

Your ref AM2018/12 - Aboriginal Community Controlled  
Health Services Award 2010

Our ref AUSN117-869617 (JZLB)

# Kennedys

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9 August 2019

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Dear Associate

**FOUR YEARLY REVIEW OF MODERN AWARDS  
ABORIGINAL COMMUNITY CONTROLLED HEALTH SERVICES AWARD 2010  
FAIR WORK COMMISSIONS PROCEEDING NUMBER: AM2018/12**

We refer to the Directions issued by Deputy President Gostencnik on 7 August 2019 (**Directions**) and the Full Bench hearing of the Fair Work Commission in Melbourne on 25 July 2019 and on 26 July 2019.

In accordance with Direction 1 of the Directions, please find **enclosed** our client's Outline of Further Submissions dated 9 August 2019.

Should you have any queries in relation to the above, please do not hesitate to contact Naomi Cooper, Associate on +61 2 8215 5992.

Yours sincerely



Justin Le Blond  
Partner  
for Kennedys

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*Kennedys offices, associations and cooperations:* Australia, Argentina, Belgium, Bermuda, Brazil, Chile, China, Colombia, Denmark, England and Wales, France, Hong Kong, India, Ireland, Israel, Italy, Mexico, New Zealand, Northern Ireland, Norway, Pakistan, Peru, Poland, Portugal, Puerto Rico, Russian Federation, Scotland, Singapore, Spain, Sweden, Thailand, United Arab Emirates, United States of America.

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To Associate, Deputy President Gostencnik  
cc AMOD Team

# Kennedys

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## Submissions

File no. AUSN117-869617 (JZLB)  
Date 9 August 2019

Fair Work Commission  
Modern Award Review

AM2018/12

**Outline of further submissions concerning the *Aboriginal  
Community Controlled Health Services Award 2010* (Award)**

Prepared by Kennedys (Australasia) on behalf of



**NATSIHWA**  
National Aboriginal and Torres Strait  
Islander Health Worker Association

1 These further submissions are made by the National Aboriginal and Torres Strait Islander Health Worker Association Limited (ACN 138 748 697) (**NATSIHWA**), in answer to matters raised by the Full Bench of the Fair Work Commission at the hearing on 25 July 2019 and 26 July 2019 (**Hearing**), and pursuant to the directions issued by Deputy President Gostencnik on 7 August 2019 (**Directions**).

2 We adopt the definitions used previously in NATSIHWA's Outline of Submissions dated 18 June 2019.

3 Please find **enclosed** NATSIHWA's Further Amended Draft Determination dated 9 August 2019 (**Further Amended Draft Determination**) (in track changes and clean versions).

**A Coverage - section 134(1)(f) and Regulatory Burden**

4 The Commission has raised the following two matters concerning expanding coverage of the Award to include A&TSIHWs and A&TSIHPs working in private practice:

(a) what the likely impact of the changes would be on productivity, cost and the regulatory burden (section 134(1)(f) of the Act);<sup>1</sup> and

(b) whether the changes would create an additional burden on organisations to apply the Award effectively.<sup>2</sup>

5 If coverage is expanded as proposed by NATSIHWA, some employers in private practice will be covered by a combination of the Award, the HPSS Award, the Nurses Award 2010 and the Medical Practitioners Award 2010 in respect of their employees (depending on the composition of their workforce).

6 The Commission may only vary a modern award in a four yearly review where the variation is necessary to achieve the modern awards objective, spelled out in section 134(1) of the Act. Section 134(1)(f) requires the Commission to take into account the likely impact on the exercise of

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<sup>1</sup> Transcript of the Hearing, PN1509.

<sup>2</sup> Transcript of the Hearing, PN1514.

modern award powers on business, including productivity, employment costs and the regulatory burden.

- 7 In addition to the modern awards objective, the Commission is required to take into account the objects of the Act in section 3. Subsection 3(g) requires that the special circumstances of small and medium businesses be acknowledged.
- 8 As part of the common issues stage of the 4 yearly review, the Commission has previously considered multiple award coverage, albeit in the context of whether a 'majority clause' should be inserted into modern awards. For completeness, a 'majority clause' is one which prescribes that where workers covered by a particular award in an individual establishment are in the minority, the conditions of employment prescribed in the modern award covering the majority of employees in that establishment will apply.
- 9 In *4 yearly review of modern awards - Award flexibility* [2015] FWC 6958, Justice Ross advised the parties that the Commission intended to '*engage an external research provider to conduct research into the issues faced by employers who are subject to coverage by multiple modern awards*'<sup>3</sup>.
- 10 Justice Ross stated that '*the purpose of the research is to canvass issues faced by employers with multiple award coverage and to explore the utility of majority clauses. The Commission will require the external research provider to provide a report which will be published on the Commission's website*', and that the research would explore the following issues:<sup>4</sup>
- (a) the nature and impact of issues arising for businesses due to multiple modern award coverage;
  - (b) strategies currently used by businesses to ameliorate the effects of multiple modern award coverage;
  - (c) user testing of majority clauses through hypothetical scenarios;

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<sup>3</sup> See paragraph [3].

<sup>4</sup> See paragraphs [16] - [17].

- (d) anticipated effects of applying majority clauses to specific businesses; and
  - (e) perceptions of the utility of majority clauses to overcome multiple modern award coverage issues.
- 11 In May 2016, EY Sweeney released a report titled '*Fair Work Commission - Multiple modern award coverage and the utility of majority clauses*' (**Report**). The Report concluded that there was minimal perceived benefit in majority clauses. Relevantly, EY Sweeney analysed the views of small and medium sized business in relation to multiple award coverage<sup>5</sup>.
- 12 Importantly, the Report found that while '*administrative burden was seen to be the main challenge in managing multiple awards...the majority of the employers saw this as a minor inconvenience. These issues were a generally accepted outcome of running a business that has a range of operations and consequently different employee groups that have different entitlements*'<sup>6</sup>.
- 13 Other findings of interest in the Report were:
- (a) '*Regardless of the number of modern awards used, employers indicated that the impact of multiple modern award coverage had been minimised by their development of various strategies*'<sup>7</sup>;
  - (b) '*Employers did not see multiple modern award coverage as a significant burden on the operations of the business and they found ways of managing it*'<sup>8</sup>;
  - (c) '*To manage multiple modern award coverage and to ensure that the correct rates and entitlements were being observed, there were two broad strategies that employers chose to pursue – following the award exactly or paying slightly above the award – supported by investment in specific payroll / HR software*'<sup>9</sup>; and
  - (d) '*Regardless of the strategy used by employers to manage multiple modern award coverage, employers expressed confidence in their*

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<sup>5</sup> See methodology at page 9 of the Report.

<sup>6</sup> Page 26 of the Report.

<sup>7</sup> Page 26 of the Report.

<sup>8</sup> Page 28 of the Report.

<sup>9</sup> Page 28 of the Report.

*choice and the ability of the business to effectively manage the challenges arising from this*<sup>10</sup>.

14 In NATSIHWA's submission, the Report answers the Commission's question in relation to the burden on private practices that will be required to apply more than one modern award. In particular:

- (a) private practice medical clinics are often small to medium sized businesses;
- (b) the Report suggests that small to medium sized businesses are prepared for multiple award coverage; and
- (c) the Report details effective strategies to mitigate the regulatory burden of multiple award coverage, such as use of HR software.

15 As a result, in NATISHWA's submission, there will be no adverse impact on productivity, costs or additional burden on private practices if coverage is expanded.

16 NATISHWA is able to provide further written submissions, or attend a further hearing to present oral submissions in support of the above.

## **B Isolation Allowance and Sole Practitioner Allowance**

17 Following consideration of the Commission's comments at the Hearing,<sup>11</sup> NATSIHWA seeks to withdraw its proposed Isolation Allowance and instead insert a Sole Practitioner Allowance, as follows:<sup>12</sup>

### **15.11 Sole Practitioner Allowance**

Employees who are:

- (a) engaged to work in a Small Town; and
- (b) are the only Aboriginal and/or Torres Strait Islander Health Worker employed by their employer in that location,

will, in addition to all other payments, be paid a weekly allowance for the exigencies of working in such areas of 4.28% of the standard rate.

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<sup>10</sup> Pages 29-30 of the Report.

<sup>11</sup> Transcript of the Hearing, PN1473.

<sup>12</sup> Clause 16 of the Further Amended Draft Determination.

18 NATSIHWA submits that the inclusion of this weekly allowance is consistent with the evidence referenced in paragraphs 185 to 193 of its Outline of Submissions dated 18 June 2019, and is consistent with the modern awards objective, in particular sections 134(1)(a) and 134(1)(e).

19 NATISHWA is able to provide further written submissions, or attend a further hearing to present oral submissions in support of the above.

### C Heat Allowance

20 The proposed Heat Allowance has now been amended in the Further Amended Draft Determination as follows<sup>13</sup>:

#### 15.10 Heat Allowance

- (a) Where work continues for more than two hours in temperatures exceeding 46° 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.

21 The wording of the above amendment has been adopted from clause 20.7(a) and (b) of the SCHDSI Award, and is intended to remediate the underlying work health and safety hazards encountered by employees working in temperatures at or exceeding 46° Celsius.

22 This amendment is also intended to alleviate the Commission's concern that the allowance should not apply if work is taking place in an air conditioned environment, because it is now drafted with reference to work taking place "*in temperatures*", rather than "*a place*".<sup>14</sup>

23 NATISHWA is able to provide further written submissions, or attend a further hearing to present oral submissions in support of the above.

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<sup>13</sup> Clause 15 of the Further Amended Draft Determination.

<sup>14</sup> Transcript of the Hearing, PN1418 and PN1427.

**D Medication Administration Allowance**

24 In respect of the Commission's questions about the medication administration allowance,<sup>15</sup> NATSIHWA relies on the oral submissions made at the Hearing.

**E Additional Amendments to the Draft Determination**

25 In addition to the amendments made to the allowances above, NATSIHWA has made the following further minor amendments to the Further Amended Draft Determination:

- (a) deleting the second "*Senior Health Worker - Care*" from clause 1(a)(ii) (definition of Aboriginal and/or Torres Strait Islander Health Worker);
- (b) deleting "*ATSIHWTs, ATSIHWs or ATSIHPs*" and replacing with "*an Aboriginal and/or Torres Strait Islander Health Worker*" in clause 1(c) (definition of Community Controlled Health Services Employees);
- (c) deleting "*Schedule B*" in the first sentence of clause 19 and replacing it with "*Schedule B.1*"; and
- (d) deleting "*Schedule C*" in the first sentence of clause 20 and replacing it with "*Schedule B.2-B.4*".

**F Correspondence from the Australian Medical Association (AMA)**

26 NATSIHWA has noted the correspondence from the AMA to the Commission dated 5 August 2019 and will provide any submissions in reply to the submissions from the AMA by 18 September 2019, in accordance with the Directions.

9 August 2019



J.A. Steele  
13 Wentworth Chambers



N. Avery-Williams  
13 Wentworth

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<sup>15</sup> Transcript of the Hearing, PN1348-PN1391.



