervise/manage the operation of a discrete element which is part of a larger organisation;
  - (viii) provide consultancy services for a range of activities.

#### **C.4.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

- (a) **Skills, knowledge, experience, qualifications and/or training**
  - (i) comprehensive knowledge of organisation policies and procedures;
  - (ii) specialist skills and/or supervision/management abilities exercised within a multi-disciplinary or major single function operation;
  - (iii) specialist knowledge gained through experience, training or education;
  - (iv) appreciation of the long term goals of the organisation;
  - (v) detailed knowledge of program activities and work practices relevant to the work area;
  - (vi) knowledge of organisation structures and functions;
  - (vii) comprehensive knowledge of requirements relevant to the discipline.



**(b) Prerequisites**

- (i)** degree with substantial experience;
- (ii)** post graduate qualification;
- (iii)** associate diploma with substantial experience; or
- (iv)** attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

**(c) Organisational relationships**

- (i)** works under limited direction from senior employees of the Committee of Management or Board;
- (ii)** manage a work area or medium to large organisation or multi-worksite organisation;

**(d) Extent of authority**

- (i)** exercise a degree of autonomy;
- (ii)** may manage a work area or medium to large organisation or multi-worksite organisation;
- (iii)** has significant delegated authority; selection of methods and techniques based on sound judgment;
- (iv)** manage significant projects and/or functions;
- (v)** solutions to problems can generally be found in documented techniques, precedents, or instructions; advice available on complex or unusual matters.

## **Schedule D—Classification Definitions—Family Day Care Employees**

### **D.1 Family day care employee level 1**

An employee engaged at this level will undertake work that:

- D.1.1** will initially require completion of standard work routines, have clearly defined objectives/performance outcomes or undertake tasks of an assisting or supportive nature. Such employees will receive instruction/supervision from another employee as to the performance of their duties. Employees will require good communication, numeric and written skills and may require equipment skills (e.g. keyboard, switchboard etc). May include preparation for and involvement/assisting in childcare provider/caregiver training, support, social and/or learning activities. (e.g. equipment maintenance, monitoring and basic cataloguing);
- D.1.2** develops knowledge and skills, through experience about the organisation's procedures.

### **D.2 Family day care employee level 2**

An employee engaged at this level, in addition to level 1 responsibilities:

- D.2.1** will be expected to operate with a degree of autonomy and may receive instruction from another employee as to the performance of their duties;
- D.2.2** may be responsible for particular functions with an agency which may include assisting in the administration and co-ordination of a unit of an agency;
- D.2.3** may require knowledge of child development, health, hygiene, welfare and safety issues relevant to their position (e.g. may select and order library equipment, maintain and distribute education equipment and materials and undertake cataloguing).

### **D.3 Family day care employee level 3**

An employee engaged at this level, in addition to level 2 responsibilities:

- D.3.1** will be engaged in:
  - (a) service delivery which may include: regular fieldwork, monitoring standards of childcare, support and development of childcare provider/caregivers, the recruitment, selection and training of childcare providers/caregivers, liaison with parents, placement of children, liaison with government departments; and/or
  - (b) providing administrative support of a complex nature, which may include preparation of grant applications and/or preparation of budgets and/or the development and administration of records management and/or applications of computer program knowledge or skills,
- D.3.2** where required will have knowledge of child development, an understanding of childcare, community development and welfare issues where appropriate, and a high level of interpersonal communications skills;

- D.3.3** would be expected to operate with a higher degree of autonomy than a level 2 employee and may operate under minimal supervision;
- D.3.4** may have involvement in service planning, policy development and implementation, responsibility for service delivery and ensuring statutory requirements are met;
- D.3.5** may be responsible for the overall administration and/or co-ordination of a unit/program of a service;
- D.3.6** may have involvement in more than one discipline within a service including planning for recruitment, assessment, training and development and support of childcare providers, early childhood education programming and health, hygiene, welfare and safety policy setting;
- D.3.7** may undertake projects requiring the use of analytical skills (e.g. basis research, collection of data) and subsequent preparation of reports and/or recommendations.

**D.3.8 Qualification**

Qualifications are as required by State or Statutes, or where such a Statute does not exist, experience in this or a related work discipline and ability to use appropriate skills and techniques.

