

Ballarat and District Aboriginal Cooperative Social, Family and Community Services Enterprise Agreement

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Part 1 - Application and Operation

1. Title and Date of Operation

This agreement is *Administration, Community and Family Services (Ballarat and District Aboriginal Cooperative Ltd.)* Enterprise agreement and articulates all terms agreed between the parties in full settlement of the claims served and is applicable during and for the life of this agreement.

2. Definitions and Interpretation

In this agreement, unless the contrary intention appears:

- i. **Act** references the *Fair Work Act* 2009 (Cth).
- ii. **Regulations** references the *Fair Work Regulations* 2009 (Cth).
- iii. **Occupational Health and Safety Act** references the *Occupational Health and Safety act* 2004 (Vic).
- iv. **Employee** is any individual that is employed to perform work on behalf of and for the Ballarat and District Aboriginal Cooperative.
- v. **Employer** is defined as the Ballarat and District Aboriginal Cooperative.
- vi. **Experience** is defined as the number of years' service served within the relevant industry and role. The quantifiable amount of experience will assist in determining where an employee is allocated under the employee under the Social, Community, Home Care and Disability Services award, 2010.
- vii. **Length Of service and or continuous service** is defined in this agreement as per s 22 of the *Fair Work Act* 2009 (Cth) and is inclusive of the period of time in which an employee is employed by the Ballarat and District Aboriginal Cooperative. This period does not include any periods of time that is defined as an excluded period of service articulated within the *Fair Work Act*, 2009 (Cth).
- viii. **NES** is in reference to the National Employment Standards. The National employment standards as contained in sections 59-131 of the *Fair Work Act* 2009 (Cth).
- ix. **Full Time** is defined as any employee that is Employed to work for the Ballarat and District Aboriginal Cooperative for full-time hours as defined by the Social, Community, Home Care and Disability Award (section 10.2) 38 hours.

- x. **Part Time** is defined as any employee that is employed to work for the Ballarat and District Aboriginal Cooperative for part-time hours as defined by the Social, Community, Homecare and Disability award (section 10.3), less than 38 hours per week.
- xi. **Casual employee** is defined as any employee that is employed on a casual basis to work for the Ballarat and District Aboriginal Cooperative.
- xii. **ASU** references the Australian Services Union.
- xiii. **Family Violence** has the meaning given in section 5 of *the Family Violence Protection Act 2008* (Vic).
- xiv. **Invasion day**, for the purpose of this document references the nationally and legally recognised non-working day (also known as Australia day) that occurs annually on January 26th.
- xv. **family** to include:
 - 1) Spouse, de-facto partner, child, parent, grant parent, grandchild, siblings
 - 2) Spouse, de-facto partner, child, parent, grant parent, grandchild, siblings of the spouse or de facto partner
 - 3) Children that are/have been adopted/guardianship by a BADAC employee
 - 4) Step/adoptive relations as previously articulated
 - 5) The employer may agree to other relationships on a case by case basis.
 - 6) Partner can be taken to mean and include a spouse, a former spouse, a de-facto partner, and same sex partners of an employee

3. Coverage

The agreement contains all terms and conditions of employees covered by the agreement and are applicable to:

- i. All employees of the employer other than the Chief Executive Officer, Executive and program management staff
- ii. All staff employed by the organisations in the classification listed in schedule A of the agreement.
- iii. The Australian Services Union

4. Commencement date and period of operation of Agreement

- i. This Agreement commences seven (7) days after the date on which it is approved by the Fair Work Commission. Its nominal expiry date is 2 years from the date upon which this Agreement is approved by the Fair Work Commission.
- ii. Negotiations to review this agreement shall commence no less than three (3) months prior to the expiration of this Agreement.

5. Access to the agreement and the national employment standards

- 5.1. The employer will ensure that copies of the National Employment Standards and this agreement are available to all employees to whom they apply. The employer must provide all new employees covered by this agreement with a copy of the Fair Work information statement (Outlining the National Employment Standards) and casual employment information statement (If applicable).

6. The National Employment Standards and this Agreement

- 6.1. This agreement contains and covers the minimum conditions of employment as articulated and covered in the National Employment Standards.
- 6.2. In the event that the SCHADS Award and/or the NES provide additional or more favourable entitlements for an employee covered by this Agreement these improvements will apply

7. Individual Flexibility Arrangements

- 7.1. Notwithstanding any other provisions of this agreement, the employer and the employee may agree to vary the application of certain terms of this agreement. The terms the employer and the individual employee may agree to vary the application of are those concerning:

- 1) Arrangements for when work is performed;
- 2) Overtime and time in lieu
- 3) Allowances
- 4) Penalty rates
- 5) Annual leave penalty rates

- 7.2. The employer and employee must have genuinely reached an agreement without coercion, undue influence, pressure, or duress pursuant to the Fair Work Act 2009 (Cth), s343 and 344.

7.3. The individual agreement between the employer and the employee must be lawful and result in the employee being better off than the employee would have been if the individual agreement had not been negotiated and agreed to by the employer. All agreements between the employee and the employer must be in writing and must include:

- 1) Name of all involved parties to the agreement
- 2) Articulate any and all forms of sunset clauses
- 3) Provide in detail how the employee would be better off
- 4) Start dates that the agreement begins
- 5) Sign off by all parties involved in the agreement with the employer, providing the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.

7.4. The employer or the employee may terminate the agreement:

- 1) By the employer or the individual giving not more than 28 days' notice of termination, to the other party and the agreement ceasing to operate at the end of the notice period
- 2) At any time by written agreement between the employer and the employee.

8. Consultation

8.1. Consultation regarding major workplace change

a) Employer will notify

- 1) Where the employer has made a definite decision to introduce major change that has significant impacts on employees, the employer will as soon as reasonably practicable notify the employees and their representative union. A significant change includes:
 - i. Termination of employment
 - ii. Major changes to the composition of the employer's workforce
 - iii. Loss of or reduction in job or promotion opportunities
 - iv. Loss of, or reduction in, job tenure
 - v. Alteration of hours of work
 - vi. Job restructuring
 - vii. Transfer of employees to other work or locations including retraining
 - viii. Major changes to the operations of the organisation or its programs
 - ix. Major changes to the location of an employee's work

b) The employer will discuss the intended change with the employees and their representatives. For the purposes of transparent consultation discussions, the employer will provide details of the intended changes to the employee and their representatives in writing. All relevant employees and their nominated representative will be afforded adequate opportunity and time to provide feedback on proposed changes prior to any formal decision being made. Post consultation processes all changes must be confirmed in writing by the employer.

8.2. Consultation about changes to employees' rostered hours of work

- a)** Where the employer purposes to change an employee's regular rostered hours (exclusive of employees contracted on a casual basis), the employer must consult with the employee and their union representative (ASU) about the proposed changes.
- b)** The employer must ensure that information regarding the proposed change in rostered hours has been provided to the employee and their representatives. All employees will be provided with the opportunity to provide feedback on proposed changes prior to any formal decision-making. All changes will be put in writing to the employee by the employer.
- c)** Any employee that is contracted as a casual employee and meets the definition of casual does not meet the requirements of consultation for changes to hours.