MA000115 PRxxxxxx

**Further Amended Draft Determination**

9 August 2019

*Fair Work Act 2009*

s.156 - 4 yearly review of modern awards

**4 yearly review of modern awards**

(AM2018/12)

**ABORIGINAL COMMUNITY CONTROLLED HEALTH SERVICES AWARD 2010**

[MA000115]

xxxxx

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xxxxx

MELBOURNE, XX XXXXX 2019

Further to the Full Bench decision issued by the Fair Work Commission on XX XXXX 2019, the above award is varied as follows:

- 1 by deleting the definition of "*Aboriginal Health Worker*" in clause 3.1 and inserting the following definitions:
  - (a) **Aboriginal and/or Torres Strait Islander Health Worker** is a person who:
    - (i) identifies as an Aboriginal and/or Torres Strait Islander and is recognised by their community as such;
    - (ii) is engaged in the delivery of Aboriginal and Torres Strait Islander primary health care and employed as either a Health Worker Trainee, Generalist Health Worker, Advanced Health Worker - Care, Advanced Health Worker - Practice, Health Practitioner, Senior Health Care Worker - Care, Senior Health Practitioner or Coordinator Care; and
    - (iii) has a culturally safe and holistic approach to health care
  - (b) **Advanced Health Worker - Care** means an employee classified at Grade 4 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.
  - (c) **Advanced Health Worker - Practice** means an employee who is employed in the role of Advanced Health Worker - Practice and classified at Grade 5 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

- (d) **Community Controlled Health Services Employees** means employees employed by an Aboriginal community controlled health service who are not employed as an Aboriginal and/or Torres Strait Islander Health Worker.
- (e) **Coordinator Care** means an employee who is employed in the role of Coordinator Care and classified at Grade 6 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.
- (f) **Generalist Health Worker** means an employee classified at Grade 3 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.
- (g) **Health Practitioner** means an employee who is employed in the role of Health Practitioner and classified at Grade 5 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.
- (h) **Health Worker Trainee** means an employee classified at Grade 1 or Grade 2 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.
- (i) **Senior Health Care Worker - Care** means an employee who is employed in the role of Senior Health Care Worker - Care and classified at Grade 5 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.
- (j) **Senior Health Practitioner** means an employee who is employed in the role of Senior Health Practitioner and classified at Grade 6 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.
- (k) **Small Town** means a town with fewer than 10,000 people that is not within 50 kilometres (driving distance) of a town with a population in excess of 50,000 people (according to Australian Bureau of Statistics Census data).

2 by deleting clause 4.1 and inserting the following:

This industry and occupation award covers:

- (a) employers throughout Australia in the Aboriginal community controlled health services industry and their employees in the classifications listed in clause 14 - Minimum Wages to the exclusion of any other modern award; and
- (b) employers throughout Australia with respect to their employees engaged as an Aboriginal and/or Torres Strait Islander Health Worker.

3 by deleting clause 4.2 and inserting the following:

The award does not cover:

- (a) an employee excluded from award coverage by the Act;
- (b) employers covered by the following awards with respect to employees covered by the awards:
  - (i) Nurses Award 2010; or
  - (ii) Medical Practitioners Award 2010.

4 by deleting clause 13.1 and inserting the following:

Classification definitions are set out in Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers and Schedule C - Classification Definitions - Community Controlled Health Services Employees.

5 by inserting the following new clause:

### **13.3 Progression**

- (a) At the end of each 12 months' continuous employment, an employee will be eligible for progression from one level to the next within a grade 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 occur by way of promotion or re-classification.

6 by inserting the following new clause:

### **13.4 Recognition of previous service**

- (a) On appointment, an employee will be classified and placed on the appropriate level on the salary scale in clause 14 - Minimum Salary, according to their qualifications and experience as an Aboriginal and/or Torres Strait Islander Health Worker.

- (b) Service as a part-time Aboriginal and/or Torres Strait Islander Health Worker will normally accrue on a pro rata basis according to the percentage of a full-time Aboriginal and/or Torres Strait Islander Health Worker load undertaken in any year; provided that where the hours are more than 90% of a full-time load, service will count as a full-time year.
- (c) In the case of a casual employee, the equivalent of a full-time year of service is 200 full casual days.

7 by inserting the following new clause:

**13.5 Evidence of qualifications**

- (a) On engagement, the employer may require that the employee provide documentary evidence of qualifications and experience. If an employer considers that the employee has not provided satisfactory evidence, and advises the employee in writing to this effect, then the employer may decline to recognise the relevant qualification or experience until such evidence is provided. Provided that the employer will not unreasonably refuse to recognise the qualifications or experience of an employee.

8 by deleting clause 14.1 and inserting the following:

**14.1 Classifications - Aboriginal and/or Torres Strait Islander Health Workers**

The following are the minimum weekly rates:

	<b>Per week</b>
	<b>\$</b>
<b>Grade 1</b>	
<b>Health Worker Trainee</b>	
Level 1	822.70
<b>Grade 2</b>	
<b>Health Worker Trainee</b>	
Level 1	881.60
Level 2	911.70
<b>Grade 3</b>	
<b>Generalist Health Worker</b>	
Level 1	959.30
Level 2	1009.50
Level 3	1058.60
<b>Grade 4</b>	
<b>Advanced Health Worker - Care</b>	
Level 1	1088.10

Level 2	1117.40
Level 3	1143.10

**Grade 5**  
**Advanced Health Worker - Practice**  
**Health Practitioner**  
**Senior Health Care Worker – Care**

Level 1	1170.40
Level 2	1197.90
Level 3	1226.90

**Grade 6**  
**Senior Health Practitioner**  
**Coordinator Care**

Level 1	1383.30
Level 2	1410.40
Level 3	1437.70

9 insert new clause 14.2 as follows:

**14.2 Classifications - Community Controlled Health Services Employees**

*This clause is to contain existing clauses 14.1(b), 14.1(c) and 14.1(d), as amended from time to time.*

10 by inserting new clause 15.2 as follows:

**15.2 Occasional interpreting allowance**

- (a) An employee not employed as a full-time interpreter and who:
- (i) performs interpreting duties in the course of their work duties; and
  - (ii) is not entitled to receive the Bilingual qualification allowance under clause 15.1,
- additional payment of 1.27% of the standard rate per week.
- (b) For the purpose of clause 15.2(a) interpreting is not limited to interpreting one language from or to the English language.

11 by inserting new clause 15.5 as follows:

**15.5 Damaged Clothing Allowance**

Where an employee, in the course of their employment, suffers any damage to or soiling of clothing or other personal effects, the employer will be liable for the replacement, repair or cleaning of such clothing or personal effects provided, where practicable, immediate notification is given to the employer of such damage or soiling as soon as possible.

This clause will not apply where the damage or soiling is caused by the negligence of the employee.

12 inserting new clause 15.6 as follows:

**15.6 Blood check allowance**

Any employee exposed to radiation hazards in the course of their work will be entitled to a blood count as often as is considered necessary and will be reimbursed for any out of pocket expenses arising from such test.

13 by inserting new clause 15.8 as follows:

**15.8 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.

This clause will not apply where the employer provides the employee with a mobile telephone for the purposes of being on call.

14 by inserting new clause 15.9 as follows:

**15.9 Nauseous Work Allowance**

An allowance of 0.05% of the standard rate per hour or part thereof will be paid to an employee in any classification if they are engaged in handling linen of a nauseous nature other than linen sealed in airtight containers and/or for work which is of an unusually dirty or offensive nature, having regard to the duty normally performed by such employee in such classification. Any employee who is entitled to be paid this allowance will be paid a minimum sum of 0.27% of the standard rate for work performed in any week.

15 by inserting new clause 15.10 as follows:

**15.10 Heat Allowance**

- (a) Where work continues for more than two hours in temperatures exceeding 46° 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.

16 by inserting new clause 15.11 as follows:

**15.11 Sole Practitioner Allowance**

Employees who are:

- (a) engaged to work in a Small Town; and
- (b) are the only Aboriginal and/or Torres Strait Islander Health Worker employed by their employer in that location,

will, in addition to all other payments, be paid a weekly allowance for the exigencies of working in such areas of 4.28% of the standard rate.

17 by inserting new clause 15.12 as follows:

**15.12 Medication Administration Allowance**

Aboriginal and/or Torres Strait Islander Health Workers who are qualified and permitted under law to administer medications and who administer medication in the performance of their duties are entitled to an allowance of 0.25% of the standard rate per week.

18 by deleting clause 30 and inserting the following:

**30. Ceremonial Leave**

An employee who is legitimately required by Indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes, including for bereavement related ceremonies and obligations, will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the employer.

19 by deleting Schedule B.1 and inserting:

**Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers**

**B.1.1 Aboriginal and/or Torres Strait Islander Health Worker Trainee (Entry) - Grade 1 (Health Worker Trainee)** means an employee in their first year of service who will generally have no direct experience in the provision of Aboriginal and/or Torres Strait Islander health services.

They will provide primary health services education and liaison duties under the direct supervision of more senior employees.

The employer will actively assist the employee to pursue entry into an approved course of study to gain a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent within 18 months.

**B.1.2 Aboriginal and/or Torres Strait Islander Health Worker Trainee - Grade 2 (Health Worker Trainee)** means an employee in their second year of service or an employee whom has obtained and/or possess a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent.

They will provide primary health services education and liaison duties under the direct supervision of more senior employees.

**B.1.3 Indicative tasks performed by a Health Worker Trainee**

Health Worker Trainees will perform a range of duties and services provided by professional, technical, clinical and administrative work categories.

A Health Work Trainee will:

- work under direct supervision, either individually or in a team or group, using routine procedures and established techniques or methods;
- perform a range of routine tasks and operate office and other equipment requiring the use of basic skills, training or experience;
- exercise minimal judgement in deciding how tasks are performed and completed while being responsible for the quality standard of completed work; and
- undertake orientation and training programs as available.

**Range of activities undertaken:**

- Assist more senior employees in the provision of patient care associated with basic primary health care functions.



- Assist in the delivery of clinical support services by performing a range of basic non-professional tasks and transporting patients from one area to another.
- Establish and maintain a communication network between health providers and the community.
- Assist in identifying health needs of individuals, groups and the community.
- Assist with the provision of health promotion programs, appropriate referrals, advice and information.
- Network and liaise with other service providers to ensure a coordinated approach to health service delivery.
- Undertake incidental administrative tasks including maintenance of records and data collection.
- Assist in ensuring that services are provided in ways that maximise cultural acceptability.
- Maintain the confidentiality of client contacts.
- Deliver health services under supervision including:
  - basic health screening;
  - basic first aid;
  - health education and promotion;
  - client support;
  - identification of health needs;
  - referral to other health professionals and other services;
  - limited advice and information; and
  - other activities as required to meet identified health needs of the community.

**B.1.4 Aboriginal and/or Torres Strait Islander Health Worker (Generalist) - Grade 3**

Aboriginal and/or Torres Strait Islander Health Worker (Generalist) (**Generalist Health Worker**) is:

- (a) a person who has completed Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; or
- (b) a person with other qualifications or experience deemed equivalent through a Registered Training Organisation.

A Generalist Health Worker who:

- (i) who holds a Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; or
- (ii) has a Medicare provider number (not a prerequisite),

will be classified as no less than a Grade 3 Level 2 Aboriginal Health Worker/Aboriginal Community Health Worker.

### Scope of the Role

- (a) A Generalist Health Worker works within delegated model of care, and will perform a range of duties in the delivery of primary health care services and community care. They will perform duties of a specific nature, or a range of duties designed to assist in the provision of health services in the professional, technical, clinical and administration work categories.
- (b) A Generalist Health Worker will be able to:
  - (i) provide a range of health functions of a clinical, preventative, rehabilitative or promotional nature under the general direction of more senior employees;
  - (ii) work under supervision and direction, either individually or in a team or group using routine primary health care practices and procedures and established techniques or methods. Such tasks may include some of all of the following:
    - assisting in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team;
    - under instruction, assisting in the provision of standard medical treatments in accordance with established medical protocols;
    - collecting and recording data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies;
    - in line with policies and programs established by the health team, participate in educating and informing the community about preventative health measures; and
    - undertaking orientation and training programs as available,

(iii) perform a range of additional tasks at a standard in accordance with the level of qualification held, to operate office and other equipment, which requires specific levels of skill, training and experience that are not subject to licensing and registration of other professions. Such services may include:

- first aid;
- health education and promotion;
- client support;
- identification of health needs;
- referral to other health professionals and other services;
- advice and information;
- other activities as required to meet identified health needs; and
- advocacy,

(iv) exercise judgement in deciding how tasks are performed and completed to ensure the quality standard of completed work; and

demonstrate good communication and interpersonal skills in client liaison advocacy and teamwork.