**D.4 Family day care employee level 4**

An employee engaged under this level will, in addition to level 3 responsibilities:

- D.4.1** be responsible for the administration and/or co-ordination of a service;
- D.4.2** have a broad understanding of childcare, community development and welfare issues, support services liaison and community education and service administration;
- D.4.3** have substantial involvement in service planning, policy development, implementation and administration, responsibility for service delivery and ensuring statutory requirements are met;
- D.4.4** have involvement in more than one discipline/program within a service, which may include planning for recruitment, assessment, training and development and support of childcare providers/caregivers, early childhood education programming, health, hygiene, welfare and safety policy setting, financial management and reporting;
- D.4.5** undertake significant projects requiring the use of analytical skills and subsequent preparation of reports and/or recommendations;

**D.4.6** have substantial human services management skills.

**D.4.7 Qualifications**

Requires relevant qualifications as per State Regulations.

**D.5 Family day care employee level 5**

**D.5.1** An employee appointed to this level will operate at a higher level of discretion, skill and responsibility than a level 4 employee. In addition to the duties of a level 4 employee this employee will:

- (a) take a leadership role in areas of management;

- (b) operate with a higher level of independence and be responsible for the overall management of a complex scheme;
- (c) operate with a higher level of autonomy in the financial/human resources function of the scheme;
- (d) provide advice to the management committee on major areas of policy and/or on key issues of significance to the organisation;
- (e) exercise influence which would have a critical effect on the performance of the organisation as a whole;
- (f) manage and be responsible for multiple services or exercise skills and responsibility equivalent to managing a multiple service.

**D.5.2 Multiple service** means, for example, one or more family day care scheme(s) or one family day care scheme and a long day care centre and/or out-of-school hours care and/or vacation care.

## **Schedule E—Classification Definitions—Disability Services Employees**

### **E.1 Disability services employee level 1**

**E.1.1** A person appointed to the position of Disability services employee level 1 who has no relevant industry experience and no relevant qualifications, will commence at this level and will be provided with appropriate orientation and induction to the position.

**E.1.2 An employee at this level:**

- (a) works within established routines, methods and procedures requiring limited theoretical knowledge;
- (b) has minimal responsibility, accountability or discretion;
- (c) works under direct or routine supervision, either individually or in a team.

**E.1.3 Duties may include:**

- (a) generic domestic duties;
- (b) general administration;
- (c) resident contact and interaction including attending to their personal care.

**E.1.4** A full-time employee will progress to level 2 on completion of 12 months' industry experience.

**E.1.5** A part-time or casual employee will progress to level 2 after completion of 1976 hours of industry experience.

**E.1.6** For the purposes of this clause, **industry experience** means 12 months of relevant experience gained in the immediately preceding three years.

### **E.2 Disability services employee level 2**

**E.2.1** A person appointed to the position of Disability services employee level 2 has at least one year of previous relevant industry experience but no accredited qualification relevant to the position (as identified by the employer) at Certificate 3 level or above.

**E.2.2 An employee at this level:**

- (a) is capable of prioritising work within established routines, methods and procedures;
- (b) is responsible for work performed with a limited level of accountability or discretion;
- (c) works under general supervision, either individually or in a team;
- (d) possesses sound communication skills.

**E.2.3 Duties may include:**

- (a) providing assistance to residents in carrying out personal care tasks;

- (b) performance of the full range of domestic duties including cleaning and food service.

### **E.3 Disability services employee level 3**

**E.3.1** A person appointed to the position of Disability services employee level 3 has an accredited qualification relevant to the position (as identified by the employer) at the level of Certificate 3.

**E.3.2 An employee at this level:**

- (a) is capable of prioritising work and exercising discretion within established policies, guidelines and procedures;
- (b) is responsible for work performed with a medium level of accountability;
- (c) works under limited supervision, either individually or in a team;
- (d) possesses well developed communication, interpersonal and numerical skills.

**E.3.3 Duties may include:**

- (a) implementing client skills and activities programs;
- (b) supervising and provide a wide range of personal care services to residents;
- (c) assisting in the development and implementation of resident care plans;
- (d) assisting in the planning, cooking and preparation of the full range of meals.

### **E.4 Disability services employee level 4**

**E.4.1** A person appointed to the position of Disability services employee level 4 has an accredited qualification relevant to the position (as identified by the employer) at the level of Certificate 4 or above.

**E.4.2 An employee at this level:**

- (a) is capable of functioning semi-autonomously, and prioritising their own work within established policies, guidelines and procedures;
- (b) is responsible for work performed with a substantial level of accountability;
- (c) works either individually or in a team;
- (d) possesses administrative skills and problem solving abilities;
- (e) possesses well developed communication, interpersonal and numerical skills.