9. Dispute Resolution

- 9.1. This provision will apply to industrial disputes that are in relation to this agreement, the National Employment Standards and/or s65 or 76(4) (flexible working arrangements) of the Fair Work Act 2009 (Cth) and any other workplace matter.
- 9.2. During dispute resolution processes, the employee agrees to continue to perform work as per contractual obligation unless the employee has reasonable concerns about an imminent risk to the employee's health and safety
- 9.3. Any and all disputes (in the first instance) shall be discussed between the employee and the employer (which includes a representative of their affiliated Union upon the employee's request) and the Human Resources and Governance Unit. If the dispute is unable to be resolved, the matter will be escalated to the employer's chief executive officer. At any time during the process or if matters are unable to be resolved, either party will be entitled to refer the matter to the Fair Work Commission for conciliation and if necessary, arbitration. All parties involved in the matter agree to abide by any and all decisions resulting in a matter referred to the Fair Work Commission.
- 9.4. If arbitration becomes necessary, the parties agree that the Fair Work Commission shall exercise all powers as are necessary to make the arbitration effective.
- 9.5. To ensure that the dispute is settled as efficiently and effectively as possible, both parties agree that the process articulated between clauses 8.2 to 8.3 should not exceed seven working days. Parties involved will commit to the 7-day process with timeframes that may be expanded with mutual agreement between all parties.
- 9.6. If any dispute arises due to a change in work practice, the employee agrees that they will revert to original work practices and inherent duties until such time the dispute has been settled.

10. Types of Employment

- 10.1 All employment opportunities will be offered either
 - full-time (defined as 38 hours pursuant to,
 - part-time,
 - fixed term or
 - casual employment

10.2 A casual employee is an employee that is engaged and paid accordingly to work as such. Pursuant to the Fair Work Act 2009 (Cth), s125A-B, and the NES, the employer will provide all casual employees with the Fair Work information statement and the casual information statement during the employee's onboarding.

10.3 The employer will consider the casual conversion clause pursuant to s66B of the Fair Work act 2009 (Cth) for casual employees that have worked for BADAC for 12 months and has worked at least six months with a regular pattern of hours. All requests for casual conversion must be articulated in writing and refusal by the employer will only occur on the grounds of s66H of the act, including reasonable grounds to refuse or based on facts that are known or reasonably foreseeable at the time of the request.

10.4 Casual employees will be engaged for a minimum of three hours per engagement and will receive an additional 25% loading to their classified rate pursuant to the SCHADs award. The additional loading replaces the paid leave entitlements accrued by full time employees.

10.5 Fixed term employees will only be used for a specified period of time for the completion of a specified task or project on a full-time or part-time basis or to relieve a vacant position arising from an employee taking leave in accordance with this agreement.

11. Superannuation

- The employer is required to comply with the superannuation legislation and make superannuation contributions to employees (10.5%). The superannuation contribution can be made to a HESTA Super Fund or any other superannuation fund nominated by the employee.
- The employer will pass on all superannuation increases as required.

12. Payment of Wages

- Wages will be paid weekly by electronic funds transfer into the bank or financial institution account nominated by the employee

13. Hours of Work

13.1 Ordinary hours of work

- a)** The ordinary hours of work for a full-time employee will be 38 hours per week, or an average of 38 hours per week within a two-week period or four-week period, as agreed between BADAC and employee.
- b)** By agreement, the ordinary hours may be worked up to a maximum of 10 hours per day.

14. Span of Hours

Day worker

The ordinary hours of work for a day worker will be worked between 7.00 am and 7.00 pm Monday to Friday.

15. Termination of Employment

- 15.1. Notice of employment is provided for under the national employment standards (NES). The notice periods are as articulated:

Not more than 1 year	1 week
More than 1 year but not more than 3 years	2 weeks
More than 3 years but not more than 5 years	3 weeks
At 5 years	4 weeks

- 15.2. The employer will provide 1 week's payment to any employees over the age of 45 years with the completion of at least 2 years of continuous service with the employer (Section 118, Fair Work Act, 2009 (Cth)).

16. Redundancy

16.1 Entitlements to redundancy pay and all conditions on which redundancy pay is payable are provided for under the national employment standards and the fair work act. Where an employee is entitled to redundancy pay pursuant to the fair work act 2009 (Cth), the employee will be paid according to s12.1 of this agreement.

16.2 An employee will be notified in writing if their position has been considered for redundancy and all employees and their affiliated union representatives will be accorded consultation processes with redeployments considered. All redeployment opportunities will have the employee's ordinary pay paid for a period of eight (8) weeks before adjustment to the new wage and contract.

17. Severance Payment

17.1 In addition to the notice period required, any employee's employment that is terminated by the employer will provide the employee payment in accordance to the table below, pursuant to the Fair Work Act, 2009 (Vic). Final payment calculations will consider the provision of continuous service.

Period of Continuous Service	Severance Pay
Less than one year	Nil
1 year and less than 2 years	4 weeks' pay
2 years and less than 3 years	6 weeks' pay
3 years and less than 4 years	7 weeks' pay
4 years and less than 5 years	8 weeks' pay
5 years and less than 6 years	10 weeks' pay
6 years and less than 7 years	11 weeks' pay
7 years and less than 8 years	13 weeks' pay
8 years and less than 9 years	14 weeks' pay
9 years and over	16 weeks' pay

18. Job search Entitlement

18.1 Any employees provided notice of redundancy will be eligible to access job search entitlements at one day per week. This entitlement will not adversely affect the employee, and the employee paid when utilising the job search entitlement clause at their ordinary rate.

18.2 The employee must consult with the employer prior to the utilisation of the entitlement. The employer must not unfairly decline the request for the utilisation of this provision unless the business of the employer is detrimentally affected by the uptake of clause 15.1. Should the employer decline the request, the employer must consult and provide the employee with another time in which the employee is able to utilize the entitlement.

18.3 This does not apply to any employee that:

- An employee that is terminated as a consequence of serious misconduct that justified dismissal without notice;
- Probationary employees;
- Apprenticeships;
- Trainees;
- Employees engaged for a specific period of time (Fixed term) or for a specified task or tasks and/or;
- Casual employees.

19. Classifications

19.1 Employee classifications will be pursuant to the social, community, homecare and disability award (SCHADs Award) as articulated:

Level
Social and Community Services Employee level 1
Social and Community Services Employee level 2
Social and Community Services Employee Level 3 (Crisis Accommodation level 1)
Social and Community Services Employee Level 4 (Crisis Accommodation level 2)
Social and Community Services Employee Level 5 (Crisis Accommodation level 3)
Social and Community Services Employee Level 6 (Crisis Accommodation level 4)
Social and Community Services Employee level 7
Social and Community Services Employee level 8

20. Minimum Wage & Wage Progression

20.1 The employer agrees to pass on to the employee, the CPI provided annually by the SCHADs award for the life of this agreement. When an employee reaches an end to their award classification band, the employee will be entitled to receive a one-off payment of \$500.

20.2 The employer agrees to pass to the employee the amount applicable to the national wage case by July 1st of each year of this agreement. In any event that the pay period falls outside of July 1, the pay provision will be back-dated to July 1.

20.2 The employer agrees to pass to the employee the amount applicable to the Equal Remuneration Order or any mechanism that replaces the Equal Remuneration Order.

20.3 A BADAC employee under the SCHADS Award will automatically progress from one pay point to the one above within a classification level after 12 months of service.

21. Overtime and Time in Lieu

21.1. A BADAC employee will be paid the following payments for all work done in addition to their rostered ordinary hours on any day:

a) for all authorised overtime worked, payment will be made at the applicable penalty rate.