### **Required skills and knowledge**

(a) A Generalist Health Worker will possess an ability to apply primary health care generalist knowledge, skills and demonstrated capacity to perform tasks, using defined techniques and knowledge under supervision.

(b) A Generalist Health Worker will have:

(i) good interpersonal skills and abilities to communicate with Aboriginal and/or Torres Strait Islander individuals, families and communities and network with other services and health professions;

(ii) demonstrated ability to apply knowledge and skills obtained from Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent, or an equivalent qualification; and

(iii) knowledge of confidentiality, ethics and duty of care in a primary health care and/or community services environment.

**B.1.5 Aboriginal and/or Torres Strait Islander Health Worker (Care) - Grade 4 (Advanced Health Worker - Care)**

**B.1.6** An Advanced Health Worker - Care is a person who independently undertakes a full range of duties, including dealing with complex matters. An Advanced Health Worker - Care holds either a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Care), a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Community) or equivalent.

**(a) Scope of the Role**

- (a) In addition to the above, an Advanced Health Worker - Care is expected to work at an advanced level with minimal supervision.
- (b) The employee will:
  - (i) perform a range of tasks of a complex nature requiring training and experience at an advanced level;
  - (ii) exercise judgement in deciding how tasks are performed and the quality standard of the work;
  - (iii) manage allocated tasks and work with others to meet deadlines; and
  - (iv) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply.

**Required skills and knowledge**

- (a) An Advanced Health Worker - Care will possess a well-developed knowledge and skills base. This will include:
  - (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
  - (ii) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Care) (or equivalent);
  - (iii) interpersonal communication skills including client and community liaison, negotiation and networking;
  - (iv) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude; and

- (v) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication.

### Range of Activities

- (a) An Advanced Health Worker - Care will undertake some or all or the following tasks:
  - (i) advocate for the rights and needs of community members;
  - (ii) provide outreach services;
  - (iii) monitor a case plan; and
  - (iv) undertake community care duties that may include but are not limited to:
    - assist with initial diagnosis and needs analysis;
    - assist with pre-admission clinics;
    - assist with discharge planning;
    - interpreting services;
    - first point of contact counselling and referral;
    - developing and implementing community development programs;
    - health promotion programs; and
    - health education programs.

### B.1.6 Grade 5

The following three roles are classified at Grade 5:

- (a) Aboriginal and/or Torres Strait Islander Health Worker Advanced (Practice) (**Advanced Health Worker - Practice**)

An Advanced Health Worker - Practice is a person who holds either a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent. The employee independently undertakes a full range of duties, including dealing with the most complex matters. An Advanced Health Worker - Practice performs their duties with little

supervision, and may work as a sole practitioner remote from the health service.

(b) **Aboriginal and/or Torres Strait Islander Health Practitioner (Health Practitioner)**

A Health Practitioner who holds a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent.

(Note: An Aboriginal and/or Torres Strait Islander Health Worker Advanced (Practice) and Aboriginal and/or Torres Strait Islander Health Practitioner are required by State or Territory legislation to maintain registration as a condition of their employment and hold a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent, and must be classified as no less than a Grade 5 Level 2).

(c) **An Aboriginal and/or Torres Strait Islander Health Worker - Senior (Community) (Senior Health Worker - Care),**

A Senior Health Worker - Care holds a Diploma in Aboriginal and/or Torres Strait Islander Primary Health Care (Care) or equivalent. The employee may be responsible for a small team of Aboriginal and/or Torres Strait Islander Health Workers at this level, and will be required to hold expert knowledge of Aboriginal health issues, as well as assisting with the planning and supervision of other workers' duties.

**Scope of the Role: Advanced Health Worker - Practice and Health Practitioners**

(a) **Advanced Health Workers - Practice and Health Practitioners work at an advanced level with minimal supervision. The employee will:**

- (i) where the employee specialises in practice, perform a variety of tasks that require a sound knowledge of standards, practices and procedures, and apply primary health care skills obtained through significant training and experience and/or formal vocational development;
- (ii) perform a range of tasks of a complex nature, and operate equipment, that require specific levels of skills, training and experience at an advanced level;
- (iii) exercise judgement in deciding how tasks are performed and the quality standard of the work;
- (iv) manage allocated tasks and work with others to meet deadlines;
- (v) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply; and

- (vi) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

**Required skills and knowledge: Advanced Health Worker - Practice and Health Practitioners**

- (a) Advanced Health Workers - Practice and Health Practitioners possess a well developed knowledge and skills base and a capacity for self-directed application of primary health care service delivery. This will include:
  - (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
  - (ii) ability to deliver primary health care programs in response to health needs of individuals, groups and communities;
  - (iii) clinical skills appropriate for the delivery of health assessments, community screening and primary health care intervention;
  - (iv) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice);
  - (v) interpersonal communication skills including client and community liaison, negotiation and networking;
  - (vi) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude; and
  - (vii) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication.

**Range of Activities: Advanced Health Worker - Practice and Health Practitioners**

- (f) Advanced Health Workers - Practice and Health Practitioners will undertake some or all of the following tasks:
  - (i) advocate for the rights and needs of community members;
  - (ii) develop and monitor a case plan;
  - (iii) within a delegated model of care, undertake clinical care duties that may include but are not limited to:
    - dressings;

- suturing;
  - taking blood;
  - evacuation (medical emergencies);
  - accident, medical care and first aid;
  - subject to law, administering medications;
  - liaison with medical officers about medical advice and treatment;
  - observations;
  - participation in doctor clinics;
  - using patient information management systems;
  - full assessments of patients as presented; and
  - supervision of other Health Workers,
- (iv) undertake health program care duties that may include but are not limited to:
- antenatal care;
  - womens, mens, child and youth health;
  - older peoples' health care;
  - nutrition;
  - substance abuse;
  - health promotion;
  - environmental health;
  - sexual health; and
  - mental health,



- (v) undertake some community care duties that may include but are not limited to:
- interpreting services;
  - first point of contact counselling and referral;
  - developing and implementing community development programs;
  - health promotion programs; and
  - health education program.

### **Scope of the Role: Senior Health Workers - Care**

The employee will:

- (i) where the employee specialises in practice, perform a variety of tasks that require a sound knowledge of standards, practices and procedures, and apply primary health care skills obtained through significant training and experience and/or formal vocational development;
- (ii) perform a range of tasks of a complex nature, and operate equipment, that require specific levels of skills, training and experience at an advanced level;
- (iii) exercise judgement in deciding how tasks are performed and the quality standard of the work;
- (iv) manage allocated tasks and work with others to meet deadlines; and
- (v) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply.

### **Required skills and knowledge: Senior Health Workers - Care**

- (a) Senior Health Workers - Care possess a well-developed knowledge and skills base and a capacity for self-directed application of primary health care service delivery. This will include:
  - (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
  - (ii) ability to deliver primary health care programs in response to health needs of individuals, groups and communities;

- (iii) clinical skills appropriate for the delivery of health assessments, community screening and primary health care intervention;
- (iv) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Care);
- (v) interpersonal communication skills including client and community liaison, negotiation and networking;
- (vi) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude;
- (vii) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication; and
- (viii) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

**Range of Activities: Senior Health Workers - Care**

- (a) A Senior Health Worker - Care will undertake some or all or the following tasks:
  - (i) advocate for the rights and needs of community members;
  - (ii) develop and monitor a case plan;
  - (iii) within a delegated model of care, undertake clinical care duties that may include but are not limited to:
    - liaison with medical officers about medical advice;
    - observations;
    - participation in doctor clinics;
    - using patient information management systems; and
    - supervision of other Health Workers,
  - (iv) undertake health program care duties that may include but are not limited to:
    - antenatal care;

- womens, mens, child and youth health;
  - older peoples' health care;
  - nutrition;
  - substance abuse;
  - health promotion;
  - environmental health;
  - sexual health; and
  - mental health.
- (v) undertake community care duties that may include but are not limited to:
- interpreting services;
  - first point of contact counselling and referral;
  - developing and implementing community development programs; and
  - health promotion programs and health education programs.

### B.1.7 Grade 6

The following two roles classified at Grade 6 are senior roles and are responsible for the implementation, coordination management and evaluation of health programs and service delivery in one or more specialised programs or sub-programs:

- (a) Senior Aboriginal and/or Torres Strait Islander Health Practitioner (Practice) (**Senior Health Practitioner**). A Senior Health Practitioner will hold a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or other qualifications or experience deemed equivalent to be classified at this grade;
- (b) A Senior Health Practitioner required by State or Territory legislation to maintain registration as a condition of their employment who holds either a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent will be classified as no less than a Grade 6 Level 2; or

- (c) Aboriginal and/or Torres Strait Islander Health Worker Coordinator (Care) (**Coordinator Care**). A Coordinator Care holds either a Diploma or Advanced Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Care) or other qualifications or experience deemed equivalent to be classified at this grade.

Positions at this level undertake a management function and may report to the Board of Directors, Board of Management or be responsible for the administration of a health service.

### **Scope of the Role: Senior Health Practitioner**

A Senior Health Practitioner works at a senior level and is responsible for the implementation, coordination management and evaluation of health programs and service delivery in one or more specialised programs or sub-programs.

A Senior Health Practitioner is expected to work at an advanced level in a specialised program or sub-program with broad direction and minimal supervision. The position will exercise accountability and responsibility for programs under their control, and for the quality standards of work produced.

### **Required skills and knowledge: Senior Health Practitioner**

**(a)** A Senior Health Practitioner will have:

- (i) demonstrated knowledge of Aboriginal and/or Torres Strait Islander cultures and their health needs, and the ability to develop strategies to address key outcome areas;
- (ii) knowledge and understanding of the policies, guidelines and practice relevant to a specialised program area targeting Aboriginal and/or Torres Strait Islander peoples;
- (iii) skills to incorporate evidence-based practice in health care at the program level, and facilitate delivery of specialised programs to the community;
- (iv) ability to advocate for the rights and needs of community members and liaise with external stakeholders, including NGOs and other government organisation;
- (v) ability to work autonomously and apply a high level of theoretical and applied knowledge in relation to program management;
- (vi) high level communication and problem solving skills, with the ability to engage and negotiate with communities about program implementation and uptake;

- (vii) ability to work in a cross cultural, multidisciplinary environment delivering specific program care;
- (viii) ability to facilitate workshops and transfer knowledge of best practice in a specialist field to primary health care workers;
- (ix) demonstrated ability to develop and maintain current knowledge in their program area; and
- (x) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

### **Range of Activities: Senior Health Practitioner**

- (a) A Senior Health Practitioner will undertake some or all of the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:
  - (i) undertake program management duties including:
    - developing operational program plans;
    - identifying performance indicators for health programs;
    - monitoring health programs;
    - establishing evaluation process for health programs;
    - managing resources for the delivery of a health care program;
    - producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback; and
    - implementing quality control,
  - (ii) within a delegated model of care, undertake clinical care duties which may include:
    - taking blood;
    - child and adult health checks;
    - immunisations;
    - supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioners; and

- safety measures and procedures,
- (iii) undertake community care duties that may include:
  - networking with other agencies and create partnerships;
  - developing at a policy level and implementing community development strategies;
  - implementing health promotion strategies;
  - representing their health service on national, state and regional level activities; and
  - providing mechanisms for community to advocate for the rights and needs of community members and program needs.