**E.4.3 Duties may include:**

- (a) responsibility for work performed with a substantial level of accountability and responsibility;
- (b) supervising the work of others including work allocation, rostering and guidance;
- (c) possessing developed administrative skills and problem solving abilities;

- (d) possessing well developed communication, interpersonal and numerical skills.

## **E.5 Disability services employee level 5**

**E.5.1** A person appointed to this level is a supervisor and has an accredited qualification relevant to the position (as identified by the employer) at the level of diploma or above.

### **E.5.2 An employee at this level:**

- (a) is capable of functioning autonomously and prioritising their own work and the work of others within established policies, guidelines and procedures;
- (b) may be required to assist with the development and implementation of policies, guidelines and procedures.

### **E.5.3 Duties may include:**

- (a) overall responsibility for the provision of personal care to residents;
- (b) co-ordinating, train and supervision of the day to day work of other employees;
- (c) scheduling work programs;
- (d) assisting in liaison and co-ordination with other services and programs.

## **Schedule F—Classification Definitions—Home Care Employees**

### **F.1 Home care employee level 1**

A position in this level has the following characteristics:

**F.1.1** A person appointed to this position will have less than 12 months' experience in the industry.

**F.1.2 Accountability and extent of authority**

An employee in this level performs broad tasks involving the utilisation of a range of basic skills in the provision of domestic assistance and support and is responsible for the quality of their work.

**F.1.3 Judgment and decision-making**

Work activities are routine and clearly defined. The tasks to be performed may involve the use of a limited range of techniques and methods within a specified range of work. An employee may resolve minor problems that relate to immediate work tasks.

**F.1.4 Specialist knowledge and skills**

Indicative but not exclusive tasks include: the undertaking of semi-skilled work, including cleaning, vacuuming, dusting, washing and ironing, shopping, sweeping paths, minor maintenance jobs, preparation and cooking of meals, defrosting refrigerators, emptying and cleaning of commodes, banking and account payment, organising appointments, assistance with care of pets, and care of indoor and outdoor pot plants.

**F.1.5 Interpersonal skills**

Positions in this level may require basic oral communication skills and where appropriate written skills, with clients, members of the public and other employees.

**F.1.6 Qualifications and experience**

An employee in this level will have commenced on-the-job training which may include an induction course.

### **F.2 Home care employee level 2**

A position in this level has the following characteristics:

**F.2.1 Accountability and extent of authority**

An employee in this level performs broad tasks involving the utilisation of a range of developed skills in the provision of domestic assistance and support. Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures. May assist others in the supervision of work of the same or lower level and is responsible for assuring the quality of work performed.



### **F.2.2 Judgment and decision-making**

In these positions, the nature of the work is clearly defined with established procedures well understood or clearly documented. Employees in this level are called upon to use some originality in approach with solutions usually attributable to application of previously encountered procedures and practices.

### **F.2.3 Specialist knowledge and skills**

Indicative but not exclusive tasks include: the provision of personal care, supervising daily hygiene, laying out clothes and assisting in dressing, make beds, tidy rooms, preparation and cooking of meals and assistance with meals, dry cleaning, perform gardening duties, undertake basic repairs, clean, fitting and removal of aids and appliances, monitoring medications, fitting and changing of catheters, assistance with communication, accompanying clients on outings, domestics assistance and organising appointments.

### **F.2.4 Interpersonal skills**

Positions in this level require oral communication skills and where appropriate written skills, with clients, members of the public and other employees.

### **F.2.5 Qualifications and experience**

As a minimum an employee in this level will have satisfactorily completed the requirements of level 1 or equivalent. Indicative but not exclusive of the qualifications required in this level include Home Care Certificate or equivalent; or relevant experience/on-the-job training commensurate with the requirements of work in this level.

## **F.3 Home care employee level 3**

A position in this level has the following characteristics:

### **F.3.1 Accountability and extent of authority**

Employees perform work under general supervision. Employees in this level have contact with the public or other employees which involves explanations of specific procedures and practices. Employees in this level are accountable for the quality, quantity and timeliness of their own work in so far as available resources permit, and for the care of assets entrusted to them.

### **F.3.2 Judgment and decision-making**

These positions require personal judgment. The nature of work is usually specialised with procedures well understood and clearly documented. The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes.