By mutual agreement, employees may be compensated by way of time off instead of payment for overtime on the following bases:

a) Time off must be taken:

- i. within the period of 3 months after the overtime is worked; and
- ii. at a time or times within that period of 3 months agreed by the employee and employer.
- iii. When accrual of time in lieu is equivalent to 2 ordinary days (15 hours.)

b) If the employee requests at any time, to be paid for overtime covered by an agreement under this clause but not taken as time in lieu, the employer must pay the employee for the overtime, in the next pay period following the request, at the overtime rate applicable to the overtime when worked, based on the rates of pay applying at the time payment is made.

c) If time in lieu of overtime that has been worked is not taken within the period of 3 months mentioned in paragraph (d) (i), the employer must pay the employee for the overtime, in the next pay period, at the overtime rate applicable to the overtime when worked, based on the rates of pay applying at the time payment is made.

d) The employer must keep a copy of any agreement under this clause as an employee record.

e) An employer must not exert undue influence or undue pressure on an employee to make, or not make, an agreement to take time in lieu of payment for overtime.

22. Higher Duties

22.1. At times, and in the interest of business continuity, the employer may require an employee to fulfil the inherent duties of an employee classified at a higher rate for an extended period of time (higher duties) (10 consecutive business days). The employer will release an EOI inviting all employees to apply for higher duties. The employee acting in the higher duties' role will receive the amount equivalent to the relevant classification , as per appendix XXXXX

23. Allowances

23.1. The employer agrees to provide the employee any and all allowances pursuant to the SCHADS award, as updated from time to time that underpins this agreement:

- Clothing and equipment allowance
- Meal allowance
- First aid allowance
- Travel allowance
- Meals and accommodation
- Telephone allowance
- Heat allowance
- On-call allowance

23.2. The employer agrees to adjust accordingly any and all allowance stipulated within the award as updated from time to time.

24. Adjustment of expense-related allowance

24.1. The employer agrees to provide the employee any adjustment to the standard rate and any expense-related allowance will be increased by the relevant factor pursuant to the award or the Australian Taxation Office.

25. Clothing and Equipment

25.1. The employer will provide the employee an adequate number of uniforms (2) and any and all equipment required to perform the inherent requirements of their role at no cost to the employee.

26. Meal Allowance

- 26.1. The employer agrees to provide the employee with adequate cooking or dining facilities.
- 26.2. In the event that the employer is unable to provide the employee with cooking or dining facilities, the employer agrees to provide the employee a meal allowance of \$14.10 along with any relevant overtime hours as required.
- 26.3. The employer agrees to provide the employee a further \$14.10 meal allowance should the overtime exceed four hours.
- 26.4. Clause 21.2 will not apply if the employee can reasonably return home for a meal within the meal break.
- 26.5. Pursuant to the Social, Community, Housing, and Disability award, meal allowance costs will adjust accordingly.

27. First Aid Allowance

- 27.1. The employer agrees to provide the employee a first aid allowance of 1.67% of the applicable award rate per week, and as updated from time to time.
- 27.2. Clause 22.1. will only apply to employees that are required to hold a current first aid certificate and/or perform the duties inherent to the provision of first aid services.

28. Travel Allowances

- 28.1. The employer will provide the employee any and all vehicles and the ability to access other means of transportation required to complete the inherent requirements of the employee's role.
- 28.2. The employer will be reimbursed any reasonable costs associated with transport utilised by the employee whilst performing the duties inherent to their role as stated by the Australian Taxation Office.

29. Meals and Accommodation Allowances

- 29.1. The employer agrees to provide the employee all reasonably incurred expenses in relation to meals whilst completing duties on behalf of the employer. The employee will be required to provide the employer receipts of all transactions incurred.

- 29.2. The employer agrees to reimburse the employee any reasonable accommodation costs incurred whilst performing duties for the employer.

30. Telephone Allowance

- 30.1. The employer will provide employees a mobile phone at no cost to the employee on the provision that it is an inherent requirement of the employee's role.

31. Heat Allowance

- 31.1. If work continues for more than two hours in a temperature that exceeds 46 degrees Celsius, the employee will be entitled to a 20-minute rest break every two hours with no deduction from the employee's weekly wage.

- 31.2. It will remain the employer's responsibility to ascertain the temperature and ensure that employees undertake the entitled 20 minutes rest-break.

32. On Call Allowances

- 32.1. The employer agrees that only employees with on call duties will be utilised for employees that have on call services as a component of the inherent requirements of the role.

- 32.2. An employee that is required to be recalled to duty will be provided 2.0% (\$21.57) of the standard award rate in respect to any 24-hour period or part thereof during the period from the time of finishing ordinary duty on Monday to the time of finishing ordinary duty on Friday.

- 32.3. The on-call allowance of 3.96% (\$42.72) in respect of any other 24-hour period or part thereof for any public holiday or part thereof.

- 32.4. For the health and safety of employees (*Occupational Health and Safety Act 2004* (Vic)) for any employee that is required to work on-call will not be required to return to work at 9am the next day. The employer will ensure a complete 8-hour rest period between duty shifts including the on-call working period.

33. Leave Entitlements

33.1. Purchase Leave Entitlements

- a) The employee is able to purchase from the employer a maximum of four weeks of annual leave. This leave is separate from the entitled four weeks provided to the employee under the national employment standards and will be paid at the employee's ordinary wage.

- b) Access to the entitlement will occur via BADAC annual leave application process. The employee agrees to utilize the four weeks at a time that is agreeable with the parties (employee/employer).

33.2. Annual Leave

- a) The employer will provide the employee the opportunity to partake in a purchasing leave scheme. This provides greater opportunity for BADAC employees to have a work/life balance.
- b) The employer agrees to provide the employee all annual leave entitlements as specified within the NES the national employment standards (NES) accessible via BADACs annual leave application process.

33.3. Long Service Leave

- a) The employer agrees to provide the employee long service leave entitlements pursuant to the Long Service Leave Act, 2018 (Vic) and the Long Service Portability Act, 2019 (Vic).
- b) The employer agrees to provide the employee a total of 13 weeks long service leave after 10 years. Employees that are eligible for the Long Service Portability Act will receive their long service leave split between BADAC and the portable long service leave scheme.
- c) The employee is unable to access the long service leave provisions until 7 years of continuous service.

33.4. Personal Leave

- a) The employer will provide the employee the sick provisions according to the table articulated:

Year	Personal Leave	Mental Health Days
Year 2	10	2
Year 3	10	2

- b) An employee is entitled to the provision of two mental health days per annum. These days do not continue to accrue. The use of the entitlement does not require the provision of medical certificates.
- c) In order for an employee to utilise personal leave entitlements, the employee is required to provide to the employer certification in the format of a certificate issued and signed by a general medical

practitioner. In the event that any and all reasonable steps have been taken to procure a medical certificate and has been unable to do so, the employer agrees to allow the provision of a stat dec to be provided the employee to the employer. This is subject to and specific to the provision of more than two (2) consecutive days of personal leave.

- d) The employee is entitled to utilise 3 days of uncertified sick leave per annum. These cannot be accrued and will start from the beginning of each year of the life of this agreement. For the avoidance of any doubt the 10 days personal leave entitlement will accrue at the beginning of each year in the event they are not utilised.
- e) Pursuant to the Fair Work Act, 2009 (Cth) the employer agrees that the definition of sick leave is encompassing and inclusive of personal/carers leave.

33.5. Compassionate Leave

- a) Pursuant to the national employment standards the employee is entitled to utilise two days of compassionate leave in accordance with the employer's definition of family as per section 3.1 of this agreement. The employer will provide a further 1 day of compassionate leave totalling 3 days compassionate leave per event.
- b) The employee may utilise the compassionate leave entitlement (per event) either as a three-day block or individually.
- c) Compassionate leave will not accrue and will not be paid to the employee from the employee's entitlements.
- d) The employee is entitled to utilise 6 days of unpaid ceremonial leave to attend sorry business events.