**Scope of the role: Coordinator Care**

A Coordinator Care is expected to manage and coordinate at an advanced level in a specialised program or sub-program with broad direction and minimal supervision. The position will exercise accountability and responsibility for programs under their control, and for the quality standards of work produced.

**Required skills and knowledge: Coordinator Care**

- (a) A Coordinator Care will have:
- (i) demonstrated knowledge of Aboriginal and/or Torres Strait Islander cultures and their health needs, and the ability to develop strategies to address key outcome areas;
  - (ii) knowledge and understanding of the policies, guidelines and practice relevant to a specialised program area targeting Aboriginal and Torres Strait Islander peoples;
  - (iii) skills to incorporate evidence-based practice in health care at the program level, and facilitate delivery of specialised programs to the community;
  - (iv) ability to advocate for the rights and needs of community members and liaise with external stakeholders, including NGOs and other government organisation;
  - (v) ability to work autonomously and apply a high level of theoretical and applied knowledge in relation to program management;

- (vi) high level communication and problem solving skills, with the ability to engage and negotiate with communities about program implementation and uptake;
- (vii) ability to work in a cross cultural, multidisciplinary environment delivering specific program care;
- (viii) ability to facilitate workshops and transfer knowledge of best practice in a specialist field to primary health care workers;
- (ix) demonstrated ability to develop and maintain current knowledge in their program area; and
- (x) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

**Range of Activities: Coordinator Care**

- (a) A Coordinator Care will undertake some or all of the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:
  - (i) undertake program management duties including:
    - developing operational program plans;
    - identifying performance indicators for health programs;
    - monitoring health programs;
    - establishing evaluation processes for health programs;
    - managing resources for the delivery of a health care program;
    - producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback;
    - implementing quality control;
    - child and adult health checks;
    - supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioner (Practice); and
    - safety measures and procedures,
  - (ii) undertake community care duties that may include:

- networking with other agencies and create partnerships;
- developing at a policy level and implementing community development strategies;
- implementing health promotion strategies;
- representing their health service on national, state and regional level activities; and
- providing mechanisms for community to advocate for the rights and needs of community members and program needs.

20 by deleting Schedule B.2-B.4 and inserting:

**Schedule C - Classification Definitions - Community Controlled Health Services Employees**

**C.1 Administrative**

**C.1.1 Grade 1**

- (a) This is the base of the administrative classification structure. There are no prescribed educational qualifications required.
- (b) Positions at this level work under close direction and initially require the application of basic skills and routines such as providing receptionist services, straight-forward operation of keyboard equipment, filing, photocopying, collating, collecting and distributing, carrying out routine checks by simple comparisons, simple coding, maintaining basic records, mail procedures, obtaining or providing information about straight-forward matters and routine user maintenance of office equipment.
- (c) The work may involve a combination of the activities outlined above including keyboard, clerical and other duties. Keyboard tasks usually involve the straight forward operation of keyboard equipment but may include the keying of data containing specialised or unusual technical terms or complicated tables or diagrams which demand considerable judgement about layout, and the manipulation and interpretation of data before and during entry.
- (d) Initially work is performed under close direction using established routines, methods and procedures and there is little scope for deviating from these. Tasks should be mixed to provide a range of work experience; some may be of a routine operational nature. Problems can usually be solved by reference to straight-forward methods, procedures and instructions. Assistance is available if required when problems arise.



- (e) Staff undertaking work at this grade would normally become competent in individual tasks after a limited period of training or experience.
- (f) The work performed may be routine in nature but some knowledge and application of specific procedures, instructions, regulations or other requirements relating to general administration (e.g. personnel or finance operations) and to specific departmental programs or activities may be required.
- (g) Staff at this grade may assist senior members of staff in the task being undertaken by them. Work may include drafting basic material for inclusion in reports and submissions, including form or routine letters and checking applications for benefits or grants.

### **C.1.2 Grade 2**

- (a) This level encompasses a range of work which requires routine experience or the application of skills derived from work of a similar nature and a general knowledge of the work to be performed. This is the first level which may include a supervisory role. Staff may be required to follow and interpret rules, regulations, guidelines, instructions and procedures, and be capable of undertaking a range of duties requiring judgement, liaison and communication within the health service, with clients of the health service and with other interested parties.
- (b) Positions at this grade usually work under general direction and the work is subject to regular checks. Detailed instructions are not necessary and there is scope for staff to exercise initiative in applying established work practices and procedures.
- (c) The solution of problems may require the exercise of limited judgement, though guidance would be available in guidelines, procedures, regulations and instructions. The understanding of the information should allow decisions or policies relating to specific circumstances to be explained. Liaison within the health service, with clients of the health service, or with other interested parties may be necessary.
- (d) This is the first grade of which formal delegations may be found within the operations of the work area (e.g. approval of annual, personal and carer's leave and examination of accounts).
- (e) Secretarial/administrative support positions may be included in this grade where this is warranted, having regard to:
  - (i) the range of knowledge and skills required;
  - (ii) the degree of independence and responsibility assumed in undertaking tasks; and

- (iii) the degree of direction given by the supervisor.
- (f) Positions where there is a frequently recurring need to take and transcribe verbatim the proceedings of conferences or deputations are included in this grade.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

### **C.1.3 Grade 3**

- (a) Positions at this grade usually work under general direction and require relevant experience combined with a broad knowledge of the functions and activities of the health service and a sound knowledge of the major activity performed within the work area. Positions with supervisory responsibilities may undertake some complex operation work and may assist with, or review, work undertaken by subordinates or team members.
- (b) Positions with supervisory responsibilities may include a degree of planning and coordination and tasks such as monitoring staff attendance and workflow.
- (c) Problems faced may be complex yet broadly similar to past problems. Solutions generally can be found in rules, regulations, guidelines, procedures and instructions though these may require some interpretation and application of judgement. There is scope for the exercise of initiative in application of established work practices and procedures.
- (d) Positions at this grade may exercise delegations. Decisions made may have an impact on the relevant health service (e.g. on financial resources), but are normally of a limited procedural or administrative importance.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

### **C.1.4 Grade 4**

- (a) Positions at this grade usually work under general direction within clear guidelines and established work practices and priorities, in functions which require the application of knowledge, skills and techniques appropriate to the work area. Work at this grade requires a sound knowledge of program, activity, policy or service aspects of the work performed within a functional element, or a number of work areas. The Grade 4 position is the first grade where technical or professional qualifications may be required or desirable.
- (b) Work is usually performed under general direction and may cover a range of tasks associated with program activity or administrative support to

senior officers. Tasks may include providing administrative support to staff within technical or professional structures. This may include the collection and analysis of data and information and the preparation of reports, publications, papers and submissions including findings and recommendations.

- (c) Positions at this level may have supervisory responsibilities over staff operating a wide range of equipment or undertaking a variety of tasks in the area of responsibility.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

#### **C.1.5 Grade 5**

- (d) Positions at this level work under general direction in relation to established priorities, task methodology and work practices to achieve results in line with the corporate goals of the health service.
- (e) Positions at this grade may, under general direction of work priorities, undertake the preparation of preliminary papers, draft complex correspondence for senior officers, undertake tasks of a specialist or detailed nature, assist in the preparation of procedural guidelines, provide information or interpretation to other interested parties, exercise specific process responsibilities and oversee and co-ordinate the work of subordinate staff.
- (f) Work may involve specialist subject matter of a professional or technical project, procedural or processing nature, or a combination of these functions.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

#### **C.1.6 Grade 6**

- (a) Positions at this grade may manage the operations of an organisational element usually under limited direction. Positions at this grade undertake various functions, under a wide range of conditions to achieve a result in line with the goals of the health service. Immediate subordinate positions may include staff in a technical or professional structure, in which case supervision may involve the exercising of technical or professional skills or judgement.
- (b) Positions at this grade are found in a variety of operating environments and structural arrangements. The primary areas may be:

- (i) Managing the operations of a discrete organisational element usually under limited direction;
  - (ii) Under limited direction in relation to priorities and work practices provide administrative support to a particular program or activity; or
  - (iii) Providing subject matter, expertise or policy advice, to senior employees, the Chief Executive Officer, or the Board of Management including technical or professional advice, across a range of programs or activities undertaken by the health service.
- (c) Positions at this grade would be expected to set and achieve priorities, monitor work flow and/or manage staffing resources to meet objectives.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills level 2.

#### **C.1.7 Grade 7**

- (a) Positions at this grade, under limited direction, usually manage the operations of an organisational element, or undertake a management function, or provide administrative, technical, or professional support to a particular program or activity, across a range of administrative or operational tasks to achieve a result in line with the goals of the health service.
- (b) Positions at this grade may undertake a management function involved in the administration of a program or activity within an organisation. This includes the provision of advice or undertaking tasks related to the management or administration of a program or activity, service delivery or corporate support function, including project work, policy, technical, professional or program issues or administrative matters. Liaison with other elements of the organisation, government agencies, state and local authorities and community organisations can be a feature.
- (c) Positions at this grade may represent the health service at meetings, conferences and seminars. In some circumstances the supervisor or subordinates may be, or include staff in technical or professional structures, in which case supervision is for administrative purposes only. In all other circumstances, supervision may involve the exercise of technical or professional skill or judgement.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 2.

### **C.1.1.8 Grade 8**

Positions at this grade will be the Chief Executive Officer of an Aboriginal community controlled health service other than those classified at Grade 7 who reports to and is responsible for the administration of the health service to the Board of Management and to whom heads of programs or activities within the health service report and are responsible.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 3.

## **C.2 Dental**

### **C.2.1 Dental Assistant Grade 1**

Employees at this grade will have no prior experience as a dental assistant. Appointment to this level will be for a period of three months after which the employee will progress to the appropriate level. While employed at this grade employees will:

- (a) work under direct supervision;
- (b) gain familiarisation with a range of basic dental and/or clerical tasks; and
- (c) gain familiarisation with the employer's policies including health and safety.

**C.2.2 Dental Assistant Grade 2** means an employee who has obtained the skills required of a Dental Assistant Grade 1 who performs solely dental assistant duties and has no formal qualifications.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.3 Dental Assistant Grade 3** means:

- (a) a person who has completed a dental assistant qualification performing solely dental assistant duties;
- (b) an unqualified Dental Assistant performing a combination of duties including routine clerical, reception duties and dental assistant duties; or
- (c) an unqualified Dental Assistant performing solely Dental Assistant duties who has 12 months' experience at Grade 2.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.4 Dental Assistant Grade 4 means:**

- (a) An unqualified Dental Assistant performing solely dental assistant duties who has 12 months' experience at Grade 3 and has demonstrated competence in the following areas:
  - (i) knowledge of dental equipment;
  - (ii) sterilisation techniques with attention to infection control;
  - (iii) basic understanding of techniques and procedures;
  - (iv) understanding of the set-up prior to procedures; or
- (b) an unqualified Dental Assistant performing a combination of dental assistant, clerical and reception duties who has 12 months' experience at Grade 3;
- (c) a qualified Dental Assistant performing solely dental assistant duties who has 12 months' experience at Grade 3; or
- (d) a qualified Dental Assistant performing a combination of dental assistant, clerical and reception duties.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.5 Dental Assistant Grade 5 means:**

- (a) an unqualified Dental Assistant performing a combination of dental assistant, clerical and reception duties who has 12 months' experience at Grade 4;
- (b) a qualified Dental Assistant performing solely dental assistant duties who has 12 months' experience at Grade 4; or
- (c) a qualified Dental Assistant performing a combination of dental assistant, clerical and reception duties who has 12 months' experience at Grade 4.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.6 Dental Therapist Grade 1** works under the professional supervision of a higher grade professional officer as to method of approach and requirements and is a professional practitioner who performs normal professional work and exercises individual knowledge, skills, professional judgement and initiative in the application of professional principles, techniques and methods.