### **F.3.3 Specialist knowledge and skills**

Indicative but not exclusive tasks include: computer and other office skills; maintain mail register and records; sort, process and record invoices and correspondence; prepare meals and special functions; provide input into meal planning; order foodstuffs and commodities; liaise with dieticians on special needs; schedule work programs on a routine and regular basis; co-ordinate and direct the work of support

staff including maintenance (no more than four); oversee the provision of domestic services; provide personal care to clients with particular emphasis on those requiring extra help due to specific physical problems or frailty; schedule maintenance work programs on a routine and regular basis; plan, develop, and co-ordinate diversional therapy programs and carry out general maintenance falling within the scope of trades skills.

#### **F.3.4 Interpersonal skills**

Positions in this level require skills in oral and written communication with clients, other employees and members of the public.

#### **F.3.5 Qualifications and experience**

Indicative but not exclusive of the qualifications required in this level is an accredited qualification to the position at the level of Certificate 3 and/or knowledge and skills gained through on-the-job training commensurate with the requirements of the work in this level.

### **F.4 Home care employee level 4**

A position in this level has the following characteristics:

#### **F.4.1 Accountability and extent of authority**

Employees are expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures. Positions in this level may provide direction, leadership, administration and rostering of direct care employees.

#### **F.4.2 Judgment and decision-making**

The objectives of the work are well defined but the particular method, process of equipment to be used must be selected from a range of available alternatives. For employees undertaking rostering duties, the process often requires the quantification of the amount of resources needed to meet those objectives.

#### **F.4.3 Specialist knowledge and skills**

- (a) Employees will be required to plan, direct and train subordinate staff. Employees are also required to have a thorough understanding of the relevant technology, procedures and processes used within their operating unit.
- (b) Indicative but not exclusive of the skills required include: the manipulation of data e.g. modify fields of information and create spreadsheets; create new forms of files or records using a computer based records system; access and extract information from external sources e.g. local authorities; roster staff and direct work programs; oversee the work and training of lower level employees; provide guidance and counselling; assist in the development of budgets; order consumables and routine stock items used in domestic support areas; develop client care plans and oversee the provision of domestic services.

#### **F.4.4 Interpersonal skills**

Positions in this level require the ability to gain co-operation and assistance from members of the public and other employees in the performance of well defined

activities. Employees in this level may also be expected to write reports in their field of expertise.

#### **F.4.5 Qualifications and experience**

An employee in this level will have satisfactorily completed the requirements of level 3 or equivalent as well as have relevant experience.

### **F.5 Home care employee level 5**

A position in this level includes care co-ordinator, foreperson and maintenance supervisor. A position in this level has the following characteristics:

#### **F.5.1 Accountability and extent of authority**

- (a) Positions in this level may co-ordinate resources and/or give support to more senior employees or be engaged in duties of a specialist nature.
- (b) In positions where the prime responsibility is for resource co-ordination, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.
- (c) Whatever the nature of the position, employees in this level are accountable for the quality, effectiveness, cost and timeliness of the programs, projects or work plans under their control and for the safety and security of the assets being managed.
- (d) Employees with co-ordination responsibilities are also required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

#### **F.5.2 Judgment and decision-making**

In these positions, the objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives. However, problems in this level are often of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and counsel may be available within the time available to make a choice.

#### **F.5.3 Specialist knowledge and skills**

Co-ordinators in this level require a thorough understanding of the relevant technology, procedures and processes used within their operating unit. Co-ordinators are required to have an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents. Positions in this level may provide direction, leadership and structured training or on-the-job training to supervised employees or groups of employees.

#### **F.5.4 Management skills**

- (a) These positions require skills in managing time, setting priorities and planning and organising one's own work and that of supervised employees so as to

achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

- (b) The position requires an understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees' training and development.

#### **F.5.5 Interpersonal skills**

Positions in this level require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees or groups of employees. Employees in this level are expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

#### **F.5.6 Qualifications and experience**

The skills and knowledge needed for entry to this level are beyond those normally acquired through completion of a TAFE certificate or associate diploma alone. They might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of work in this level.

## Schedule G—Supported Wage System

**G.1** This schedule defines the conditions which will apply to employees who because of the effects of a disability are eligible for a supported wage under the terms of this award.