34. Cultural and Ceremonial Leave

- a) The parties to this Agreement recognise that the cultural diversity of the workforce means that some employees may celebrate cultural or religious days of observance which do not coincide with existing public holidays.
- b) To assist management in assessing the appropriateness of an application for leave under this clause, employees shall, when making an application:
 - i. Provide management with advance notice of the leave period (where practicable with a minimum of two months' notice); and
 - ii. Provide appropriate information in support of their application.

- c) Such information shall include but is not limited to:
 - i. The religious faith, culture or tradition is nationally or internationally recognised.
 - ii. The employee is attending essential religious or cultural duties associated with their particular religious faith, culture or tradition.
 - iii. The employee has a ritual or customary obligation to participate in a ceremonial activity.
 - iv. The employee is complying with traditional law obligations.
- d) Management shall assess all applications for leave objectively and shall not unreasonably refuse a genuine application.
- e) Any dispute arising from the application of this clause will be resolved in accordance with the dispute resolution Clause.

35. Aboriginal and Torres Strait Islander Cultural and Ceremonial Leave

- a) Employees who identify as being of Aboriginal or Torres Strait Islander descent shall be entitled to up to ten (10) days of paid leave per calendar year non-cumulative, and leave without pay up to a maximum of five working days per calendar year for the purpose of fulfilling cultural and/or ceremonial obligations.
- b) Such obligations may be 'traditional' or 'urban' in nature and may include initiation, birthday and naming, funerals in cases where the deceased person is not a member of the employee's immediate family or household as defined but is nonetheless significant to the employee, smoking or cleansing and sacred site or land ceremonies, and preparation for and attending community organisation business. National Aboriginal and Islander Day Observation Committee Week functions or other relevant cultural events.

36. Family Violence Leave

- a) BADAC recognizes that employees sometimes experience family violence that may affect their attendance or performance at the workplace. Consequently, BADAC is committed to providing support to staff who experience family violence. BADAC accepts the definition of family violence pursuant to s5 of the *Family Violence Protection act 2008* (Vic).
- b) BADAC will provide their employees 12 days of paid family violence leave to be paid at an employee's ordinary wage.
- c) Proof of family violence may be required and can be in the form of a signed medical certificate or a police report.

- d) In order to provide support to an employee experiencing family violence and to provide a safe work environment to all employees, BADAC will approve any reasonable request from an employee experiencing family violence for:
 - i. changes to their span of hours or pattern or hours and/or shift patterns;
 - ii. job redesign or changes to duties;
 - iii. relocation to suitable employment within Organisation;
 - iv. a change to their telephone number or email address to avoid harassing contact; and
 - v. any other appropriate measure including those available under existing provisions for family friendly and flexible work arrangements.
- e) An employee experiencing family violence will be offered a referral to the Employee Assistance Program (EAP) and/or other local resources. The EAP shall include professionals trained specifically in family violence.

37. Professional Development and Mandatory Training Leave

- a) The continued upskilling of an employee is imperative to ensure the continued provision of service delivery excellence and the retention of BADAC staff.
- b) BADAC will allocate and allow for all mandatory training that is required for the employee to perform and operationalise the inherent requirements of their role.
- c) In accordance with section 28.9.1, the employee will request this training, giving two weeks' notice pursuant to BADACs professional development policy and procedure. The employer reserves the right to decline on reasonable grounds if the request detrimentally affects the operations of the organization or its business units.
- d) The employer will provide the employee an allocated 4 days per year study leave for employees that are participating in a course that is in alignment with any course under the Australian Qualification framework and relevant to the role performed by the employee. The allocated entitlement may be utilised for the employee to participate in exams, exam preparation, or time to develop an assessment task. This request will be conducted pursuant to section 28.9.3 of this agreement. The employer reserves the right to decline this request if a units operations are detrimentally affected.

37.1. Parental Leave

Where an employee has 12 months continuous service with BADAC

37.2.

- a) Parental leave is provided for in the NES. The following is a summary of parental leave entitlements set out in the NES.
- b) An employee with 12 months continuous service with BADAC is entitled to take up to 52 consecutive weeks unpaid parental leave on the birth or adoption of a child in circumstances provided for in accordance with the Act.
- c) The employee is entitled to utilise 52 weeks of unpaid leave and request a further 52 weeks of unpaid leave if required. This request must be in written format and the employer must provide written response to the employee.
- d) If the employee is engaging in an adoption process, the employee is entitled to utilise pre-adoption leave which is inclusive of 2 days unpaid leave for attendance to attend relevant interviews or examinations.
- e) An employee is entitled to the utilisation of 'keeping in touch days', pursuant to the Fair Work Act, 2009 (Cth), Division 5-parental leave and related entitlements, section 79A. The uptake of this entitlement does not break the continuity of the parental leave provision.
- f) An employee whose partner has recently given birth is entitled to the uptake of 2 weeks leave paid at the minimum wage rate through Centrelink Australia.
- g) Notice
- h) An employee must give BADAC written notice of the up taking of unpaid parental leave at least 10 weeks before starting the leave, or if that is not practicable, as soon as possible (which may be a time after the leave has started)
- i) The notice must specify the start and end dates of the leave
- j) At least 4 weeks before the intended start date specified in the notice given by the employee to BADAC, the employee must:
 - a) Confirm the intended start and end dates of the leave; or

- b) Advise BADAC of any changes to the intended start and end dates of the leave, unless it is not practicable to do so.

37.3. Invasion Day Public Holiday

- a) BADAC asserts that 26th January is not an appropriate day for a public holiday. An employee may opt to work on the public holiday and be in receipt of the public holiday loading, alternatively the employee may opt to utilise the day as a public holiday with no detrimental effects to the employee.

38. Miscellaneous

38.1. Union Representation and representation at employer induction processes

- a) The employer agrees that the employee (union delegate) can take the six (6) training days for the life cycle of two (2) years at any stage across the two (2) years and is not required to be taken in one block of three (3) in any given year.
- b) The employer agrees to provide designated space for the provision of union updates for members and/or potential employees seeking union membership.
- c) A Union Delegate will have reasonable access to the necessary resources (including photocopier, telephone, computer, email and noticeboards) and shall be released from working time as required with no loss of pay or entitlements.
- d) BADAC is committed to ensure that all employees are aware of their inherent Industrial rights and acknowledge the crucial roles unions can play in achieving this objective. BADAC will therefore support and commit to the following:
 - ASU information inclusive of member forms to be provided at induction for all new employees;
 - Union delegates will be given the opportunity to introduce themselves in a timely manner to new employees and/or at induction sessions for new staff;
 - Union delegates will be given a list of new starters;
 - The employer will ensure there are notice boards available throughout the workplace site/s for the use of union delegates; and
 - ASU organiser to run information sessions from time to time for staff.

38.2. Flexible Workplace Arrangements

- a) Pursuant to division 4, s65 of the Fair Work act 2009 (Cth) and the Fair Work Regulations 2009, schedule 2.2 and the SCHADs award, section 7, the employer agrees to provide individual flexible workplace arrangements to the employee.