- (a) This grade is the professional formation phase of a professional officer. It includes new graduates generally lacking practical experience in the application of their professional knowledge.
- (b) The work requires initiative and professional judgement. Since experience is limited, this level is normally expected to apply only to established principles, techniques and methods in early postgraduate years. With professional development, it is expected that new techniques and methods will be learnt and applied to progressively more difficult problems.
- (c) Initially work is subject to professional supervision. As experience is gained, the contribution and the level of professional judgement increases and professional supervision decreases, until a wide range of professional tasks is capable of being performed with little technical direction.
- (d) When experienced, advice and guidance may be provided to less experienced professional staff. They are not required to provide general professional guidance but may be required to provide general supervision of and/or train technical and other non-professional staff.
- (e) Staff may be required to develop and apply advanced techniques learnt during the undergraduate course or later; however, decisions to incorporate such new techniques into normal procedures would be taken at a higher level.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.6 Dental Therapist Grade 2** works as a professional practitioner, performs normal professional work under general professional guidance, and may perform novel, complex or critical professional work under professional supervision.

- (a) Staff at this grade perform normal professional work of an organisational unit, or of a specialised professional field encompassed by the work of the unit, and accept technical responsibility for those tasks.
- (b) Staff may also be expected to perform difficult or novel, complex or critical professional work where they are isolated from immediate professional supervision, for example, because of the remoteness of the functional work area. Staff at this grade are expected to exercise independent professional judgement when required, particularly in recognising and solving problems and managing cases where principles, procedures, techniques and methods require expansion, adaption or modification.
- (c) Staff may carry out research under professional supervision and may be expected to contribute to advances in the techniques used.

- (d) Work at this grade may include professional supervision of Dental Therapists Grade 1 together with general supervision over technical and other personnel. Dental Therapists at this level may also be required to guide Dental Therapists Grade 1 in the methods to be used, policies to be followed and standards to be observed with respect to the professional work performed by the organisational unit.
- (e) Staff may provide an advisory role up to the level of expertise.
- (f) Staff are required to understand industry problems if advice on interpretation of regulations or standards is required and to undertake associated liaison tasks.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

### **C.3 Ancillary**

It is desirable that all ancillary staff have Aboriginal knowledge and cultural skills-level 1.

- C.3.1 Cleaner** means a person who performs tasks customarily performed by cleaners utilising a range of materials and equipment to clean a range of surfaces in order to restore or maintain buildings in a clean and hygienic condition.
- C.3.2 Driver-Grade 1** means a person whose primary duties include undertaking a range of driving activities on behalf of the employer in a vehicle that has the capacity to carry between one and 15 passengers.
- C.3.3 Driver-Grade 2** means a person whose primary duties include undertaking a range of driving activities on behalf of the employer in a vehicle that has the capacity to carry 16 or a greater number of passengers.
- C.3.4 Caretaker** means a person who is responsible for the supervision of an Aboriginal community controlled health service premises out of hours including opening and closing the premises before and after each day of business.



MA000115 PRxxxxxx

**Further Amended ~~Final~~ Draft Determination**

~~4 December 2016~~ ~~1 June 2017~~ ~~18 June 2019~~ 9 August 2019

*Fair Work Act 2009*

s.156 - 4 yearly review of modern awards

**4 yearly review of modern awards**

(AM201~~84~~/~~12250~~)

**ABORIGINAL COMMUNITY CONTROLLED HEALTH SERVICES AWARD 2010**

[MA000115]

XXXXX

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XX XXXXX 201~~97~~

SYDNEYMELBOURNE,

Further to the Full Bench decision issued by the Fair Work Commission on XX XXXX 201~~97~~, the above award is varied as follows:

1 by deleting the definition of "*Aboriginal Health Worker*" in clause 3.1 and inserting the following definitions:

(a) **Aboriginal and/or Torres Strait Islander Health Worker** is a person who:

(i) identifies as an Aboriginal and/or Torres Strait Islander and is recognised by their community as such;

(ii) is engaged in the delivery of Aboriginal and Torres Strait Islander primary health care and employed as either a Health Worker Trainee, Generalist Health Worker, Advanced Health Worker - Care, Advanced Health Worker - Practice, Health Practitioner, Senior Health Care Worker - Care, ~~Senior Health Worker - Care,~~ ~~Coordinator Care,~~ Senior Health Practitioner or Coordinator Care; and

(iii) has a culturally safe and holistic approach to health care.

~~Advanced Health Worker - Care~~ means an employee classified at Grade 4 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

(b)

(c) **Advanced Health Worker - Practice** means an employee who is employed in the role of Advanced Health Worker - Practice and classified at Grade 5 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

**Community Controlled Health Services Employees** means employees employed by an Aboriginal community controlled health services who are not employed as ATSIHWTs, ATSIHWs or ATSIHPs an Aboriginal and/or Torres Strait Islander Health Worker.

(d)

**Coordinator Care** means an employee who is employed in the role of Coordinator Care and classified at Grade 6 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

(e)

**Generalist Health Worker** means an employee classified at Grade 3 of Schedule B -

Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

(f)

**Health Practitioner** means an employee who is employed in the role of Health Practitioner and classified at Grade 5 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

(g)

**Health Worker Trainee** means an employee classified at Grade 1 or Grade 2 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

(h)

**Senior Health Care Worker - Care** means an employee who is employed in the role of Senior Health Care Worker - Care and classified at Grade 5 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

(i)

(j) **Senior Health Practitioner** means an employee who is employed in the role of Senior Health Practitioner and classified at Grade 6 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

Small Town means a town with fewer than 10,000 people that is not within 50 kilometres (driving distance) of a town with a population in excess of 50,000 people (according to Australian Bureau of Statistics Census data).

(k)

2 by deleting clause 4.1 and inserting the following:

This industry and occupation award covers:

- (a) employers throughout Australia in the Aboriginal community controlled health services industry and their employees in the classifications listed in clause 14 - Minimum Wages to the exclusion of any other modern award; and
- (b) employers throughout Australia with respect to their employees engaged as an Aboriginal and/or Torres Strait Islander Health Worker.

3 by deleting clause 4.2 and inserting the following:

The award does not cover:

- (a) an employee excluded from award coverage by the Act;
- (b) employers covered by the following awards with respect to employees covered by the awards:
  - (i) Nurses Award 2010; or
  - (ii) Medical Practitioners Award 2010.

4 by deleting clause 13.1 and inserting the following:

Classification definitions are set out in Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers and Schedule C - Classification Definitions - Community Controlled Health Services Employees.

5 by inserting the following new clause:

### **13.3 Progression**

- (a) At the end of each 12 months' continuous employment, an employee will be eligible for progression from one **pay point level** to the next within a **level**

grade 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 occur by way of promotion or re-classification.

6 by inserting the following new clause:

#### **13.4 Recognition of previous service**

- (a) On appointment, an employee will be classified and placed on the appropriate level on the salary scale in clause 14 - Minimum Salary, according to their qualifications and experience as an Aboriginal and/or Torres Strait Islander Health Worker.
- (b) Service as a part-time Aboriginal and/or Torres Strait Islander Health Worker will normally accrue on a pro rata basis according to the percentage of a full-time Aboriginal and/or Torres Strait Islander Health Worker load undertaken in any year; provided that where the hours are more than 90% of a full-time load, service will count as a full-time year.
- (c) In the case of a casual employee, the equivalent of a full-time year of service is 200 full casual days.

7 by inserting the following new clause:

#### **13.5 Evidence of qualifications**

- (a) On engagement, the employer may require that the employee provide documentary evidence of qualifications and experience. If an employer considers that the employee has not provided satisfactory evidence, and advises the employee in writing to this effect, then the employer may decline to recognise the relevant qualification or experience until such evidence is provided. Provided that the employer will not unreasonably refuse to recognise the qualifications or experience of an employee.

8 by deleting clause 14.1 and inserting the following:

**14.1 Classifications - Aboriginal and/or Torres Strait Islander Health Workers**

The following are the minimum weekly rates:

	Per week \$
<b>Grade 1</b>	
<b>Health Worker Trainee</b>	
Level 1	<del>747.00</del> <u>822.70</u>
<b>Grade 2</b>	
<b>Health Worker Trainee</b>	
Level 1	<del>800.60</del> <u>881.60</u>
Level 2	<del>827.60</del> <u>911.70</u>
<b>Grade 3</b>	
<b>Generalist Health Worker</b>	
Level 1	<del>871.20</del> <u>959.30</u>
Level 2	<del>916.70</del> <u>1009.50</u>
Level 3	<del>961.30</del> <u>1058.60</u>
<b>Grade 4</b>	
<b>Advanced Health Worker - Care</b>	
Level 1	<del>988.10</del> <u>1088.10</u>
Level 2	<del>1014.70</del> <u>1117.40</u>
Level 3	<del>1038.00</del> <u>1143.10</u>
<b>Grade 5</b>	
<b>Advanced Health Worker - Practice</b>	
<b>Health Practitioner</b>	
<b>Senior Health Care Worker – Care</b>	
Level 1	<del>1062.80</del> <u>1170.40</u>
Level 2	<del>1087.80</del> <u>1197.90</u>
Level 3	<del>1114.10</del> <u>1226.90</u>
<b>Grade 6</b>	
<b>Senior Health Practitioner</b>	
<b>Coordinator Care</b>	
Level 1	<del>1256.10</del> <del>1210.50</del> <u>1383.30</u>
Level 2	<del>1280.70</del> <del>1243.20</del> <u>1410.40</u>
Level 3	<del>1304.50</del> <del>1255.90</del> <u>1437.70</u>

9 insert new clause 14.2 as follows:

## 14.2 Classifications - Community Controlled Health Services Employees

The following are the minimum weekly rates: This clause is to contain existing clauses 14.1(b), 14.1(c) and 14.1(d), as amended from time to time.

### (a) ~~Administrative~~

	<b>Per week \$</b>
<b>Grade 1</b>	
Level 1	741.50
Level 2	744.20
Level 3	759.90
Level 4	770.70
Level 5	793.00
<b>Grade 2</b>	
Level 1	805.30
Level 2	819.50
Level 3	833.70
Level 4	845.80
Level 5	860.20
<b>Grade 3</b>	
Level 1	875.60
Level 2	891.30
Level 3	901.00
Level 4	917.00
<b>Grade 4</b>	
Level 1	931.40
Level 2	953.80
Level 3	971.00
Level 4	988.90
<b>Grade 5</b>	
Level 1	1008.50
Level 2	1029.50
Level 3	1051.00
<b>Grade 6</b>	
Level 1	1063.20
Level 2	1083.20
Level 3	1105.60
Level 4	1148.10
Level 5	1182.40

### **Grade 7**



Level 1	1210.50
Level 2	1243.20

**Grade 8**

Level 1	1255.90
Level 2	1288.10
Level 3	1331.40
Level 4	1362.80

**(b) Dental**

	<b>Per Week \$</b>
<b>Dental Assistant</b>	
Grade 1	707.00
Grade 2	721.60
Grade 3	736.50
Grade 4	783.30
Grade 5	809.70

**Dental Therapist Grade 1**

Level 1	847.20
Level 2	869.40
Level 3	897.40
Level 4	931.90
Level 5	977.80
Level 6	1023.00
Level 7	1057.80

**Dental Therapist Grade 2**

Level 1	1072.70
Level 2	1096.90
Level 3	1120.30
Level 4	1140.40
Level 5	1166.00

**(c) Ancillary**

	<b>Per week \$</b>
Cleaner	735.90
Driver - Grade 1	766.50
Driver - Grade 2	786.60
Caretaker	786.60

10 by inserting new clause 15.2 as follows:

## 15.2 Occasional interpreting allowance

- (a) An employee not employed as a full-time interpreter and who:
- (i) performs interpreting duties in the course of their work duties; and
  - (ii) is not entitled to receive the Bilingual qualification allowance under clause 15.1,; and

~~who is required to perform interpreting duties~~ will receive an ~~additional 0.11% of the standard rate on each occasion with a maximum~~ additional payment of 1.27% of the standard rate per week.