**G.2** In this schedule:

**approved assessor** means a person accredited by the management unit established by the Commonwealth under the supported wage system to perform assessments of an individual's productive capacity within the supported wage system

**assessment instrument** means the tool provided for under the supported wage system that records the assessment of the productive capacity of the person to be employed under the supported wage system

**disability support pension** means the Commonwealth pension scheme to provide income security for persons with a disability as provided under the *Social Security Act 1991* (Cth), as amended from time to time, or any successor to that scheme

**relevant minimum wage** means the minimum wage prescribed in this award for the class of work for which an employee is engaged

**supported wage system** (SWS) means the Commonwealth Government system to promote employment for people who cannot work at full award wages because of a disability, as documented in the Supported Wage System Handbook. The Handbook is available from the following website: [www.jobaccess.gov.au](http://www.jobaccess.gov.au)

**SWS wage assessment agreement** means the document in the form required by the Department of Education, Employment and Workplace Relations that records the employee's productive capacity and agreed wage rate

### **G.3 Eligibility criteria**

**G.3.1** Employees covered by this schedule will be those who are unable to perform the range of duties to the competence level required within the class of work for which the employee is engaged under this award, because of the effects of a disability on their productive capacity and who meet the impairment criteria for receipt of a disability support pension.

**G.3.2** This schedule does not apply to any existing employee who has a claim against the employer which is subject to the provisions of workers compensation legislation or any provision of this award relating to the rehabilitation of employees who are injured in the course of their employment.

## **G.4 Supported wage rates**

- G.4.1** Employees to whom this schedule applies will be paid the applicable percentage of the relevant minimum wage according to the following schedule:

<b>Assessed capacity (clause G.5)</b>	<b>Relevant minimum wage</b>
%	%
10	10
20	20
30	30
40	40
50	50
60	60
70	70
80	80
90	90

- G.4.2** Provided that the minimum amount payable must be not less than \$71 per week.

- G.4.3** Where an employee's assessed capacity is 10%, they must receive a high degree of assistance and support.

## **G.5 Assessment of capacity**

- G.5.1** For the purpose of establishing the percentage of the relevant minimum wage, the productive capacity of the employee will be assessed in accordance with the Supported Wage System by an approved assessor, having consulted the employer and employee and, if the employee so desires, a union which the employee is eligible to join.

- G.5.2** All assessments made under this schedule must be documented in an SWS wage assessment agreement, and retained by the employer as a time and wages record in accordance with the Act.

## **G.6 Lodgement of SWS wage assessment agreement**

- G.6.1** All SWS wage assessment agreements under the conditions of this schedule, including the appropriate percentage of the relevant minimum wage to be paid to the employee, must be lodged by the employer with Fair Work Australia.

- G.6.2** All SWS wage assessment agreements must be agreed and signed by the employee and employer parties to the assessment. Where a union which has an interest in the award is not a party to the assessment, the assessment will be referred by Fair Work Australia to the union by certified mail and the agreement will take effect unless an objection is notified to Fair Work Australia within 10 working days.

## **G.7 Review of assessment**

The assessment of the applicable percentage should be subject to annual or more frequent review on the basis of a reasonable request for such a review. The process of review must be in accordance with the procedures for assessing capacity under the supported wage system.

## **G.8 Other terms and conditions of employment**

Where an assessment has been made, the applicable percentage will apply to the relevant minimum wage only. Employees covered by the provisions of this schedule will be entitled to the same terms and conditions of employment as other workers covered by this award on a pro rata basis.

## **G.9 Workplace adjustment**

An employer wishing to employ a person under the provisions of this schedule must take reasonable steps to make changes in the workplace to enhance the employee's capacity to do the job. Changes may involve re-design of job duties, working time arrangements and work organisation in consultation with other workers in the area.

## **G.10 Trial period**

- G.10.1** In order for an adequate assessment of the employee's capacity to be made, an employer may employ a person under the provisions of this schedule for a trial period not exceeding 12 weeks, except that in some cases additional work adjustment time (not exceeding four weeks) may be needed.
- G.10.2** During that trial period the assessment of capacity will be undertaken and the percentage of the relevant minimum wage for a continuing employment relationship will be determined.
- G.10.3** The minimum amount payable to the employee during the trial period must be no less than \$71 per week.
- G.10.4** Work trials should include induction or training as appropriate to the job being trialled.
- G.10.5** Where the employer and employee wish to establish a continuing employment relationship following the completion of the trial period, a further contract of employment will be entered into based on the outcome of assessment under clause G.5.