- b) The employer will implement in consultation with the employee, flexible workplace arrangements consistent with the requirements of clause 30.2.1 and is inclusive of:
 - i. Arrangement about when work is performed
 - ii. Overtime rates
 - iii. Penalty rates
 - iv. Allowances
 - v. Leave loading
- c) The agreement to implement a flexible working arrangement must be agreed in writing. The articulation of this must include the following provisions:
 - i. Name of the employer and the employee
 - ii. Signed by the employer and the employee
 - iii. Include the details of the relevant industrial instrument that it will be varied under and the terms of the agreement between the employee and the employer
 - iv. Articulate the day the agreement commences and any sunset clauses attached
- d) The employer will provide the employee a copy of the agreement within 14 days of its agreement and the employer or the employee may terminate the arrangement, giving no more than 28 days' notice in writing to the employee or the employer.

39. Transition to retirement clause

The Ballarat and District Aboriginal Cooperative acknowledge the value and contribution of older workers in maintaining a skilled and knowledgeable workforce. The provisions of this clause outline workplace flexibility

Eligible employees are those employees who have continuous service of three (3) years or more to the Ballarat and District Aboriginal Cooperative. This clause is a voluntary process.

The employee agrees to apply in writing of the request to uptake the program and the request to utilize the entitlements of the clause. Employees may access any of the following entitlements as part of the transition to retirement clause.

- Long Service leave
- Unpaid leave
- Reduction of hours
- Reduction of duties
- Annual Leave
- Resigning from their current role; or
- Requesting a combination of all the above

The employee may seek to return to full time hours if circumstances change. The employer agrees to review the requests, however can refuse the request if the circumstances are reasonable.

40. Provisions for working from home

Instances of working from home are on a case by case basis agreed in consultation between the employee and the employer.

The employee is required to submit a working from home request to the employer (line manager)

The employer (Line manager) will submit to the organisations Chief Executive Officer for approval of the request.

The line manager will provide notification of the decision-making process to the employee in writing.

The Employer will not unreasonably refuse and will provide a response to a WFH request in a timely manner and take no longer than 5 business days. However, in the event that a WFH request is urgent in nature then the employer will provide a response within 48 hours.

Schedule A- Classification Definition

The classification and definitions stipulated in Schedule A and B of this document is based on the classifications and definitions pursuant to Appendix A, Social, Community, Home Care and Disability Services Industry Award 2023.

Level	Pay Point 1	Pay Point 2	Pay Point 3	Pay Point 4
Social and Community Services Employee level 1	\$ 23.16	\$ 23.91	\$ 24.76	
Social and Community Services Employee level 2	\$ 30.46	\$ 31.41	\$ 32.37	\$ 33.23
Social and Community Services Employee Level 3 (Crisis Accommodation level 1)	\$ 34.04	\$ 35.02	\$ 35.77	\$ 36.50
Social and Community Services Employee Level 4 (Crisis Accommodation level 2)	\$ 39.27	\$ 40.29	\$ 41.32	\$ 42.25
Social and Community Services Employee Level 5 (Crisis Accommodation level 3)	\$ 44.92	\$ 45.88	\$ 46.95	
Social and Community Services Employee Level 6 (Crisis Accommodation level 4)	\$ 49.07	\$ 50.15	\$ 51.24	
Social and Community Services Employee level 7	\$ 53.07	\$ 54.19	\$ 55.29	
Social and Community Services Employee level 8	\$ 57.58	\$ 58.71	\$ 59.85	

Schedule B- Award Classification

The award classification sets out the relevant award levels and their requirements up taken by this agreement pursuant to the Social, Community, Homecare and Disability services award.

Social and community services employee level 1

Characteristics of the level

- a) A person employed as a Social and community services employee level 1 works under close direction and undertakes routine activities which require the practical

application of basic skills and techniques. They may include the initial recruit who may have limited relevant experience.

- b)** General features of work in this level consist of performing clearly defined activities with outcomes being readily attainable. Employees' duties at this level will be closely monitored with instruction and assistance being readily available.
- c)** Freedom to act is limited by standards and procedures. However, with experience, employees at this level may have sufficient freedom to exercise judgment in the planning of their own work within those confines.
- d)** Positions at this level will involve employees in extensive on-the-job training including familiarisation with the goals and objectives of the workplace.
- e)** Employees will be responsible for the time management of their work and required to use basic numeracy, written and verbal communication skills, and where relevant, skills required to assist with personal care and lifestyle support.
- f)** Supervision of other staff or volunteers is not a feature at this level. However, an experienced employee may have technical oversight of a minor work activity.
- g)** At this level, employers are expected to offer substantial internal and/or external training.

Responsibilities

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

- a)** undertake routine activities of a clerical and/or support nature;
- b)** undertake straightforward operation of keyboard equipment including data input and word processing at a basic level;
- c)** provide routine information including general reception and telephonist duties;
- d)** provide general stenographic duties;
- e)** apply established practices and procedures;
- f)** undertake routine office duties involving filing, recording, checking and batching of accounts, invoices, orders, stores requisitions and maintenance of an existing records system;
- g)** resident contact and interaction including attending to their personal care or undertaking generic domestic duties under direct or routine supervision and either individually or as part of a team as part of the delivery of disability services

- h) preparation of the full range of domestic duties including cleaning and food service, assistance to residents in carrying out personal care tasks under general supervision either individually or as part of a team as part of the delivery of disability services.

Requirements of the position

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

a. Skills, knowledge, experience, qualifications and/or training

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

b. Organisational relationships

Work under direct supervision.

c. Extent of authority

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

Social and community services employee level 2

B.2.1 Characteristics of the level

- a) A person employed as a Social and community services employee level 2 will work under general guidance within clearly defined guidelines and

undertake a range of activities requiring the application of acquired skills and knowledge.

- b)** General features at this level consist of performing functions which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.
- c)** Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.
- d)** Employees will be responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers. Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.
- e)** Employees who have completed an appropriate certificate and are required to undertake work related to that certificate will be appointed to this level. Where the appropriate certificate is a level 4 certificate the minimum rate of pay will be pay point 2.
- f)** Employees who have completed an appropriate diploma and are required to undertake work related to the diploma will commence at the second pay point of this level and will advance after 12 full-time equivalent months' satisfactory service.
- g)** Employees who have completed an appropriate certificate and are required to undertake work related to that certificate will be appointed to this level. Where the appropriate certificate is a level 4 certificate the minimum rate of pay will be pay point 2.
- h)** Employees who have completed an appropriate diploma and are required to undertake work related to the diploma will commence at the second pay point of this level and will advance after 12 full-time equivalent months' satisfactory service.

Responsibilities

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

- a) undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;
- b) achieve outcomes which are clearly defined;
- c) respond to enquiries;
- d) assist senior employees with special projects;
- e) prepare cash payment summaries, banking reports and bank statements, post journals to ledger etc. and apply purchasing and inventory control requirements;
- f) perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;
- g) provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work;
- h) perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients;
- i) assist in calculating and maintaining wage and salary records;
- j) assist with administrative functions;
- k) implementing client skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services;
- l) implementing client skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services;
- m) assisting in the development or implementation of resident care plans or the planning, cooking or preparation of the full range of meals under limited supervision either individually or as part of a team as part of the delivery of disability services;
- n) assisting in the development or implementation of resident care plans or the planning, cooking or preparation of the full range of meals under limited supervision either individually or as part of a team as part of the delivery of disability services.