- ~~(a)~~(b) For the purpose of clause 15.2(a) interpreting is not limited to interpreting one language from or to the English language.

11 by inserting new clause 15.5 as follows:

### 15.5 Damaged Clothing Allowance

Where an employee, in the course of their employment, suffers any damage to or soiling of clothing or other personal effects, the employer will be liable for the replacement, repair or cleaning of such clothing or personal effects provided, where practicable, verbal immediate notification is given to the employer of such damage or soiling as soon as possible.

This clause will not apply where the damage or soiling is caused by the negligence of the employee.

12 inserting new clause 15.6 as follows:

### 15.6 Blood check allowance

Any employee exposed to radiation hazards in the course of their work will be entitled to a blood count as often as is considered necessary and will be reimbursed for any out of pocket expenses arising from such test.

13 by inserting new clause 15.8 as follows:

### 15.8 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.



This clause will not apply where the employer provides the employee with a mobile telephone for the purposes of being on call.

14 by inserting new clause 15.9 as follows:

#### **15.9 Nauseous Work Allowance**

An allowance of 0.05% of the standard rate per hour or part thereof will be paid to an employee in any classification if they are engaged in handling linen of a nauseous nature other than linen sealed in airtight containers and/or for work which is of an unusually dirty or offensive nature, having regard to the duty normally performed by such employee in such classification. Any employee who is entitled to be paid this allowance will be paid a minimum sum of 0.27% of the standard rate for work performed in any week.

15 by inserting new clause 15.10 as follows:

#### **15.10 Heat Allowance**

(a) Where work continues for more than two hours in temperatures exceeding 46° 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.

~~An employee who works in a place where the temperature raises to between 46° and 54° Celsius must be paid an additional 3.2% of the hourly standard rate per hour or part thereof for work performed in the hot period; with an additional 4% of the hourly standard rate per hour or part thereof, where the temperature exceeds 54° Celsius.~~

16 by inserting new clause 15.11 as follows:

#### **~~15.11 Isolation Allowance~~**

~~Employees engaged to work in a Small Town will, in addition to all other payments, be paid an allowance for the exigencies of working in such areas of 4.28% of the standard rate. Employees engaged to work in rural and remote areas will in addition to all other payments be paid an allowance for the exigencies of working in such areas of 4.28% of the standard rate.~~

#### **15.11 Sole Practitioner Allowance**

Employees who are:

(a) engaged to work in a Small Town; and

(b) are the only Aboriginal and/or Torres Strait Islander Health Worker employed by their employer in that location,

will, in addition to all other payments, be paid a ~~weekly~~ allowance for the exigencies of working in such areas of 4.28% of the standard rate.

17 by inserting new clause 15.12 as follows:

**15.12 Medication Administration Allowance**

Aboriginal and/or Torres Strait Islander Health Workers who are classified  
Employees who are qualified and permitted under law to administer medications and who administer medication in the performance of their duties are entitled to an allowance of 0.25X% of the standard rate per week.

18 by deleting clause 30 and inserting the following:

**30. Ceremonial Leave**

An employee who is legitimately required by Indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes, including for bereavement related ceremonies and obligations, will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the employer.

19 by deleting Schedule B.1 and inserting:

**Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers**

**B.1.1 Aboriginal and/or Torres Strait Islander Health Worker Trainee (Entry) - Grade 1 (Health Worker Trainee)** means an employee in their first year of service who will generally have no direct experience in the provision of Aboriginal and/or Torres Strait Islander health services.

They will provide primary health services education and liaison duties under the direct supervision of more senior employees.

The employer will actively assist the employee to pursue entry into an approved course of study to gain a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent within 18 months.

**B.1.2 Aboriginal and/or Torres Strait Islander Health Worker Trainee - Grade 2 (Health Worker Trainee)** means an employee in their second year of service or an employee whom has obtained and/or possess a Certificate II in ~~an in~~ Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent.

They will provide primary health services education and liaison duties under the direct supervision of more senior employees.

### **B.1.3 Indicative tasks performed by a Health Worker Trainee**

Health Worker Trainees will perform a range of duties and services provided by professional, technical, clinical and administrative work categories.

A Health Work Trainee will:

- work under direct supervision, either individually or in a team or group, using routine procedures and established techniques or methods;
- perform a range of routine tasks and operate office and other equipment requiring the use of basic skills, training or experience;
- exercise minimal judgement in deciding how tasks are performed and completed while being responsible for the quality standard of completed work; and
- undertake orientation and training programs as available.

#### **Range of activities undertaken:**

- Assist more senior employees in the provision of patient care associated with basic primary health care functions.
- Assist in the delivery of clinical support services by performing a range of basic non-professional tasks and transporting patients from one area to another.
- Establish and maintain a communication network between health providers and the community.
- Assist in identifying health needs of individuals, groups and the community.
- Assist with the provision of health promotion programs, appropriate referrals, advice and information.
- Network and liaise with other service providers to ensure a coordinated approach to health service delivery.
- Undertake incidental administrative tasks including maintenance of records and data collection.
- Assist in ensuring that services are provided in ways that maximise cultural acceptability.
- Maintain the confidentiality of client contacts.
- Deliver health services under supervision including:

- basic health screening;
- basic first aid;
- health education and promotion;
- client support;
- identification of health needs;
- referral to other health professionals and other services;
- limited advice and information; and
- other activities as required to meet identified health needs of the community.

#### **B.1.4 Aboriginal and/or Torres Strait Islander Health Worker (Generalist) - Grade 3**

Aboriginal and/or Torres Strait Islander Health Worker (Generalist) (**Generalist Health Worker**) is:

- (a) a person who has completed Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; or
- (b) a person with other qualifications or experience deemed equivalent through a Registered Training Organisation.

A Generalist Health Worker who:

- (i) who holds a Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; or
- (ii) has a Medicare provider number (not a prerequisite),

will be classified as no less than a Grade 3 Level 2 Aboriginal Health Worker/Aboriginal Community Health Worker.

#### **Scope of the Role**

- (a) A Generalist Health Worker works within delegated model of care, and will perform a range of duties in the delivery of primary health care services and community care. They will perform duties of a specific nature, or a range of duties designed to assist in the provision of health services are in the professional, technical, clinical and administration work categories.
- (b) A Generalist Health Worker will be able to:
  - (i) provide a range of health functions of a clinical, preventative, rehabilitative or promotional nature under the general direction of more senior employees;

(ii) work under supervision and direction, either individually or in a team or group using routine primary health care practices and procedures and established techniques or methods. Such tasks may include some of all of the following:

- assisting in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team;
- under instruction, assisting in the provision of standard medical treatments in accordance with established medical protocols;
- collecting and recording data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies;
- in line with policies and programs established by the health team, participating in educating and informing the community about preventative health measures; and
- undertaking orientation and training programs as available;

(iii) perform a range of additional tasks at a standard in accordance with the level of qualification held, to operate office and other equipment, which requires specific levels of skill, training and experience that are not subject to licensing and registration of other professions. Such services may include:

- first aid;
- health education and promotion;
- client support;
- identification of health needs;
- referral to other health professionals and other services;
- advice and information;
- other activities as required to meet identified health needs; and
- advocacy;

- (iv) exercise judgement in deciding how tasks are performed and completed to ensure the quality standard of completed work; and
- (v) demonstrate good communication and interpersonal skills in client liaison advocacy and teamwork.

### **Required skills and knowledge**

- (a) A Generalist Health Worker will possess an ability to apply primary health care generalist knowledge, skills and demonstrated capacity to perform tasks, using defined techniques and knowledge under supervision.
- (b) A Generalist Health Worker will have:
  - (i) good interpersonal skills and abilities to communicate with Aboriginal and/or Torres Strait Islander individuals, families and communities and network with other services and health professions;
  - (ii) demonstrated ability to apply knowledge and skills obtained from Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent, or an equivalent qualifications; and
  - (iii) knowledge of confidentiality, ethics and duty of care in a primary health care and/or community services environment.

### **B.1.5 Aboriginal and/or Torres Strait Islander Health Worker (Care) - Grade 4 (Advanced Health Worker - Care)**

**B.1.6** An Advanced Health Worker - Care is a person who independently undertakes a full range of duties, including dealing with complex matters. An Advanced Health Worker - Care holds either a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Care), a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Community) or equivalent.

#### **(a) Scope of the Role**

- (a) In addition to the above, an Advanced Health Worker - Care is expected to work at an advanced level with minimal supervision.
- (b) The employee will:
  - (i) perform a range of tasks of a complex nature requiring training and experience at an advanced level;



- (ii) exercise judgement in deciding how tasks are performed and the quality standard of the work;
- (iii) manage allocated tasks and work with others to meet deadlines; and
- (iv) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply.

### **Required skills and knowledge**

- (a) An Advanced Health Worker - Care will possess a well-developed knowledge and skills base. This will include:
  - (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
  - (ii) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Care) (or equivalent);
  - (iii) interpersonal communication skills including client and community liaison, negotiation and networking;
  - (iv) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude; and
  - (v) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication.

### **Range of Activities**

- (a) An Advanced Health Worker - Care will undertake some or all or the following tasks:
  - (i) advocate for the rights and needs of community members;
  - (ii) provide outreach services;
  - (iii) monitor a case plan; and
  - (iv) undertake community care duties that may include but are not limited to:
    - assist with initial diagnosis and needs analysis;

- assist with pre-admission clinics;
- assist with discharge planning;
- interpreting services;
- first point of contact counselling and referral;
- developing and implementing community development programs;
- health promotion programs; and
- health education programs.

## B.1.6 Grade 5

**B.1.7** The following three roles are classified at Grade 5:

- (a) Aboriginal and/or Torres Strait Islander Health Worker Advanced (Practice) (**Advanced Health Worker - Practice**)

An Advanced Health Worker - Practice is a person who holds either a [Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care \(Practice\)](#) or equivalent. The employee independently undertakes a full range of duties, including dealing with the most complex matters. An Advanced Health Worker - Practice performs their duties with little supervision, and may work as a sole practitioner remote from the health service.

- (b) Aboriginal and/or Torres Strait Islander Health Practitioner (**Health Practitioner**)

A Health Practitioner who holds a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent.

(Note: An Aboriginal and/or Torres Strait Islander Health Worker Advanced (Practice) and Aboriginal and/or Torres Strait Islander Health Practitioner [are](#) required by State or Territory legislation to maintain registration as a condition of their employment and [who hold](#) a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent, [and](#) must be classified as no less than a Grade 5 Level 2).