Requirements of the position

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

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

- (i) basic skills in oral and written communication with clients and other members of the public;
- (ii) knowledge of established work practices and procedures relevant to the workplace;
- (iii) knowledge of policies relating to the workplace;
- (iv) application of techniques relevant to the workplace;
- (v) developing knowledge of statutory requirements relevant to the workplace;
- (vi) understanding of basic computing concepts.

b) Prerequisites

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

c) Organisational relationships

- (i) work under regular supervision except where this level of supervision is not required by the nature of responsibilities under B.2.2 being undertaken;
- (ii) provide limited guidance to a limited number of lower classified employees.

d) Extent of authority

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

Social and community services employee level 3

B.3.1 Characteristics of this level

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

[B.3.1(d) varied by [PR995399](#) ppc 26Mar10]

- d) At this level, employees may be required to supervise lower classified staff or volunteers in their day-to-day work. Employees with supervisory responsibilities may undertake some complex operational work and may undertake planning and co-ordination of activities within a clearly defined area of the organisation including managing the day-to-day operations of a group of residential facility for persons with a disability.
- e) Employees will be responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.
- f) Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training. They may be required to supervise more than one component of the work program of the organisation.
- g) Graduates with a three year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 3. Graduates with a four year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 4.

B.3.2 Responsibilities

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

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

- m) provide assistance to senior employees;
- n) where prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
 - (i) undertake some minor phase of a broad or more complex assignment;
 - (ii) perform duties of a specialised nature;
 - (iii) provide a range of information services;
 - (iv) plan and co-ordinate elementary community-based projects or programs;
 - (v) perform moderately complex functions including social planning, demographic analysis, survey design and analysis.
- o) in the delivery of disability services as described in subclauses B.1.2 or B.2.2, taking overall responsibility for the personal care of residents; training, co-ordinating and supervising other employees and scheduling work programmes; and assisting in liaison and co-ordination with other services and programmes.

B.3.3 Requirements of the job

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

- a) **Skills, knowledge, experience, qualifications and/or training**
 - (i) thorough knowledge of work activities performed within the workplace;
 - (ii) sound knowledge of procedural/operational methods of the workplace;
 - (iii) may utilise limited professional or specialised knowledge;
 - (iv) working knowledge of statutory requirements relevant to the workplace;
 - (v) ability to apply computing concepts.
- b) **Prerequisites**
 - (i) entry level for graduates with a relevant three-year degree that undertake work related to the responsibilities under this level—pay point 3;

(ii) entry level for graduates with a relevant four-year degree that undertake work related to the responsibilities under this level— pay point 4;

(iii) associate diploma with relevant experience; or

(iv) relevant certificate with relevant experience, or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.

c) Organisational relationships

(i) graduates work under direct supervision;

(ii) works under general supervision except where this level of supervision is not required by the nature of the responsibilities under B.3.2 being undertaken;

(iii) operate as member of a team;

(iv) supervision of other employees.

d) Extent of authority

(i) graduates receive instructions on the broader aspects of the work;

(ii) freedom to act within defined established practices;

(iii) problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

B.4 Social and community services employee level 4

B.4.1 Characteristics of this level

a) A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.

b) General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute

knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.

- c) Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- d) Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- e) Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- f) Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

B.4.2 Responsibilities

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

- a) undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- b) perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- c) identification of specific or desired performance outcomes;
- d) contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- e) expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- f) although still under general direction, there is greater scope to contribute to the development of work methods and the setting of

outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;

- g)** provide administrative support of a complex nature to senior employees;
- h)** exercise responsibility for various functions within a work area;
- i)** provide assistance on grant applications including basic research or collection of data;
- j)** undertake a wide range of activities associated with program activity or service delivery;
- k)** develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- l)** undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- m)** apply computer programming knowledge and skills in systems development, maintenance and implementation;
- n)** provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- o)** where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
 - (i)** liaise with other professionals at a technical/professional level;
 - (ii)** discuss techniques, procedures and/or results with clients on straight forward matters;
 - (iii)** lead a team within a specialised project;
 - (iv)** provide a reference, research and/or technical information service;
 - (v)** carry out a variety of activities in the organisation requiring

initiative and judgment in the selection and application of established principles, techniques and methods;

(vi) perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;

(vii) assist senior employees with the planning and coordination of a community program of a complex nature.

B.4.3 Requirements of the position

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

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

(i) knowledge of statutory requirements relevant to work;

(ii) knowledge of organisational programs, policies and activities;

(iii) sound discipline knowledge gained through experience, training or education;

(iv) knowledge of the role of the organisation and its structure and service;

(v) specialists require an understanding of the underlying principles in the discipline.

b) Prerequisites

(i) relevant four year degree with one years relevant experience;

(ii) three year degree with two years of relevant experience;

(iii) associate diploma with relevant experience;

(iv) lesser formal qualifications with substantial years of relevant experience; or

(v) attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,

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

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

c) Organisational relationships

(i) works under general direction;

(ii) supervises other staff and/or volunteers or works in a specialised field.

d) Extent of authority

(i) required to set outcomes within defined constraints;

(ii) provides specialist technical advice;

(iii) freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;

(iv) solutions to problems generally found in precedents, guidelines or instructions;

(v) assistance usually available.

B.5 Social and community services employee level 5

B.5.1 Characteristics of the level

a) A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.

b) Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.

c) General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to

assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.

- d)** Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- e)** Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.
- f)** Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

B.5.2 Responsibilities

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

- a)** responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- b)** undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;
- c)** undertake a minor phase of a broader or more complex professional assignment;
- d)** assist with the preparation of or prepare organisation or program budgets in liaison with management;
- e)** set priorities and monitor work flow in the areas of responsibility;
- f)** provide expert advice to employees classified at lower levels and/or volunteers;
- g)** exercise judgment and initiative where procedures are not clearly defined;

- h)** understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- i)** monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- j)** undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation;
- k)** undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;
- l)** operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;
- m)** undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- n)** plan, co-ordinate, implement and administer the activities and policies including preparation of budget;
- o)** develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- p)** plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- q)** where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
 - (i)** under general direction undertake a variety of tasks of a specialised and/or detailed nature;
 - (ii)** exercise professional judgment within prescribed areas;

- (iii) carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
- (iv) provide reports on progress of program activities including recommendations;
- (v) exercise a high level of interpersonal skills in dealing with the public and other organisations;
- (vi) plan, develop and operate a community service organisation of a moderately complex nature.

B.5.3 Requirements of the position

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

- a) Skills, knowledge, experience, qualifications and/or training**
 - (i) knowledge of organisational programs, policies and activities;
 - (ii) sound discipline knowledge gained through experience;
 - (iii) knowledge of the role of the organisation, its structure and services.
- b) Prerequisites**
 - (i) relevant degree with relevant experience;
 - (ii) associate diploma with substantial experience;
 - (iii) qualifications in more than one discipline;
 - (iv) less formal qualifications with specialised skills sufficient to perform at this level; or
 - (v) attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.
- c) Organisational relationships**
 - (i) work under general direction;
 - (ii) supervise other employees and/or volunteers.

d) Extent of authority

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

B.6 Social and community services employee level 6

B.6.1 Characteristics of the level

- a)** A person employed as a Social and community services employee level 6 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- b)** General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- c)** Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.

- d) Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.
- e) Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.

B.6.2 Responsibilities

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

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

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

B.6.3 Requirements of the position

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

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

(vii) comprehensive knowledge of requirements relevant to the discipline.

b) Prerequisites

(i) degree with substantial experience;

(ii) post graduate qualification;

(iii) associate diploma with substantial experience;

(iv) attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

c) Organisational relationships

(i) works under limited direction from senior employees of the Committee of Management or Board;

(ii) supervision of staff.

d) Extent of authority

(i) exercise a degree of autonomy;

(ii) may manage a work area or medium to large organisation or multi-worksite organisation;

(iii) has significant delegated authority;

(iv) selection of methods and techniques based on sound judgment;

(v) manage significant projects and/or functions;

(vi) solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.

B.7 Social and community services employee level 7

B.7.1 Characteristics of the level

a) A person employed as a Community services employee level 7 will operate under limited direction and exercise managerial responsibility for various functions within a section and/or organisation or operate as a specialist, a member of a specialised professional team or independently.

- b)** General features at this level require employees' involvement in establishing operational procedures which impact on activities undertaken and outcomes achieved by the organisation and/or activities undertaken by sections of the community served by the organisation.
- c)** Employees are involved in the formation/establishment of programs, the procedures and work practices within the organisation and will be required to provide assistance to other employees and/or sections.
- d)** Positions at this level will demand responsibility for decision-making and the provision of expert advice to other areas of the organisation. Employees would be expected to undertake the control and co-ordination of the organisation and major work initiatives. Employees require a good understanding of the long term goals of the organisation.
- e)** In addition, positions at this level may be identified by the level of responsibility for decision-making, the exercise of judgment and delegated authority and the provision of expert advice.
- f)** The management of staff is normally a feature at this level. Employees are required to set outcomes in relation to the organisation and may be required to negotiate matters on behalf of the organisation.

B.7.2 Responsibilities

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

- a)** undertake managerial or specialised functions under a wide range of conditions to achieve results in line with divisional/corporate goals;
- b)** exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single discipline or multi-discipline operation;
- c)** develop work practices and procedures for various projects;
- d)** establish work area outcomes;
- e)** prepare budget submissions for senior officers and/or the organisation;
- f)** develop and implement significant operational procedures;

- g) review operations to determine their effectiveness;
- h) develop appropriate methodology and apply proven techniques in providing specialised services;
- i) where prime responsibility lies in a professional field an officer at this level:
 - (i) controls and co-ordinates projects/programs within an organisation in accordance with corporate goals;
 - (ii) provides a consultancy service to a wide range of clients;
 - (iii) functions may involve complex professional problem solving;
 - (iv) provides advice on policy method and contributes to its development.

B.7.3 Requirements of the position

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

- a) **Skills, knowledge, experience, qualification and/or training**
 - (i) comprehensive knowledge of policies and procedures;
 - (ii) application of a high level of discipline knowledge;
 - (iii) qualifications are generally beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience;
 - (iv) lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard; or
 - (v) a combination of experience, expertise and competence sufficient to perform the duties required at this level.
- b) **Organisational relationships**
 - (i) works under limited direction;
 - (ii) normally supervises other employees and establishes and monitors work outcomes.
- c) **Extent of authority**
 - (i) may manage section or organisation;

(ii) has significant delegated authority;

(iii) selection of methods and techniques based on sound judgment (guidance not always readily available within the organisation).
Decisions and actions taken at this level may have significant effect on program/project/work areas being managed.

B.8 Social and community services employee level 8

B.8.1 Characteristics of this level

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

- g)** Positions at this level will demand responsibility for decision-making within the constraints of organisational policy and require the employees to provide advice and support to all facets of the organisation. Employees will have significant impact upon policies and programs and will be required to provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs.
- h)** Positions at this level may be identified by the significant independence of action within the constraints of organisational policy.

B.8.2 Responsibilities

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

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

- (iii) initiate and formulate organisational programs;
- (iv) implement organisational objectives within corporate goals;
- (v) develop and recommend ongoing plans and programs.

B.8.3 Requirements of the position

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

- a) Skills, knowledge, experience, qualification and/or training**
 - (i) detailed knowledge of policy, programs, guidelines, procedures and practices of the organisation and external bodies;
 - (ii) detailed knowledge of statutory requirements.
- b) Prerequisites**
 - (i) qualifications are generally beyond those normally acquired through a degree course and experience in the field of specialist expertise;
 - (ii) substantial post graduate experience;
 - (iii) lesser formal qualifications and the acquisition of considerable skills and extensive and diverse experience relative to an equivalent standard; or
 - (iv) attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties of the position.

Schedule C—Classification Definitions—Crisis Accommodation Employees

C.1 Crisis accommodation employee level 1

C.1.1 Characteristics of this level

- a)** A person employed as a Crisis accommodation employee level 1 will work under general direction in the application of procedures, methods and guidelines that are well established. They would have obtained organisation or industry specific knowledge sufficient for them to give advice and/or information.
- b)** General features of this level involve solving problems of limited difficulty using knowledge, judgment and work organisational skills

acquired through qualifications and/or previous work experience.
Assistance is available from senior employees.

- c) Positions at this level allow employees the scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.
- d) Employees will be responsible for managing and planning their own work.
- e) Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training. They may be required to supervise more than one component of the work program of the organisation.
- f) Graduates with a four year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 4.

C.1.2 Responsibilities

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

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

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

C.1.3 Requirements of the position

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

- a) **Skills, knowledge, experience, qualifications and/or training**
 - (i) thorough knowledge of work activities performed within the organisation;
 - (ii) sound knowledge of procedural methods of the organisation;
 - (iii) may utilise professional or specialised knowledge;
 - (iv) working knowledge of guidelines or statutory requirements relevant to the organisation;
 - (v) ability to apply computing concepts.

b) Prerequisites

- (i) entry level for graduates with a relevant three year degree that undertake work related to the responsibilities under this level— pay point 3;
- (ii) entry level for graduates with a relevant four year degree that undertake work related to the responsibilities under this level— pay point 4;
- (iii) associate diploma with experience;
- (iv) Advanced Certificate in Community Services with experience or its equivalent; or
- (v) attained through previous appointments, service and/or study an equivalent level of expertise and experience to undertake the range of activities required.

c) Organisational relationships

- (i) works under general direction;
- (ii) operate as a member of a team;
- (iii) supervision of volunteers.

d) Extent of authority

- (i) receive instructions on the broader aspects of the work;
- (ii) freedom to act within defined established practices; that is, freedom to arrange work in a manner the employee feels most comfortable with provided there is no change to defined established work practices;
- (iii) may set outcomes or objectives for specific projects;
- (iv) problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

C.2 Crisis accommodation employee level 2

C.2.1 Characteristics of this level

- a) A person employed as a Crisis accommodation employee level 2 will work under general direction in functions that require the application of

skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.

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

C.2.2 Responsibilities

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

- a)** undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- b)** perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- c)** identification of specific or desired performance outcomes;
- d)** contribute to interpretation and administration of areas of work for which there are no clearly established procedures;

- e) expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- f) although still under general direction, there is a greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- g) provide administrative support of a complex nature to senior employees;
- h) exercise responsibility for various functions within a work area;
- i) provide assistance to a more senior employee in planning, co-ordinating, implementing and administering the activities and policies including preparation of budgets;
- j) provide assistance on grant applications including basic research or collection of data;
- k) undertake a wide range of activities and policies including preparation of budgets;
- l) case manage clients under supervision;
- m) develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- n) undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- o) apply computer programming knowledge and skills in systems development, maintenance and implementation;
- p) provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- q) where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:

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

C.2.3 Requirements of the position

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

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

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

b) Prerequisites

- (i) relevant four year degree with two years relevant experience;
- (ii) three year degree with three years of relevant experience;

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

C.3 Crisis accommodation employee level 3

C.3.1 Characteristics of the level

- a) A person employed as a Crisis accommodation employee level 3 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.