- (c) An Aboriginal and/or Torres Strait Islander Health Worker - Senior (Community) (**Senior Health Worker - Care**),

A Senior Health Worker - [Care](#) holds a [Diploma in Aboriginal and/or Torres Strait Islander Primary Health Care \(Care\)](#) or equivalent. The employee



may be responsible for a small team of Aboriginal and/or Torres Strait Islander Health Workers at this level, and will be required to hold expert knowledge of Aboriginal health issues, as well as assisting with the planning and supervision of other workers' duties.

### **Scope of the Role: Advanced Health Worker - Practice and Health Practitioners**

- (a) Advanced Health Workers - Practice and Health Practitioners work at an advanced level with minimal supervision. The employee will:
  - (i) where the employee specialises in practice, perform a variety of tasks that require a sound knowledge of standards, practices and procedures, and apply primary health care skills obtained through significant training and experience and/or formal vocational development;
  - (ii) perform a range of tasks of a complex nature, and operate equipment, that require specific levels of skills, training and experience at an advanced level;
  - (iii) exercise judgement in deciding how tasks are performed and the quality standard of the work;
  - (iv) manage allocated tasks and work with others to meet deadlines;
  - (v) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply; and
  - (vi) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

### **Required skills and knowledge: Advanced Health Worker - Practice and Health Practitioners**

- (a) Advanced Health Workers - Practice and Health Practitioners possess a well-developed knowledge and skills base and a capacity for self-directed application of primary health care service delivery. This will include:
  - (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
  - (ii) ability to deliver primary health care programs in response to health needs of individuals, groups and communities;
  - (iii) clinical skills appropriate for the delivery of health assessments, community screening and primary health care intervention;

- (iv) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice);
- (v) interpersonal communication skills including client and community liaison, negotiation and networking;
- (vi) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude; and
- (vii) ~~Ability~~ ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication.

**Range of Activities: Advanced Health Worker - Practice and Health Practitioners**

- (f) Advanced Health Workers - Practice and Health Practitioners will undertake some or all or the following tasks:
  - (i) advocate for the rights and needs of community members;
  - (ii) develop and monitor a case plan;
  - (iii) within a delegated model of care, undertake clinical care duties that may include but are not limited to:
    - dressings;
    - suturing;
    - taking blood;
    - evacuation (medical emergencies);
    - accident, medical care and first aid;
    - subject to law, administering medications;
    - liaison with medical officers about medical advice and treatment;
    - observations;
    - participation in doctor clinics;
    - using patient information management systems;

- full assessments of patients as presented; and
  - supervision of other Health Workers,
- (iv) undertake health program care duties that may include but are not limited to:
- antenatal care;
  - women's, men's, child and youth health;
  - older peoples' health care;
  - nutrition;
  - substance abuse;
  - health promotion;
  - environmental health;
  - sexual health; and
  - mental health, and
- (v) undertake some community care duties that may include but are not limited to:
- interpreting services;
  - first point of contact counselling and referral;
  - developing and implementing community development programs;
  - health promotion programs; and
  - health education program.

### **Scope of the Role: Senior Health Workers - Care**

The employee will:

- (i) where the employee specialises in practice, perform a variety of tasks that require a sound knowledge of standards, practices and procedures, and apply primary health care skills obtained through

significant training and experience and/or formal vocational development;

- (ii) perform a range of tasks of a complex nature, and operate equipment, that require specific levels of skills, training and experience at an advanced level;
- (iii) exercise judgement in deciding how tasks are performed and the quality standard of the work;
- (iv) manage allocated tasks and work with others to meet deadlines; and
- (v) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply.

### **Required skills and knowledge: Senior Health Workers - Care**

- (a) Senior Health Workers - Care possess a well-developed knowledge and skills base and a capacity for self-directed application of primary health care service delivery. This will include:
  - (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
  - (ii) ability to deliver primary health care programs in response to health needs of individuals, groups and communities;
  - (iii) clinical skills appropriate for the delivery of health assessments, community screening and primary health care intervention;
  - (iv) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Care);
  - (v) interpersonal communication skills including client and community liaison, negotiation and networking;
  - (vi) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude;
  - (vii) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication; and
  - (viii) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

## Range of Activities: Senior Health Workers - Care

- (a) A Senior Health Worker - Care will undertake some or all or the following tasks:
- (i) advocate for the rights and needs of community members;
  - (ii) develop and monitor a case plan;
  - (iii) within a delegated model of care, undertake clinical care duties that may include but are not limited to:
    - liaison with medical officers about medical advice;
    - observations;
    - participation in doctor clinics;
    - using patient information management systems; and
    - supervision of other Health Workers,
  - (iv) undertake health program care duties that may include but are not limited to:
    - antenatal care;
    - women's, men's, child and youth health;
    - older peoples' health care;
    - nutrition;
    - substance abuse;
    - health promotion;
    - environmental health;
    - sexual health; and
    - mental health, and
  - (v) undertake community care duties that may include but are not limited to:

- interpreting services;
- first point of contact counselling and referral;
- developing and implementing community development programs; and
- health promotion programs; and health education programs.

### B.1.7 Grade 6

The following two roles classified at Grade 6 are senior level roles and is-are responsible for the implementation, coordination management and evaluation of health programs and service delivery in one or more specialised programs or sub-programs:

- (a) Senior Aboriginal and/or Torres Strait Islander Health Practitioner (Practice) (**Senior Health Practitioner**). A Senior Health Practitioner will hold a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or other qualifications or experience deemed equivalent by willto be classified at this grade;
- (b) A Senior Health Practitioner required by State or Territory legislation to maintain registration as a condition of their employment who holds a either a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent will be classified as no less than a Grade 6 Level 2; or-
- (b)(c) Aboriginal and/or Torres Strait Islander Health Worker Coordinator (Care) (**Coordinator Care**). A Coordinator Care holds either a Diploma or Advanced Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Care) or other qualifications or experience deemed equivalent by willto be classified at this grade.

Positions at this level undertake a management function and may reports to the Board of Directors, of Board of Management or be be responsible for the administration of the a health service.

### Scope of the Role: Senior Health Practitioner

A Senior Health Practitioner works at a senior level and is responsible for the implementation, coordination management and evaluation of health programs and service delivery in one or more specialised programs or sub-programs.

A Senior Health Practitioner is expected to work at an advanced level in a specialised program or sub-program with broad direction and minimal supervision. The position will exercise accountability and responsibility for programs under their control, and for the quality standards of work produced.



## **Required skills and knowledge: Senior Health Practitioner**

(a) A Senior Health Practitioner will have:

- (i) demonstrated knowledge of Aboriginal and/or Torres Strait Islander cultures and their health needs, and the ability to develop strategies to address key outcome areas;
- (ii) knowledge and understanding of the policies, guidelines and practice relevant to a specialised program area targeting Aboriginal and/or Torres Strait Islander peoples;
- (iii) skills to incorporate evidence-based practice in health care at the program level, and facilitate delivery of specialised programs to the community;
- (iv) ability to advocate for the rights and needs of community members and liaise with external stakeholders, including NGOs and other government organisation;
- (v) ability to work autonomously and apply a high level of theoretical and applied knowledge in relation to program management;
- (vi) high level communication and problem solving skills, with the ability to engage and negotiate with communities about program implementation and uptake;
- (vii) ability to work in a cross cultural, multidisciplinary environment delivering specific program care;
- (viii) ability to facilitate workshops and transfer knowledge of best practice in a specialist field to primary health care workers;
- (ix) demonstrated ability to develop and maintain current knowledge in their program area; and
- (x) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

## **Range of Activities: Senior Health Practitioner**

(a) A Senior Health Practitioner will undertake some or all of the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:

- (i) undertake program management duties including:

- developing operational program plans;
  - identifying performance indicators for health programs;
  - monitoring health programs;
  - establishing evaluation process for health programs;
  - managing resources for the delivery of a health care program;
  - producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback; and
  - implementing quality control,
- (ii) within a delegated model of care, undertake clinical care duties which may include:
- taking blood;
  - child and adult health checks;
  - immunisations;
  - supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioners; and
  - safety measures and procedures,
- (iii) undertake community care duties that may include:
- networking with other agencies and create partnerships;
  - developing [at a policy level](#) and implementing community development strategies;
  - implementing health promotion strategies;
  - representing their health service on national, state and regional level activities; and
  - providing mechanisms for community to advocate for the rights and needs of community members and program needs.



### **Scope of the role: Coordinator Care**

A Coordinator Care is expected to **oversee** **manage** and coordinate at an advanced level in a specialised program or sub-program with broad direction and minimal supervision. The position will exercise accountability and responsibility for programs under their control, and for the quality standards of work produced.

### **Required skills and knowledge: Coordinator Care**

(a) A Coordinator Care will have:

- (i) demonstrated knowledge of Aboriginal and/or Torres Strait Islander cultures and their health needs, and the ability to develop strategies to address key outcome areas;
- (ii) knowledge and understanding of the policies, guidelines and practice relevant to a specialised program area targeting Aboriginal and Torres Strait Islander peoples;
- (iii) skills to incorporate evidence-based practice in health care at the program level, and facilitate delivery of specialised programs to the community;
- (iv) ability to advocate for the rights and needs of community members and liaise with external stakeholders, including NGOs and other government organisation;
- (v) ability to work autonomously and apply a high level of theoretical and applied knowledge in relation to program management;
- (vi) high level communication and problem solving skills, with the ability to engage and negotiate with communities about program implementation and uptake;
- (vii) ability to work in a cross cultural, multidisciplinary environment delivering specific program care;
- (viii) ability to facilitate workshops and transfer knowledge of best practice in a specialist field to primary health care workers;
- (ix) demonstrated ability to develop and maintain current knowledge in their program area; and
- (x) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

## Range of Activities: Coordinator Care

(a) A Coordinator Care will undertake some or all of the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:

(i) undertake program management duties including:

- developing operational program plans;
- identifying performance indicators for health programs;
- monitoring health programs;
- establishing evaluation processes for health programs;
- managing resources for the delivery of a health care program;
- producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback; and
- implementing quality control;
- child and adult health checks;
- supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioner (Practice); and
- safety measures and procedures,

(ii) undertake community care duties that may include:

- networking with other agencies and create partnerships;
- developing at a policy level and implementing community development strategies;
- implementing health promotion strategies;
- representing their health service on national, state and regional level activities; and
- providing mechanisms for community to advocate for the rights and needs of community members and program needs.

20 by deleting Schedule C-B.2-B.4 and inserting:

## **Schedule C - Classification Definitions - Community Controlled Health Services Employees**

### **C.1 Administrative**

#### **C.1.1 Grade 1**

- (a) This is the base of the administrative classification structure. There are no prescribed educational qualifications required.
- (b) Positions at this level work under close direction and initially require the application of basic skills and routines such as providing receptionist services, straight-forward operation of keyboard equipment, filing, photocopying, collating, collecting and distributing, carrying out routine checks by simple comparisons, simple coding, maintaining basic records, mail procedures, obtaining or providing information about straight-forward matters and routine user maintenance of office equipment.
- (c) The work may involve a combination of the activities outlined above including keyboard, clerical and other duties. Keyboard tasks usually involve the straight forward operation of keyboard equipment but may include the keying of data containing specialised or unusual technical terms or complicated tables or diagrams which demand considerable judgement about layout, and the manipulation and interpretation of data before and during entry.
- (d) Initially work is performed under close direction using established routines, methods and procedures and there is little scope for deviating from these. Tasks should be mixed to provide a range of work experience; some may be of a routine operational nature. Problems can usually be solved by reference to straight-forward methods, procedures and instructions. Assistance is available if required when problems arise.
- (e) Staff undertaking work at this grade would normally become competent in individual tasks after a limited period of training or experience.
- (f) The work performed may be routine in nature but some knowledge and application of specific procedures, instructions, regulations or other requirements relating to general administration (e.g. personnel or finance operations) and to specific departmental programs or activities may be required.
- (g) Staff at this grade may assist senior members of staff in the task being undertaken by them. Work may include drafting basic material for inclusion in reports and submissions, including form or routine letters and checking applications for benefits or grants.