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

C.3.2 Responsibilities

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

- a)** responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- b)** undertake responsibility for a complex project, including planning, co-ordination, implementation and administration;
- c)** assist with the preparation of or prepare organisation or program budgets;
- d)** set priorities and monitor work flow in the areas of responsibility;

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

C.3.3 Requirements of the position

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

- a) **Skills, knowledge, experience, qualifications and/or training:**
 - (i) knowledge of organisational programs, policies and activities;

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

b) Prerequisites

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

c) Organisational relationships

- (i) Supervise other employees and/or volunteers.

d) Extent of authority

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

C.4 Crisis accommodation employee level 4

C.4.1 Characteristics of the level

- a) A person employed as a Crisis accommodation employee level 4 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.

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

C.4.2 Responsibilities

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

- a)** undertake significant projects and/or functions involving the use of analytical skills;
- b)** undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;
- c)** exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation; provide advice on matters of complexity within the work area and/or specialised area;
- d)** undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;
- e)** negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- f)** control and co-ordinate a work area or a larger organisation within budgetary constraints;
- g)** exercise autonomy in establishing the operation of the work area;
- h)** plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- i)** provide a consultancy service for a range of activities and/or to a wide range of clients;
- j)** where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
 - (i)** provide support to a range of activities or programs;
 - (ii)** control and co-ordinate projects;
 - (iii)** contribute to the development of new procedures and methodology;
 - (iv)** provide expert advice and assistance relevant to the work area;
 - (v)** supervise/manage the operation of a work area and monitor work outcomes;

- (vi) supervise on occasions other specialised staff;
- (vii) supervise/manage the operation of a discrete element which is part of a larger organisation;
- (viii) provide consultancy services for a range of activities.

C.4.3 Requirements of the position

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

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

c) Organisational relationships

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

d) Extent of authority

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

Schedule D—Classification Definitions—Family Day Care Employees

D.1 Family day care employee level 1

An employee engaged at this level will undertake work that:

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

D.2 Family day care employee level 2

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

- D.2.1** will be expected to operate with a degree of autonomy and may receive instruction from another employee as to the performance of their duties;

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

D.3 Family day care employee level 3

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

- D.3.1** will be engaged in:
- a)** service delivery which may include: regular fieldwork, monitoring standards of childcare, support and development of childcare provider/caregivers, the recruitment, selection and training of childcare providers/caregivers, liaison with parents, placement of children, liaison with government departments; and/or
 - b)** providing administrative support of a complex nature, which may include preparation of grant applications and/or preparation of budgets and/or the development and administration of records management and/or applications of computer program knowledge or skills,
- D.3.2** where required will have knowledge of child development, an understanding of childcare, community development and welfare issues where appropriate, and a high level of interpersonal communications skills;
- D.3.3** would be expected to operate with a higher degree of autonomy than a level 2 employee and may operate under minimal supervision;
- D.3.4** may have involvement in service planning, policy development and implementation, responsibility for service delivery and ensuring statutory requirements are met;
- D.3.5** may be responsible for the overall administration and/or co-ordination of a unit/program of a service;
- D.3.6** may have involvement in more than one discipline within a service including planning for recruitment, assessment, training and development and support of childcare providers, early childhood education programming and health, hygiene, welfare and safety policy setting;
- D.3.7** may undertake projects requiring the use of analytical skills (e.g. basis research, collection of data) and subsequent preparation of reports and/or recommendations.
- D.3.8 Qualification**

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

D.4 Family day care employee level 4

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

- D.4.1** be responsible for the administration and/or co-ordination of a service;
- D.4.2** have a broad understanding of childcare, community development and welfare issues, support services liaison and community education and service administration;
- D.4.3** have substantial involvement in service planning, policy development, implementation and administration, responsibility for service delivery and ensuring statutory requirements are met;
- D.4.4** have involvement in more than one discipline/program within a service, which may include planning for recruitment, assessment, training and development and support of childcare providers/caregivers, early childhood education programming, health, hygiene, welfare and safety policy setting, financial management and reporting;
- D.4.5** undertake significant projects requiring the use of analytical skills and subsequent preparation of reports and/or recommendations;
- D.4.6** have substantial human services management skills.

D.4.7 Qualifications

Requires relevant qualifications as per State Regulations.

D.5 Family day care employee level 5

- D.5.1** An employee appointed to this level will operate at a higher level of discretion, skill and responsibility than a level 4 employee. In addition to the duties of a level 4 employee this employee will:
 - a)** take a leadership role in areas of management;
 - b)** operate with a higher level of independence and be responsible for the overall management of a complex scheme;
 - c)** operate with a higher level of autonomy in the financial/human resources function of the scheme;
 - d)** provide advice to the management committee on major areas of policy and/or on key issues of significance to the organisation;
 - e)** exercise influence which would have a critical effect on the performance of the organisation as a whole;
 - f)** manage and be responsible for multiple services or exercise skills and responsibility equivalent to managing a multiple service.

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

Schedule E—Classification Definitions—Home Care Employees

E.1 Home care employee level 1

A position in this level has the following characteristics:

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

E.1.2 Accountability and extent of authority

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

E.1.3 Judgment and decision-making

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

E.1.4 Specialist knowledge and skills

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

E.1.5 Interpersonal skills

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

E.1.6 Qualifications and experience

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

E.2 Home care employee level 2

A position in this level has the following characteristics:

E.2.1 Accountability and extent of authority

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

E.2.2 Judgment and decision-making

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

E.2.3 Specialist knowledge and skills

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

E.2.4 Interpersonal skills

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

E.2.5 Qualifications and experience

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

E.3 Home care employee level 3

A position in this level has the following characteristics:

E.3.1 Accountability and extent of authority

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

E.3.2 Judgment and decision-making

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

E.3.3 Specialist knowledge and skills

Indicative but not exclusive tasks include: computer and other office skills; maintain mail register and records; sort, process and record invoices and correspondence; prepare meals and special functions; provide input into meal planning; order foodstuffs and commodities; liaise with dieticians on special needs; schedule work programs on a routine and regular basis; co-ordinate and direct the work of support staff including maintenance (no more than four); oversee the provision of domestic services; provide personal care to clients with particular emphasis on those requiring extra help due to specific physical problems or frailty; schedule maintenance work programs on a routine and regular basis; plan, develop, and co-ordinate diversional therapy programs and carry out general maintenance falling within the scope of trades skills.

E.3.4 Interpersonal skills

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

E.3.5 Qualifications and experience

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

E.4 Home care employee level 4

A position in this level has the following characteristics:

E.4.1 Accountability and extent of authority

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

E.4.2 Judgment and decision-making

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

E.4.3 Specialist knowledge and skills

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

E.4.4 Interpersonal skills

Positions in this level require the ability to gain co-operation and assistance from members of the public and other employees in the performance of well defined activities. Employees in this level may also be expected to write reports in their field of expertise.

E.4.5 Qualifications and experience

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

E.5 Home care employee level 5

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

E.5.1 Accountability and extent of authority

- a) Positions in this level may co-ordinate resources and/or give support to more senior employees or be engaged in duties of a specialist nature.
- b) In positions where the prime responsibility is for resource co-ordination, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.
- c) Whatever the nature of the position, employees in this level are accountable for the quality, effectiveness, cost and timeliness of the programs, projects or work plans under their control and for the safety and security of the assets being managed.

- d) Employees with co-ordination responsibilities are also required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

E.5.2 Judgment and decision-making

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

E.5.3 Specialist knowledge and skills

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

E.5.4 Management skills

- a) These positions require skills in managing time, setting priorities and planning and organising one's own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- b) The position requires an understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees' training and development.

E.5.5 Interpersonal skills

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

E.5.6 Qualifications and experience

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