### **C.1.2 Grade 2**

- (a) This level encompasses a range of work which requires routine experience or the application of skills derived from work of a similar nature and a general knowledge of the work to be performed. This is the first level which may include a supervisory role. Staff may be required to follow and interpret rules, regulations, guidelines, instructions and procedures, and be capable of undertaking a range of duties requiring judgement, liaison and communication within the health service, with clients of the health service and with other interested parties.
- (b) Positions at this grade usually work under general direction and the work is subject to regular checks. Detailed instructions are not necessary and there is scope for staff to exercise initiative in applying established work practices and procedures.
- (c) The solution of problems may require the exercise of limited judgement, though guidance would be available in guidelines, procedures, regulations and instructions. The understanding of the information should allow decisions or policies relating to specific circumstances to be explained. Liaison within the health service, with clients of the health service, or with other interested parties may be necessary.
- (d) This is the first grade of which formal delegations may be found within the operations of the work area (e.g. approval of annual, personal and carer's leave and examination of accounts).
- (e) Secretarial/administrative support positions may be included in this grade where this is warranted, having regard to:
  - (i) the range of knowledge and skills required;
  - (ii) the degree of independence and responsibility assumed in undertaking tasks; and
  - (iii) the degree of direction given by the supervisor.
- (f) Positions where there is a frequently recurring need to take and transcribe verbatim the proceedings of conferences or deputations are included in this grade.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

### **C.1.3 Grade 3**

- (a) Positions at this grade usually work under general direction and require relevant experience combined with a broad knowledge of the functions and

activities of the health service and a sound knowledge of the major activity performed within the work area. Positions with supervisory responsibilities may undertake some complex operation work and may assist with, or review, work undertaken by subordinates or team members.

- (b) Positions with supervisory responsibilities may include a degree of planning and coordination and tasks such as monitoring staff attendance and workflow.
- (c) Problems faced may be complex yet broadly similar to past problems. Solutions generally can be found in rules, regulations, guidelines, procedures and instructions though these may require some interpretation and application of judgement. There is scope for the exercise of initiative in application of established work practices and procedures.
- (d) Positions at this grade may exercise delegations. Decisions made may have an impact on the relevant health service (e.g. on financial resources), but are normally of a limited procedural or administrative importance.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

#### **C.1.4 Grade 4**

- (a) Positions at this grade usually work under general direction within clear guidelines and established work practices and priorities, in functions which require the application of knowledge, skills and techniques appropriate to the work area. Work at this grade requires a sound knowledge of program, activity, policy or service aspects of the work performed within a functional element, or a number of work areas. The Grade 4 position is the first grade where technical or professional qualifications may be required or desirable.
- (b) Work is usually performed under general direction and may cover a range of tasks associated with program activity or administrative support to senior officers. Tasks may include providing administrative support to staff within technical or professional structures. This may include the collection and analysis of data and information and the preparation of reports, publications, papers and submissions including findings and recommendations.
- (c) Positions at this level may have supervisory responsibilities over staff operating a wide range of equipment or undertaking a variety of tasks in the area of responsibility.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

### **C.1.5 Grade 5**

- (d) Positions at this level work under general direction in relation to established priorities, task methodology and work practices to achieve results in line with the corporate goals of the health service.
- (e) Positions at this grade may, under general direction of work priorities, undertake the preparation of preliminary papers, draft complex correspondence for senior officers, undertake tasks of a specialist or detailed nature, assist in the preparation of procedural guidelines, provide information or interpretation to other interested parties, exercise specific process responsibilities and oversee and co-ordinate the work of subordinate staff.
- (f) Work may involve specialist subject matter of a professional or technical project, procedural or processing nature, or a combination of these functions.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

### **C.1.6 Grade 6**

- (a) Positions at this grade may manage the operations of an organisational element usually under limited direction. Positions at this grade undertake various functions, under a wide range of conditions to achieve a result in line with the goals of the health service. Immediate subordinate positions may include staff in a technical or professional structure, in which case supervision may involve the exercising of technical or professional skills or judgement.
- (b) Positions at this grade are found in a variety of operating environments and structural arrangements. The primary areas may be:
  - (i) Managing the operations of a discrete organisational element usually under limited direction;
  - (ii) Under limited direction in relation to priorities and work practices provide administrative support to a particular program or activity; or
  - (iii) Providing subject matter, expertise or policy advice, to senior employees, the Chief Executive Officer, or the Board of Management including technical or professional advice, across a range of programs or activities undertaken by the health service.
- (c) Positions at this grade would be expected to set and achieve priorities, monitor work flow and/or manage staffing resources to meet objectives.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills level 2.

### **C.1.7 Grade 7**

- (a) Positions at this grade, under limited direction, usually manage the operations of an organisational element, or undertake a management function, or provide administrative, technical, or professional support to a particular program or activity, across a range of administrative or operational tasks to achieve a result in line with the goals of the health service.
- (b) Positions at this grade may undertake a management function involved in the administration of a program or activity within an organisation. This includes the provision of advice or undertaking tasks related to the management or administration of a program or activity, service delivery or corporate support function, including project work, policy, technical, professional or program issues or administrative matters. Liaison with other elements of the organisation, government agencies, state and local authorities and community organisations can be a feature.
- (c) Positions at this grade may represent the health service at meetings, conferences and seminars. In some circumstances the supervisor or subordinates may be, or include staff in technical or professional structures, in which case supervision is for administrative purposes only. In all other circumstances, supervision may involve the exercise of technical or professional skill or judgement.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 2.

### **C.1.1.8 Grade 8**

Positions at this grade will be the Chief Executive Officer of an Aboriginal community controlled health service other than those classified at Grade 7 who reports to and is responsible for the administration of the health service to the Board of Management and to whom heads of programs or activities within the health service report and are responsible.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 3.

## **C.2 Dental**

### **C.2.1 Dental Assistant Grade 1**

Employees at this grade will have no prior experience as a dental assistant. Appointment to this level will be for a period of three months after which the

employee will progress to the appropriate level. While employed at this grade employees will:

- (a) work under direct supervision;
- (b) gain familiarisation with a range of basic dental and/or clerical tasks; and
- (c) gain familiarisation with the employer's policies including health and safety.

**C.2.2 Dental Assistant Grade 2** means an employee who has obtained the skills required of a Dental Assistant Grade 1 who performs solely dental assistant duties and has no formal qualifications.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.3 Dental Assistant Grade 3** means:

- (a) a person who has completed a dental assistant qualification performing solely dental assistant duties;
- (b) an unqualified Dental Assistant performing a combination of duties including routine clerical, reception duties and dental assistant duties; or
- (c) an unqualified Dental Assistant performing solely Dental Assistant duties who has 12 months' experience at Grade 2.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.4 Dental Assistant Grade 4** means:

- (a) An unqualified Dental Assistant performing solely dental assistant duties who has 12 months' experience at Grade 3 and has demonstrated competence in the following areas:
  - (i) knowledge of dental equipment;
  - (ii) sterilisation techniques with attention to infection control;
  - (iii) basic understanding of techniques and procedures;
  - (iv) understanding of the set-up prior to procedures; or
- (b) an unqualified Dental Assistant performing a combination of dental assistant, clerical and reception duties who has 12 months' experience at Grade 3;



- (c) a qualified Dental Assistant performing solely dental assistant duties who has 12 months' experience at Grade 3; or
- (d) a qualified Dental Assistant performing a combination of dental assistant, clerical and reception duties.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.5 Dental Assistant Grade 5 means:**

- (a) an unqualified Dental Assistant performing a combination of dental assistant, clerical and reception duties who has 12 months' experience at Grade 4;
- (b) a qualified Dental Assistant performing solely dental assistant duties who has 12 months' experience at Grade 4; or
- (c) a qualified Dental Assistant performing a combination of dental assistant, clerical and reception duties who has 12 months' experience at Grade 4.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.6 Dental Therapist Grade 1** works under the professional supervision of a higher grade professional officer as to method of approach and requirements and is a professional practitioner who performs normal professional work and exercises individual knowledge, skills, professional judgement and initiative in the application of professional principles, techniques and methods.

- (a) This grade is the professional formation phase of a professional officer. It includes new graduates generally lacking practical experience in the application of their professional knowledge.
- (b) The work requires initiative and professional judgement. Since experience is limited, this level is normally expected to apply only to established principles, techniques and methods in early postgraduate years. With professional development, it is expected that new techniques and methods will be learnt and applied to progressively more difficult problems.
- (c) Initially work is subject to professional supervision. As experience is gained, the contribution and the level of professional judgement increases and professional supervision decreases, until a wide range of professional tasks is capable of being performed with little technical direction.
- (d) When experienced, advice and guidance may be provided to less experienced professional staff. They are not required to provide general

professional guidance but may be required to provide general supervision of and/or train technical and other non-professional staff.

- (e) Staff may be required to develop and apply advanced techniques learnt during the undergraduate course or later; however, decisions to incorporate such new techniques into normal procedures would be taken at a higher level.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1.

**C.2.6 Dental Therapist Grade 2** works as a professional practitioner, performs normal professional work under general professional guidance, and may perform novel, complex or critical professional work under professional supervision.

- (a) Staff at this grade perform normal professional work of an organisational unit, or of a specialised professional field encompassed by the work of the unit, and accept technical responsibility for those tasks.
- (b) Staff may also be expected to perform difficult or novel, complex or critical professional work where they are isolated from immediate professional supervision, for example, because of the remoteness of the functional work area. Staff at this grade are expected to exercise independent professional judgement when required, particularly in recognising and solving problems and managing cases where principles, procedures, techniques and methods require expansion, adaption or modification.
- (c) Staff may carry out research under professional supervision and may be expected to contribute to advances in the techniques used.
- (d) Work at this grade may include professional supervision of Dental Therapists Grade 1 together with general supervision over technical and other personnel. Dental Therapists at this level may also be required to guide Dental Therapists Grade 1 in the methods to be used, policies to be followed and standards to be observed with respect to the professional work performed by the organisational unit.
- (e) Staff may provide an advisory role up to the level of expertise.
- (f) Staff are required to understand industry problems if advice on interpretation of regulations or standards is required and to undertake associated liaison tasks.

It is desirable that staff at this grade have Aboriginal knowledge and cultural skills-level 1-.

### **C.3 Ancillary**

It is desirable that all ancillary staff have Aboriginal knowledge and cultural skills-level 1-.

- C.3.1 Cleaner** means a person who performs tasks customarily performed by cleaners utilising a range of materials and equipment to clean a range of surfaces in order to restore or maintain buildings in a clean and hygienic condition.
- C.3.2 Driver-Grade 1** means a person whose primary duties include undertaking a range of driving activities on behalf of the employer in a vehicle that has the capacity to carry between one and 15 passengers.
- C.3.3 Driver-Grade 2** means a person whose primary duties include undertaking a range of driving activities on behalf of the employer in a vehicle that has the capacity to carry 16 or a greater number of passengers.
- C.3.4 Caretaker** means a person who is responsible for the supervision of an Aboriginal community controlled health service premises out of hours including opening and closing the premises before and after each day of business.